

**Tender for Providing Sanitation / Housekeeping Services for
Guru Gobind Singh Indraprastha University**

Tender Ref. No. GGSIPU/GA/SAN/2019-20/01(4)

Notice Inviting e-Tender

Guru Gobind Singh Indraprastha University invites tender under Two-Bid System (Technical and Financial) from Sanitation Agencies for providing Sanitation / Housekeeping Services in the University at Dwarka Campus for a period of 01 (One) year.

Estimated Cost – Rs. 7.05 Crores; Earnest Money Deposit – Rs. 14.10 Lacs

The Tender document alongwith terms and conditions can be downloaded from e-tender website: www.govtprocurement.delhi.gov.in or www.ipu.ac.in Last date of uploading/submission of bids is **27.01.2020** upto **3:00 p.m.**

Sd/-

Registrar

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Guru Gobind Singh Indraprastha University**

Tendering Schedule and instructions for bidders

Name of work	Providing Sanitation / Housekeeping Services for Guru Gobind Singh Indraprastha University at Dwarka Campus
Estimated Cost	Rs. 7.05 Crores (Seven Crores Five Lacs Only).
Earnest Money Deposit (EMD)	Rs. 14,10,000/- (Rs. Fourteen Lacs Ten Thousand Only). EMD may be paid in the shape of FDR/BG of any Nationalized/scheduled bank or Online in favour of Registrar, Guru Gobind Singh Indraprastha University, and Payable at Delhi. In no case, cheque and/or cash will be accepted. "Micro & Small Enterprises are exempted from depositing EMD, on submission of attested copy of valid registration certificate as MSE from authority defined in the <i>MSME Act.</i> "
Last date, time and venue of submission of EMD & Bid Documents	The Technical & Financial Bid should be uploaded on the e-tender website: www.govtprocurement.delhi.gov.in Original EMD in a sealed envelope should be dropped in the Office of Dy. Registrar (General Administration), Room No. 36, Ground Floor, Administrative Block, Guru Gobind Singh Indraprastha University, Sector -16-C, Dwarka, New Delhi-110078. Latest by <u>27.01.2020</u> upto <u>03:00 P.M</u>
Date and Time of Pre-Bid Meeting	<u>10.01.2020</u> at <u>03:00 P.M</u>
Date, Time & Venue for opening of Technical bid in presence of the authorized representatives of bidders, if any,	<u>27.01.2020</u> at <u>03:30 P.M</u> in the office of Dy. Registrar (General Administration) at Dwarka Campus
Date of opening of Financial bid	Financial bid of eligible bidders shall be opened on e-tender website: www.govtprocurement.delhi.gov.in on the Fifth (5 th) working day from the date of publishing the result of technical evaluation.

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INFORMATION AND INSTRUCTIONS FOR BIDDERS

FOR e-TENDERING FORMING PART OF NIT

1. Information and instruction for contractors will be a part of NIT
2. The Bid document as uploaded can be viewed and downloaded free of cost by anyone including intending bidder. But the bid can only be submitted after uploading the mandatory scanned documents.
3. After submission of the bid the bidder can resubmit revised bid any number of time but before the last date and time of submission of bid as notified.
4. While submitting the revised bid, bidder can revise the rate of one or more items any number of times (he need not re-enter rate of all the items) but before last date and time of submission of bid as notified.
5. On opening date, the bidder can login and see the bid opening process.
6. Bidder can upload documents in the form of JPG format and PDF format.
7. It is mandatory to upload scanned copies of all the documents as stipulated in the bid document. If such document is not uploaded his bid will become invalid and shall be rejected.
8. If the bidder is found ineligible after opening of bid, his bid shall become invalid and shall be rejected.
9. If any discrepancy is noticed between the documents as uploaded at the time of submission of bid and hard copies as submitted physically by the bidder the bid shall become invalid and shall be rejected.
10. Bidder must ensure to quote rate of each item. The column meant for quoting rate in figures appears in pink color and the moment rate is entered it turns sky blue.

In addition of this while selecting any of the cells a warning appears that if any cell is left blank the same shall be treated as “0”. Therefore, if any cell is left blank and no rate is quoted by the bidder rate of such items shall be treated as “0” (Zero).

- 11. Payment of Cost of Tender Documents:** The collection of cost of Tender documents is dispensed away with, as there is no physical supply of tender documents and also to have absolute anonymity of the bidder participating in e-procurement solution. The bidder can view/download the tender documents, from the e-tender website: www.govtprocurement.delhi.gov.in. or www.ipu.ac.in
- 12. Submission of Bid:** The bidders who are desirous of participating in e-procurement shall submit the price bid in the standard format prescribed in the tender document displayed at www.govtprocurement.delhi.gov.in. The bidder shall upload the scanned copies of all the relevant certificates, documents etc. on the www.govtprocurement.delhi.gov.in in support of their price bid. The bidder shall sign on all the statements, documents, certificates uploaded by him, owning responsibility for their correctness/authenticity.

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13. Payment of Bid Security (Earnest Money Deposit): The EMD shall be in the shape of FDR/BG of any Scheduled Bank in favor of Registrar, Guru Gobind Singh Indraprastha University, New Delhi have to be deposited. The EMD should be valid for 45 days beyond the bid validity period.

Xerox copy of the FDR/BG is to be scanned and uploaded along with the bid and the original FDR/BG shall be sent to the office of Dy. Registrar (Gen.Admn.) so as to reach before date & time mentioned in NIT. Failure to furnish the original FDR/BG as EMD and other documents before the date and time mentioned in NIT will entail rejection of Bids.

“Micro & Small Enterprises are exempted from depositing EMD, on submission of attested copy of valid registration certificate as MSE from authority defined in the *MSME Act.*”

14. Price Bid (Financial Bid) Opening: The price bids will be opened by the Dy. Registrar (Gen. Admn.) at the specified date and time and the result will be displayed on the website: www.govtprocurement.delhi.gov.in which can be seen by all the bidders who participated in the tender.

15. Processing of the Tender: The concerned officer/officers will evaluate and process the tenders as done in the conventional tenders and will communicate the decision to the bidder online.

16. Participation of Bidders at the time of Opening of the Bids: Bidders have two options to participate in tendering process at the time of opening of bid:

- i) Bidder can come to the place of opening of bids (electronically) as done in the conventional tender process.
- ii) Bidder can see the process online

17. Signing of agreement: After the award of the contract, an agreement shall be signed as done in conventional tenders.

1. TERMS AND CONDITIONS

1.0 Definitions

For the purpose of the tender (as hereinafter defined) the following words and expressions shall have the meaning hereby assigned to them except where the context otherwise requires:

- 1.1 ‘**The University / University**’ shall mean the Guru Gobind Singh Indraprastha University on whose behalf the Registrar or any officer authorized by the University shall execute and sign the correspondence and documentation.
- 1.2 ‘Competent Authority’ shall mean the Vice Chancellor or his nominee of Guru Gobind Singh Indraprastha University.
- 1.3 ‘Agency/Contractor’ shall mean a bidder whose tender has been accepted by the University in writing.

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- 1.4 'The Tender' shall mean the tender form (including earnest money deposit, the notice inviting tender, the terms & conditions), technical bid and financial bid.
- 1.5 'Letter of Acceptance' shall mean communication by the University to the bidder to convey the acceptance of the offer.
- 1.6 'Personnel'/Workers/Sanitary Staff means, Sweeper, Sewermen, Supervisor.
- 1.7 'Guru Gobind Singh Indraprastha University' shall mean Guru Gobind Singh Indraprastha University, Dwarka campus (60.46 acres) area including buildings, play grounds, open areas, roads and parking.
- 1.8 'Similar work' shall mean providing Sanitation / Housekeeping Services by way of deployment of Sweeper, Sewermen and Supervisor.
- 1.9 Tentative Estimated Cost: The work is tentatively estimated to cost Rs. 7.05 Crores.

2.0 Eligibility And Selection Criteria

2.1 Initial Eligibility Criteria

The intending bidder should satisfy the following criteria:-

1. Should have valid Registration no. & PAN of the Firm/Company (Attach self attested copy of the Certificate).
2. Should have valid EPF, ESI, GST Registration or proof of having applied for same, ISO 9001:2008, 14001:2009, OHSAS 18001:2007 Certification (Self attested copies of registration to be attached).
3. Should have minimum Solvency issued by a Nationalized/Scheduled Bank of Rs. 2.82 Crores (Two Crores Seventy Two Lacs only) in original and shall be submitted in a sealed envelope addressed to Registrar, G.G.S.I.P. University in the format as per **Annexure III** along with EMD.
4. Should have minimum annual average turnover of **Rs. 7.05 Crores** during the last 3 financial years ending 31st March, 2019. Certificate of Chartered Accountant certifying turnover to be attached. (**Annexure – II**)
5. Should have satisfactorily completed following similar works in last seven years ending **last date of receipt of tender**:-

At least One similar work of completed value not less than Rs. 5.64 crores

Or

At least Two similar work of completed value not less than Rs. 4.23 crores each

Or

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At least Three similar work of completed value not less than Rs. 2.82 crores each

“Similar work” means the work of providing Sanitation/Housekeeping Services in Government Department, State Government, PSU, Autonomous Body, University / Educational Institution, Bank, Hotel, Hospital, Airport, Shopping Mall, private entity at single location.

And

Should have satisfactorily completed one work of Sanitation/Housekeeping of value not less than Rs. 2.82 Crores in last seven years ending last date of receipt of tenders in the University/College/Educational Institute. This work can be additional or one of the works mentioned above. (i) Details to be furnished in Annexure VII.

And

Should have satisfactorily completed one work of Sanitation/Housekeeping of value not less than Rs. 2.82 Crores in last seven years ending last date of receipt of tenders in Central Government/State Government/ Autonomous Body/Semi Govt./Govt. Undertakings/P.S.U at single location. This work can be additional or one of the works mentioned above. (i) Details to be furnished in Annexure VII.

(ii) Copy of Performance Certificate (**Annexure – VIII**) issued by Officer not below rank of Asstt. Registrar/Administrative Officer/Executive Engineer or Equivalent should be attached. In case of experience of Private Establishment, it should be supplemented with **Form 26A or TDS Certificate**.

6. Should have a running contract of Sanitation/Housekeeping work with atleast 150 manpower deputed on the job with Central Govt./Semi Govt./ Govt. Undertaking/PSU/Educational Institute/Private entity at single location. Must produce the copy of Work Order/Contract Agreement and Labour License. (**Annexure – IX**)
7. Should have minimum strength of 500 employees on its payroll. Copy of Challan/ECR of EPF/ESIC in support of establish the strength to be submitted. (**Annexure – IX**)
8. Should not have been blacklisted/debarred/contract terminated by any Govt./Semi Govt./ Govt. Undertaking/PSU or any other organization in last 03 years. An undertaking to be submitted as per (**Annexure-IV**).
9. Should not have incurred loss in more than 02 years in last 05 financial years ending 31st March, 2019. A certificate of Chartered Accountant for Profit/Loss in last five years to be submitted. (**Annexure – II**)
10. Joint Ventures / Consortiums are not accepted.
11. Should have well established office in Delhi/NCR. – Proof of office in form of electricity bill/water bill/property tax or any other document in support of establishment.

2.2 Technical Bid Evaluation Criteria

Those bidders who fulfill the initial eligibility criteria as mentioned in 2.1 above shall be further evaluated as per following criteria:-

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S. No.	Criteria	Max. Overall Marks
1.	Financial Strength Turn over (15 Marks) - (Annexure II) Solvency (2 Marks) – (Annexure III) Profit/Loss (3 Marks) – (Annexure II)	20
2.	Availability of Human Resource Running Contract (10 Marks) - (Annexure – IX) Strength in Last 1 year (10 Marks) - (Annexure – IX)	20
3.	Past Performance (Annexure - VII & VIII) Experience of Similar Projects (20 Marks) Clients Satisfaction (10 Marks) Experience in University / Education Institute (15 Marks)	45
4.	Availability of Machinery - (Annexure – XI)	15
	Total	100

Note:

- The detailed marking is attached at Annexure VI.
- A bidder should secure minimum of 60% marks in each criteria separately and overall 65% marks to qualify for opening of financial bids.
- Performance Certificate without any mention of client satisfaction will be considered as satisfactory.
- The qualified shortlisted bidders shall have to go through physical demonstration of Machineries/Equipments before the University authorities in accordance to machineries mentioned at Annexure – XI. The machineries demonstrated will be considered for marking.

2.3 The documents to be uploaded by the bidder as Technical Bid are as under:

- (i) Self Attested copy of Registration of Firm
- (ii) Self Attested copy of PAN
- (iii) Self Attested copy of EPF Registration
- (iv) Self Attested copy of ESI Registration
- (v) Self Attested copy of GST Registration or proof of having applied for obtaining the same.
- (vi) Self Attested copies of ISO Registration
- (vii) Copy of EMD in favour of Registrar, GGSIPU or copy of receipt for online submission of EMD. In case of exemption, copy of registration certificate as MSE from authority defined in the MSME Act.
- (viii) Self attested copy of office proof (in Delhi/NCR) of the agency in form of electricity bill/water bill/property tax or any other document in support of established office in Delhi/NCR.
- (ix) Applicant Detail (Annexure I)
- (x) Self attested copy of CA's certificate Annual Average Turnover and Profit Loss Account. (Annexure – II).
- (xi) Self attested copy of Solvency Certificate (Annexure III)

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- (xii) Declaration regarding Blacklisting/Debaring for taking part in tender (Annexure IV).
- (xiii) Self attested copy of details of similar works completed in support of eligibility criteria for evaluation (Annexure VII).
- (xiv) Self Attested copy of Performance Certificates (Annexure VIII).
- (xv) Self attested copy of Availability of Machinery / Equipments (Annexure XI).
- (xvi) Self attested copy of proof of running contract with 150 manpower and labour license (Annexure IX)
- (xvii) Registration certificate as Micro and Small Enterprises, wherever applicable.

3. EARNEST MONEY DEPOSIT AND PERFORMANCE SECURITY DEPOSIT

- 3.1** The Earnest Money Deposit (EMD) shall be submitted by all bidders in original in hard copy (in an envelope). “Micro & Small Enterprises are exempted from depositing EMD, on submission of attested copy of registration certificate as MSE from authority defined in the MSME Act.” The document with regards to claim of valid exemption shall be required to be submitted along with other documents mentioned in clause 2.3 above.
- 3.2** Bidder will submit the Bid for Sanitation / Housekeeping Services in the University along with Earnest Money Deposit amounting to Rs. 14.10 lacs through FDR, Bank Guarantee or Online in favour of Registrar, Guru Gobind Singh Indraprastha University, Delhi. In no case, cheque and/or cash will be accepted. The On-line detail is as follow:-

1.	Accounts Holder Name	Registrar, Guru Gobind Singh Indraprastha University
2.	Account No.	927860555
3.	IFSC Code	IDIB000G082
4.	Bank Name	Indian Bank
5.	Micr Code	110019071
6.	Accounts Type	SB (Saving)
7.	CBS Code/Branch Code	02029
8.	Branch Name & Address	GGSIPIU, Sector-16C, Dwarka, New Delhi-110078
9.	Banker's Phone No.	011-28035244

Note:- The bid security should remain valid for a period of 45 days beyond the final bid validity period.

- 3.3** Total performance security deposit will be 10% of the total value of the contract of the qualifying Tender. This will be in the form of FDR/Bank Guarantee or Online payment. Performance security will have to be submitted with in 15 (fifteen) days from award of work extendable by 05 (five) days for genuine reasons under satisfaction of the Registrar. Non submission of Performance Security Deposit within the said 15 days or the extended 05 days will entail forfeiture of the EMD and revocation of the tender without any notice to the accepted agency. In such case, the said agency should not be allowed to participate in the re-tendering process. The validity of the Performance Security should be 60 days

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beyond the date of completion of all contractual obligations. In case, the time period is extended, the bidder shall extend the time period of the performance security accordingly.

- 3.4 The E.M.D. of unsuccessful bidders will be returned after finalization of the contract without any interest as per Rules. In case of successful bidder, amount paid as E.M.D. will be refunded without any interest after receiving performance security deposit.

4.0 SUBMISSION OF TENDER

- 4.1 There shall be pre-bid conference, which is proposed to be held in the office of Dy. Registrar (Gen. Admin.), Guru Gobind Singh Indraprastha University, Sector 16-C, Dwarka, New Delhi, at **11:00 A.M. on 10.01.2020** for intending applicants in which any of their doubts shall be clarified besides discussion on any other related issue proposed by the perspective bidders.
- 4.2 The bidder should upload their bids on the e-tender website: www.govtprocurement.delhi.gov.in. The original EMD should be submitted in office of Dy. Registrar (General Administration), Ground Floor, Room No. 36, Administrative Block, Guru Gobind Singh Indraprastha University, Sector 16-C, Dwarka, New Delhi- 110078, in a sealed envelope superscribed as **“TENDER FOR PROVIDING SANITATION / HOUSEKEEPING SERVICES FOR G.G.S.I.P. UNIVERSITY”**.

5.0 FINANCIAL BID

- 5.1 The bidder should quote the amount tendered in financial bid in the format attached as **Annexure ‘V’** and it should be uploaded on e-tender website: www.govtprocurement.delhi.gov.in Only Service Charges for providing Sanitation / Housekeeping Services in accordance with Scope of Work (Clause No. 6), other terms & conditions defined in the tender document including consumables, machinery & equipment, worker uniforms, all overhead and incidental expenses from fulfillment of the agency’s obligation defined in the tender document shall be quoted in the Financial Bid. (i) Wages of manpower, EPF, ESIC, Leave Encashment, GST, Gratuity and Bonus (if applicable) shall be paid/reimbursed separately on the basis of actual deployment of manpower and applicable minimum wages notified by Govt. of NCT of Delhi from time to time. These are not to be included in the Financial Bid at Annexure ‘V’. (ii) If the amount / cost mentioned in Financial Bid at Annexure ‘V’ are not found justified/reasonable, the University may reject the bid of bidder whom rates are not justified/reasonable. If any column of item 1 to 4 are left blank at Annexure ‘V’, the bid of the concerned bidder will be rejected.

The lowest bidder will have to submit original documents within one week of opening of financial bid.

5.2 Opening of Financial Bid and Evaluation:

- (a) Financial bid of only those bidders who fulfill the criteria of Technical Bid Evaluation as mentioned at 2.2 shall be opened.
- (b) The work will be awarded to the L-1 agency. In case the financial bid of more than one agency is same as L-1, then the work will be awarded to the agency which gets the higher marks in 2.2.
- (c) The University will open the ‘Financial Bids’ of technically qualified bidders on e-tender website at 3:00 P.M. on 5th working day from the date of publishing the result of technical evaluation, in the presence of the qualified bidders or their representatives, if any.

5.2.1 Rejection of Tender

- (i). The entire column and rows in the tender form (including tender form and Financial Bid) should be filled up. Tender incomplete by any mean may be rejected without assigning any reason.

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- (ii). The Competent Authority of the University may reject any or all tender(s) without assigning any reason.
- (iii). If the bidder proposes any alternation in or additions to the prescribed form of tender or decline to carry out any work of the tender document; or any conditions mentioned, etc., his tender is liable to be rejected.
- (iv). The bid quoting 'Zero' Percent service charges will summarily rejected.

5.2.2 Selection Criteria

1. The tender will be awarded to that firm who had quoted lowest amount of Services Charges. In case two or more firms quote the same rates of services charges, successful bidder will be selected as per the following criteria:-
 - i. Who had got the highest mark during the technical evaluation, selected for award the tender?
 - ii. In case two or more firms had quoted the same service charges and got the equal marks during the technical evaluation, the firm which has more turnover during the year 2018-19 will be selected for award the tender.
2. The decision of the Competent Authority of the Guru Gobind Singh Indraprastha University, Dwarka shall be final and binding on all the bidders.

6. SCOPE OF WORK

- (i) Complete & comprehensive housekeeping service/job contract which involves daily sweeping, cleaning, dusting of furniture and all other items, wet washing/mopping and allied housekeeping jobs in G.G.S.I.P. University.
- (ii) **The agency will deploy following category of Manpower:-**

<u>Workers</u>	<u>Nos.</u>
Unskilled - (Sweepers)	200
Unskilled – (for various activities)	67
Semi Skilled - (Sewermen)	02
Skilled/Supervisory Staff – Matriculate (Supervisors)	08
Total	277

** The above category and numbers may change at the discretion of Office-in-Charge and agency will have to comply the same. Additional manpower will have to be deployed over and above the manpower mentioned in the document as and when asked for by the University. The payment of additional manpower shall be made on the basis of applicable minimum wages per day on the date of actual deployment including applicable statutory allowances.*

- (iii) The Agency shall be fully responsible for the sanitation/ housekeeping services in the University.

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- (iv) The cleaning area in the residential building limited to staircase landing area, corridors, roof top.
- (v) Daily sweeping, cleaning, collecting & disposal of dried leaves of trees/plants in the open/closed corridor, approach road, vehicle parking area, backside open yard/grounds.
- (vi) Sweeping, mopping, dusting, cleaning and all other allied works have to be completed before 9.00 a.m. on all working days, Saturday & Sunday. Non completion of work before 9.00 a.m. on any day shall attract penalties as deemed fit by the University. Some activities such as garbage removal etc. shall be completed in the evening after office hours (i.e. 6:00 pm onwards), on day to day basis. No spillover of the above work for the next day shall be permitted under any circumstances.
- (vii) However, regular cleaning of toilets (including fixtures such as WC's urinals, washbasins tiles etc.) Lobby, Corridors and other areas shall be done continuously during office hours (**at the regular interval as per requirement, usage and instruction given by the department from 9.00 am to 5.30 pm i.e during office hours and beyond**)
- (viii) The agency shall provide all consumables like refill the sanitary cubes, deodorizer, and other consumables like air fresheners, phenyl, toilet roll, tissue box and liquid soap for hand wash. The sanitation material/consumable shall be provided as per approved make in (Annexure-X). The agency has to provide minimum quantity or consumables on monthly basis as per Annexure-X. (a) The minimum required quantity which is to be provided every month for cleaning purpose and it may be increased as required or directed by the University. (b) The chemical should have pH value of 9.5 - 11 and should be only green seal certified chemicals certified by appropriate authority. (c) The list of consumables is not exhaustive and for the purpose of maintaining cleanliness to the satisfaction of University authority, the bidder may have to provide additional consumable items not mention in this list as per requirement and directed by the University from time to time. The agency shall bring the said material and nothing extra shall be paid for such material.
- (ix) The work to be carried out under this tender shall also include arranging of vacuum cleaners, scrubbing and polishing machines and equipments which are required to be used during execution of the work (**Annexure-XI**). All the machineries used should be appropriate for the surfaces existing on the site and in no way damage the surface/ fixtures/ fittings/ furniture beyond normal wear and tear. In case the agency or its employee damages the surface/ fixture/fitting/ furniture, the University will be well within its right to recover the cost of restoring the damaged area and/or impose a penalty on the agency. The decision of the Competent Authority of the Guru Gobind Singh Indraprastha University, Dwarka, Sector-16-C, Delhi-110078, will be final and binding on the agency.
- (x) The above also includes computers, machines, other office equipments, internal vertical surface (marble, glass panels and printed surface etc.) ceiling & fixtures, electric fans etc., whose cleaning is **very much** within the scope of housekeeping.
- (xi) The periodicity with which the job is to be carried out at the site is broadly divided into three categories namely Daily, Weekly and Fortnightly.
- (xii) The agency may visit the University campus on any working day between 11 a.m. to 4 p.m. under intimation to General Administration Branch, Room No. 36, Admn. Block, GGSIPU for the assessment of work.

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(xiii) THE DETAILS OF THE AREA COVERED UNDER THIS SCOPE OF WORK ARE AS UNDER:-

Area details: Tentative area details are as under:

Campus Specification	Dwarka Campus
1. Built up Area	95,000 Sq. Meter (Approximately)
2. Plot Area	60.46 Acres
3. Toilet /Bathroom	Total – 329

* The details given above are indicative only. The bidders are requested to visit the Dwarka Campus to assess the area/toilets etc. Sanitation services are to be provided in complete campus.

** Further, additional sanitation manpower may be deployed at Surajmal Vihar Campus also if required in the future. In such cases payment shall be made on the terms & condition of the tender applicable in respect of the Dwarka Campus of the University.

(xv) DETAILS OF JOBS TO BE CARRIED OUT ON DAILY BASIS:-

- (a) Daily General cleaning (sweeping, mopping, dusting and any other connected work) of the office rooms, open office halls, conference rooms (Halls), Auditorium, Library, reception, corridors, stairs, Air Handling Unit area, space for water coolers & toilets, parking areas, service area, corridors & staircase of hostels and residential area, all roads inside the University etc. and all unspecified areas/ location within the University.
- (b) Daily Removal of garbage from dustbins and collected at place designated in the University Campus.
- (c) Daily Cleaning of table top, chairs, almirahs, frames, panels, railings, glasses and cabin partitions with approved cleaning material.
- (d) Daily cleaning of all the terrace, stairs of all buildings/blocks, hostels, residential complex of the University.
- (e) Daily cleaning of flooring of dining area of Canteen, Kiosk, Hostel Mess except their Kitchen, Stores & Washing area.
- (f) Daily Stain removal treatment of entire premises including stairs, area of office cabins, conference halls, Auditorium, reception, toilets etc. and stain removing of the furniture and equipments.
- (g) Daily Air freshener spray in conference room (if required), Auditorium, Air Handling Unit, officer's rooms once in a day and also on requirement basis as directed by the department.
- (h) Daily Cleaning and dusting of Lab equipments and machines lying on the site.
- (i) Daily Restocking of toiletries in toilets after intensive daily checking in the morning and afternoon cleaning and scrubbing of toilets, WC's urinals wash basin, floor area of toilets and cleaning and wet dusting / wiping of mirrors, frames etc. in toilet with approved material, re-filling liquid soap dispensers (on daily basis in toilets and requirement basis in officers toilets), re-filling of toilet rolls / tissue papers etc.
- (j) Cleaning and dusting of planters, paintings, posters, notice board etc.

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- (k) Removal of bird droppings and other dirt's on the inner walls or on the foot of doors, ventilators etc. as and when required.
- (l) The bio degradable and non-biodegradable waste shall be segregated and disposed of by the contracting agency on day to day basis and required numbers of dustbins will be provided by the University. The agency should follow the government guidelines/act in this regard.

(xvi) DETAILS OF JOBS TO BE CARRIED OUT ON WEEKLY BASIS:-

- (a) Mechanized and hand scrubbing & washing of the entire floor area by using approved cleaning material and dry /wet mopping.
- (b) Dusting of walls, roofs etc. from top downward and removal of cobweb.
- (c) Polishing of Brass/ copper fixtures.
- (d) Cleaning of windowpanes and partition doors.
- (e) Cleaning of area of drinking water Cooler area, dustbins, buckets etc. with detergents.
- (f) Weekly cleaning and dusting of ventilation blinds and brushing of upholstered chairs and sofas.
- (g) Removal of Poster, Banners and hoarding inside and outside university.

(xvii) DETAILS OF JOBS TO BE CARRIED OUT ON FORTNIGHTLY BASIS:-

- (a) Vacuum cleaning of upholstery of sofas and other upholstered chairs.
- (b) Cleaning of Name Plates and painting with Glass top.
- (c) Cleaning of floors by shifting and moving furniture such as sofa, almirahs, tables etc.
- (d) Cleaning of covered floor area, cleaning of sanitary/water supply fixtures, wall tiles etc.
- (e) Removal of cobwebs in back / hidden areas in places like electrical substations, U.P.S. room, telephone exchange etc. on the written requests
- (f) Removal of weeds from edges of paths/ roads, paved-laid area, corners, crevices in terraces, etc.

(xviii) MACHINERY & EQUIPMENT

- (a) The list of equipments/tools to be deployed by the agency are as under :-

Sl. No.	Equipment	Required Quantity	Specification
1.	Single Disc Scrubber	03	Working width : 430 mm, Net weight : 50 kg, Brush Speed : 150 rpm, Transmission : Gear Box, Motor: 1100 W, Dim. LxHxW: 567X1200x450 mm

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2.	Wet & Dry Vacuum Cleaner with stainless steel tank	04	Power 1350 W, 35 litre tank capacity, Weight 9 kgs, Ametek Motors, Air Flow 54 ltrsec, Vacuum 22 kPa
3.	High Pressure Jet Cleaner	02	Voltage – 230/50 V/Hz Pressure : 150 bar, RPM – 2800, Water Flow : 600 ltr/hr, Absorbed Power – 2.9 kw, Detergent Tank – 4 ltr. Weight – 36 kg. Dim. LxHxW: 440x940x420 mm
4.	Battery Operated Ride on Sweeping Machine	01	Central Brush Width : 800 mm No. of Side Brushes – 2 Nos. Forward Speed: 0-6 km/hr, Hopper: 150 ltr, Filter Surface: 6 sqm
5.	Battery Operated Walk Behind Scrubber Drier	02	Central Brush Width : 500 mm, No. of Side Brushes : 1 Nos. Forward Speed : 0-3.5 km/hr, Hopper: 40 ltr, Filter Surface: 2.6 sqm.
6.	Rikshaw / Garbage Trolley	06	For garbage lifting
7.	Glass Cleaning Kit	04	Glass cleaning Kit cum caddie.

Note:

- *If the bidder intends to hire the machinery then a consent from the owner of the Machinery for letting out the said machineries to the bidder for a period of 01 year for deployment at G.G.S.I.P. University should be submitted. This letter of consent should be on the letter head of the owner duly signed by both owner and bidder. The proof of ownership of the Machineries should also be attached.*

(b) The following Penalties will be imposed on the Bidder for not deploying the Machinery as given below:-

Sl. No.	Machine / Equipment	Recovery Rate Per Equipment Per day (If not available in the campus) (in Rs./ Per day)
1.	Single Disc Scrubber	1500
2.	Wet & Dry Vacuum Cleaner with stainless steel tank	750
3.	High Pressure Jet Cleaner	1500
4.	Battery Operated Ride on Sweeping Machine	3000
5.	Battery Operated Walk Behind Scrubber Drier	2000
6.	Rikshaw / Garbage Trolley	500
7.	Glass Cleaning Kit	500

7. Contractor Obligations:

- I. The contractor shall be responsible to undertake the activities as per the periodicity indicated against each activity and shall use the modern machine like: Vacuum cleaner, wet & dry, sweeping, mopping machine, scrubber etc. as per the equipment list.
- II. Area to be cleaned under the contract including Scope of Work is as follows:
 - a) University Academic and Administrative Campus: All building, all rooms, open area, common area, stairs, toilets, water cooler etc. to be cleaned

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- b) University Residential Campus: Boys & Girls hostels, transit hostels, open area, common area, stairs & open area of all the buildings, toilets, balcony, water cooler, porta Cabins, road, path etc. to be cleaned
- III. Effective cleaning, sweeping & mopping of all the hostels (excluding rooms of Boys/Girls) including toilets and bathrooms has to be ensured taking into account the convenience of the occupant, to be done daily with phenyl, detergent & disinfectant. Staircases, corridors, lobby, open area, roads and foot path are to be cleaned daily.
- IV. Effective cleaning, sweeping & mopping of all the office rooms, laboratory has to be done daily with phenyl, detergent & disinfectant. The first cleaning should be completed by 08:30 am daily.
- V. The contractor shall be responsible to maintain the aesthetic looks in the University premises and surrounding areas by maintaining pleasant odor and cleanliness, keeping the buildings & the surrounding area neat, clean & tidy every day, keeping them in hygienic & sanitary conditions of high standard as per contract. staircases, corridors, lobby, toilets, bathrooms, washbasin, kitchen, dustbins are to be cleaned twice daily with phenyl, detergent & disinfectant.
- VI. Dusting of all the buildings, rooms, hostels, furniture & fixtures, equipment's, partition walls, doors, windows, notice boards, flower vases & pieces of decoration and other materials available in the University buildings and removal of cob-webs are to be done daily. The first cleaning should be completed by 8:30 am daily.
- VII. Toilets & urinals including floors to be cleaned regularly and continuously at every 3 hours throughout the day with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies toilets and ladies rooms.
- VIII. Only male workers should be deployed to clean the Gent's toilets in the premises and only female workers to clean ladies toilets. The toilets should be cleaned every day with utmost care.
- IX. Naphthalene balls, toilet rolls, liquid soap, air-fresheners etc. are to be re-filled daily.
- X. Cleaning of carpets, curtains, venetian / vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors in the building, and terraces in all buildings are to be cleaned weekly.
- XI. The contractor shall deploy the worker after Police Verification on regular basis. The contractor shall deploy workers of decent character, sound health and general abilities to carry out such work.
- XII. The worker(s) deployed shall wear uniform and keep Identity Card provided by the contractor.
- XIII. Contractor shall provide the 2(two) sets of uniform each for summer and winter to his worker(s) as prescribed by the University for both male and female worker(s) while on duty from out of his service charges. The contractor shall also provide mobile phones for the Sanitary supervisors / controlling officials etc.
- XIV. The worker(s) deployed should be able to read instructions written in Hindi / English. Contractor need to submit the Police verification & Medical fitness certificate of each and every worker to the University
- XV. The contractor shall pay his worker(s) wages not less than the minimum wages fixed by the GNCT of Delhi and all other statutory dues like EPF & ESI throughout the tenure of contract.
- XVI. The contractor would be required to ensure that the payment of the worker(s) in the strict observance of Minimum Wages Act will be made on or before 7th day of every month and there should be no linkage between worker(s) payment and settlement of the contractor bill from the Institute.
- XVII. The contractor shall provide at his own cost all tools, items, appliances (like: Vacuum cleaner, wet & dry mopping machine, scrubber etc.) required for proper execution of works.
- XVIII. The Contractor shall abide by all laws and rules and regulations framed there under or any other statutory obligations which are in force from time to time in respect of worker(s) deployed. The contractor shall indemnify the Institute from any claims in this regard.
- XIX. The contractor will submit the pre-receipted printed bill duly stamped and signed in prescribed format for reimbursement of services covered under the contract in triplicate of preceding month. Each Monthly bill must accompany the:

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- a) Satisfactory work completion certificate issued by concerned Office,
 - b) Certificate to the effect that no Labour Law or any other Law governing the worker(s) deployed has been violated and any dispute or claim arising out of this shall be concerned and responsibility of Contractor.
- XX. The agency will prepare the deployment schedule of the manpower and get it approved from the University. The deployment of manpower shall be in accordance with approved deployment schedule time to time. At the moment the prescribed working hours for unskilled category 48 hours in a week which will be proportionately allocated to the worker as per their posting in department/schools on 5/6 working days pattern.
- XXI. In case, the agency fails to maintain the aforesaid strength of the labour and supervisor, the University shall levy penalties. In case of absence of any category of manpower for continuous 5 days in a month or more than 5 days in a month then recovery/penalty will be levied at double the rate of minimum wage as applicable during absence beyond 5 days. However, salary will be paid only for the presence of the manpower.
- XXII. Disposal of Garbage/Waste**
- (a) The agency will be responsible for supply of the garbage bags, for collecting garbage from buildings and common areas of the university campus.
 - (b) The agency will remove garbage daily from dustbins in trolley with high quality rubber wheels or any other means other than plastic bags.
 - (c) The agency will remove waste papers, packing material, plant leaves (waste) and any other garbage daily from the entire premises including the staircases, lift areas, open area etc.
 - (d) The agency will segregate the garbage (dry and wet etc.) as per norms laid down time to time.
 - (e) The collected garbage (solid and semi solid waste) to be dumped outside at sites designated by Government/Local Body for this purpose. The material so collected will be screened/checked by the Security Personnel of the University

8. PERIOD OF TENDERED WORK

The tender will be awarded for a period of **One year with extendable provisions for another one/two years**, from the day the selected agency starts providing the Sanitation / Housekeeping Service in University Campus. However University reserves right to cancel/ terminate the contract at any time during the Currency of contract. The extension of contract will depend upon agency's performance on mutual terms and conditions agreed to.

9. Payment

- (i). The University will pay the Basic Salary of the manpower deployed in conformity with the latest minimum wages notified by the Labour Department, Govt. of NCT of Delhi. Presently the following are the rates of basic pay as per minimum rates of wages as per **Labour Department, Govt. of NCT of Delhi No. 13(1)/2018/MW/Lab/3602 dated 22.10.2019 with reference to Delhi Gazette No. 285, Govt. of NCT of Delhi dated 22.10.2019**. The deployment of workers shall be considered in following category in reference to above Order of GNCTD.

Particulars	House Keeping Workers	Sewermen	Supervisor Matriculate
	Unskilled	Semi-skilled	Skilled / Supervisory Staff
Basic per month (including one day off in a week)	<u>14,842/-</u>	<u>16,341/-</u>	<u>17,991/-</u>

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- (ii). ESIC as applicable shall be reimbursed by the University on production of challan towards deposit of the same in respect to the services provided to the University.
- (iii). EPF as applicable shall be reimbursed by the University on production of challan towards deposit of Provident Fund to the concern office/ in the bank in respect to the services provided to the University.
- (iv). Paid holiday (Leave Encashment) of 1.5 per month and 3 national [holidays per annum @5.77%](#) will be reimbursed by the University on production of acknowledgement of electronic fund transfer to the concerned worker in respect to the services provided to the University.
- (v). Gratuity, Bonus (if applicable) shall be extra over and above the rate quoted by the agency.
- (vi). GST (as applicable) shall be extra over and above the quoted rates and will be paid or reimbursed (as the case may be) by the University on production of proof of submission of GST. TDS at applicable rate, if any, shall be deducted from the bill of the agency.
- (vii). These wages are minimum wages for different categories of sanitation personnel. Any payment made by the Agency over and above these minimum wages owing to market factors is deemed to have been included in the service charges quoted by the Agency in the Financial Bid. Nothing extra shall be paid on this account.
- (viii). The payment to the Sanitation Personnel shall be under Electronic Fund Transfer by the Contractor.
- (ix). It may be noted that the University reserves the right to use lesser man power. Payment for which shall be made on pro-rata basis on the basis of actual deployment.
- (x). Rates of the Sanitary personnel shall be revised as and when new rates and applicable allowances are revised by Govt. of NCT of Delhi. This shall be applicable from the date of revised wages become applicable as per Govt. notification.
- (xi). Contractor shall promptly pay contribution towards EPF, ESIC, GST as applicable under relevant laws. Delay in submission and penalty/interest thereof levied by respective departments shall be on contractor account and shall not be reimbursed by the University. In case of delay or instance of levy of penalty/interest by respective department on two consecutive occasions, University shall be at its liberty to take action under relevant clause of agreement for cancellation of the contract.

10. METHOD PAYMENT OF BILLS

1. The payment of the agency in respect of deployment of manpower shall be made in accordance with the actual deployment as per biometric attendance system. The machine for biometric attendance will be provided by the University and same shall be maintained by the agency thereafter.
2. All the manpower deployed by agency will make their attendance on the biometric machine at IN and OUT time.
3. After payment of wages by agency to manpower by 7th of every month, agency will raise the bill in triplicate covering wages and leave encashment paid to the manpower as per biometric attendance. This bill will only include wages paid to the workers. Following documents to be attached alongwith the bill:-

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- i. List of manpower deployed last month.
- ii. Proof of payment in form of NEFT/Copy of cheque.
- iii. Copy of muster roll
- iv. Biometric attendance details.

The payment of this bill will be made within 30 days of receipt of bill subject to submission of bill in proper shape and with all required documents. In case of non receipt of required documents, the date of receipt of last document will be considered as the date of receipt of bill.

4. After payment of wages to manpower, the agency will deposit the ESI and EPF (both deducted from salary as well as employers contribution) to the concerned statutory authority in time bound manner by its due date.
5. After having deposited ESI and EPF of manpower to concerned statutory body, agency will raise the bill of reimbursable to University in respect of Employer's contribution. Following documents to be attached:-
 - i. Biometric attendance of manpower for the month.
 - ii. Calculation sheet of ESI & EPF in the format.
 - iii. Electronic challan receipt of ESI and EPF for employer contribution and employee contribution in respect of all employees.

This bill will also include the Service Charges quoted by the agency in the financial bid. The bill of reimbursable shall be paid within 30 days of receipt of bill subject to submission of required documents. In case of deficiency in documents, the date of receipt of last document will be considered as the date of receipt of bill.

6. Wherever any over payment comes to the notice of University the same shall be deducted by University from any sum due or which at any time thereafter may become due to the agency under this tender/ agreement/ contract, and failing that, under any other tender/ contract/agreement with University or from the performance security deposit of the bidder.
7. University reserves the right to carry out at payment audit and/or technical examination of the final bill including all supporting vouchers, abstract etc. University further reserves the right to enforce recovery of any overpayment whenever detected.
8. If as a result of such audit and technical examination, any overpayment is discovered in respect of any work done by the agency or alleged to have been done by the agency under the tender / agreement/ contract, it shall be recovered by the University from the agency by any or all the methods prescribed above or through a Court of law as the situation warrants.
9. The payment will be made for actual deployment of manpower as per biometric attendance. No claim of agency in this regard will be entertained.
10. Wages paid to manpower will be in accordance with the minimum wages notified by GNCTD from time to time. Accordingly the agency will raise the bill of payables in accordance with applicable minimum wages.

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11. In case new levies/taxes are levied by Govt. of NCT of Delhi/Govt. of India or rates of existing levies/taxes are revised by Govt. of NCT of Delhi/Govt. of India, the new levies/taxes or revised rates shall be applicable. However, the agency will be compensated the shortfall arises due to imposition of new levies/taxes or upward revision of levies/taxes.
12. The agency shall submit certificates for satisfactory performance each month from the user sections/officers in support of having performed the job of cleaning and sweeping in this office premises. This certificate will be counter signed by an authorized Officer/Official of General Administration Department. These certificates should be enclosed with bill of payables.
13. Statutory deductions like income tax, GST or any other tax/levy etc. shall be deducted from the monthly bill of the agency as applicable from time to time. Payment/Reimbursement of GST shall be dealt in accordance with applicable law from time to time.

12. OTHER CONDITION OF THE TENDER

1. The contracting Agency shall indemnify the university against all other damages/changes and expenses for which the university is held liable or pays on account of the negligence of the Agency or his servants or any person under its control, whether in respect of accident ,injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
2. In case of any person signing the tender/contract/agreement on behalf of limited Company or firm, letter of authority/resolution passed by the company/firm empowering him to sign the tender/agreement/contract on behalf of the company or firm shall be enclosed with the tender.
3. If any damage/theft is caused to the assets/ property /office equipment by Sanitation/Housekeeping personnel and/or supervisor of the agency or otherwise then the contracting agency shall bear the cost of repair or replacement or damages as the case may be.
4. Any person who is in Government service or an employee of the GGSIPU should not be made a partner to the tender by the agency directly or indirectly in any manner whatsoever.
5. The contracting agency shall not transfer the tender to any other person in any manner. The agency shall not be permitted to sub-contract the work to any other person/firm/agency.
6. Any other appropriate provisions as advised by the university shall be incorporated in the agreement to be executed by the contracting agency and the same shall be binding on both the parties to the ensuring contract/agreement.
7. That the successful bidder shall, take immediate steps to get a license under contract labour (R&A) Act, 1970.
8. That the agency shall have to provide any additional personnel for allocating any additional Sanitation/Housekeeping duty as directed by the University or any authorized officer of the University in addition to those duties/personnel covered in this tender. The work order should be issued for deployment of extra manpower as per contract rate.
9. The contracting agency will have to ensure cleanliness of the site by using the requisite quantity and quality of materials to the entire satisfaction of the University. If the University indicates that the

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cleanliness or housekeeping services are not adequately satisfactory on account of insufficient Tools, material and/or manpower, then additional materials, Tools and/or manpower, as the case maybe, will have to be brought in by the agency without charging any extra cost.

10. The tools and material to be deployed must be such that it does not cause any damage to the fittings, fixtures, walls, floor finish and/or other articles lying at the site.
11. The contracting agency shall not employ any person who has not completed Eighteen years of age and/or above 50 years of age.
12. A complete list of the Housekeeping staff, engaged by the agency for deployment in the site, shall be furnished by the contracting agency to the department along-with the complete address and other antecedents of the staff. The agency shall deploy only those staff whose antecedents have been verified by the agency. The agency should give a certificate to that effect to the department.
13. Each housekeeping services staff engaged by the contracting agency shall wear the prescribed uniform meant for Housekeeping according to season (i.e summer uniform in summer and winter uniform in winter season) and a badge shall be provided and maintained by the contracting agency at its own cost.
14. University shall be at liberty to direct and to require the contracting agency to remove from the work, any person employed by the agency, who in the opinion of University misconduct himself or is incompetent or negligent in the proper performance of his/her duties or infirm and invalid/or indulges in unlawful activities or the like and such person shall not be again employed on the work without written permission of the university.
15. Water supply for carrying out the work as per this tender shall be given in the toilets only. The contractor shall be required to make his own arrangement to carry the water wherever required by means of flexible pipes, buckets as per requirement.
16. In terms and condition contained in these tender documents will be a part and parcel of the agreement/contractor be executed by the contracting agency with the University.
17. Once the competent authority accepts the tender, the contracting agency shall be responsible to provide the Sanitation/Housekeeping services within 10 days from the date of issue of letter of acceptance.
18. The agency shall provide a non- judicial stamp paper of Rs.100/- for preparing a contract/agreement. The successful bidder shall enter into a contract/agreement with the university as per the terms and condition of the tender within one month from the issue of letter of acceptance or whenever called upon to do so by the university whichever is earlier.
19. University reserves the right to satisfy itself about the quality of the Housekeeping services provided by the bidder. In the Event the agency does not achieve the level of satisfactory performance, the bidder /agency is liable to be penalized by the deduction. The decision of the Department/University will be final in this regard.
20. Tender not conforming to the requirement as per the terms and conditions will be rejected and no correspondence shall be entertained in this regard whatsoever.

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21. For any clarification regarding the scope of work and/or terms and conditions of tender, the intending bidder can seek clarification from Dy. Registrar(GA) during Pre-Bid Meeting which will be held on **10.01.2020 at 11:00 a.m.**
22. Attendance report of all the staff deployed at University Campus shall be given to General Administration Department, every day.
23. No manpower other than those on duty shall be allowed to stay in the premises during the specified working hours. The agency shall be responsible for the watch and ward not only of his/her stores but also of the fitting and fixtures in the common areas in the building.
24. All requirements under various statutory laws including relevant Labour Act must be complied with by the agency. Any default will be the liability of the agency and the agency shall be liable to reimburse any amount paid by the university by the way of default, interest and penalty. The agency shall undertake to furnish all the details as and when relevant records of all payment made by the agency and will produce to the satisfaction of the university/G.A Department immediately whenever asked for.
25. The agency shall be responsible for the good conduct/behavior and integrity of its personnel and will also be responsible for any act of omission on their part.
26. Weekly performance of the service provider will be observed by the general Administration officials entrusted with supervision of particular units.
27. The Contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (contract Labour Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and the Labour department.
28. The contractor shall abide by and comply with all the relevant laws and statutory requirement covered under various laws such as Labour Act, Minimum Wages Act, contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time.
29. The contractor shall make adequate arrangements to prevent slipping on wet floor in form of sign panel etc.
30. The contractor shall direct its sanitation workers for allowing themselves for the purpose of frisking and A.S. Check by the security guards during arrival and departure.
31. The contractor have to show the receipt of minimum monthly/periodical consumables defined in the tender document to official of General Administration Branch for verification. Record of the same shall also be maintained.
32. University may consider to provide the adequate space for setting up the Stores for keeping of Machineries/Equipments, cleaning materials, chemicals & consumables etc. Further, agency has to set up its office with office infrastructure (computer chairs, tables etc.) at their own end.

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13. NOTICE OF THE UNIVERSITY

Subject to as otherwise provided in this tender, all notices, letters or correspondence shall be addressed to the Registrar and delivered at his office. Similarly, all notices and communications from the University shall be issued under the signatures of the Registrar or any other Officer duly authorized by the Registrar.

14. NO LIABILITY OF THE UNIVERSITY

1. The University shall not provide any residential accommodation to the Sanitation/ Housekeeping personnel employed by the agency.
2. The University will be under no obligation to provide employment to any of the employees of the Housekeeping agency during or after expiry of tender/ agreement/ contract period and University recognizes no Employer- employee relationship between University and the Sanitation /Housekeeping employees deployed by the contraction agency.
3. The University shall not be responsible financially or otherwise for any injury to the Housekeeping personnel in the course of performing the Sanitation/ Housekeeping functions as per this tender. This liability shall be of the bidder.
4. The University shall not be responsible for any dispute arising out of contact between the bidder and his employee.

15. TERMINATION OF TENDER

1. If the agency at any time make default in executing housekeeping job with due diligence and care and continues to do so, and / or the Sanitation/ Housekeeping agency commits default in complying with any of the terms and conditions of tender and does not remedy it or take effective steps to remedy or fails to complete the work as per terms and conditions and does not complete them within the period specified in the notice given to him in writing, the University may without prejudice to any other right to remedy. which shall have accrue thereafter to the contracting agency, shall cancel the contract/ agreement after one month notice and security deposit will also liable to be forfeited by the University. University, on such cancellation, shall have powers to carry out /execute the work through other agencies by any mean at the risk and cost of the contracting agency.
2. The university reserves the right to terminate the contract, without assigning any reason, by giving to the bidder one month notice of its intention to do so and on the expiry of the said period of notice, the contract/agreement shall come to an end.
3. If any information furnished by bidder is found to be incorrect or false at any time, the tender/contract/agreement is liable to be terminated, and all deposits will also liable to be forfeited by the university.
4. In case the agency wants to terminate the tender/contract/agreement, it shall have to give three months notice in advance to this effect to the University .however decision of University in this regards shall be final & binding on the agency.

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16. ARBITRATION

- 16.1 The University and the contractor shall make every effort to amicably resolve all disputes and differences arising between them under or in connection with the present contract by direct negotiations/mediation.
- 16.2 If after thirty (30) days from the commencement of such informal negotiations, University and the contractor have been unable to resolve amicably the dispute, either party may require that the dispute be referred for resolution to the formal mechanisms as specified hereunder:-
- 16.2.1 Any dispute or differences whatsoever arising between the parties out of or relating to the manufacturing, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the provisions of the Arbitration & Conciliation Act, 1996 and the award made in pursuance thereof shall be binding on the parties. The sole arbitrator shall be appointed by the Vice Chancellor, GGS Indraprastha University.
- 16.2.2 The performance under this contract shall not stop for any reason whatsoever during the said dispute/proceedings, unless the contractor is specifically directed by University to desist from working in this behalf.
- 16.2.3 The venue of arbitration shall be Delhi/ New Delhi. The language of proceedings shall be English. The Law governing the substantive issues between the parties shall be the Laws of India. All disputes are subject to the jurisdiction of the Delhi Courts only
- 16.2.4 It is also a term of the contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties. It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims.

17. CANCELLATION OF CONTRACT

University also reserves the right to cancel the contract/tender process without assigning any reason. However, some of the ground on which contract can be cancelled are detailed below.

(This list is only illustrative and not exhaustive).

- Serious discrepancy in the provision of the required services by the contractor.
- Breach by the tenders of any of the terms and conditions of the tender.
- Any action by the bidder which is in breach of law or accepted practices in the financial transactions.
- If the Vendor goes into liquidation voluntarily or otherwise.
- In addition to the cancellation purchase order/award, University reserves the right to forfeit the performance guarantee.
- Any attempt to influence the decision of the University officials through direct/indirect methods/means.

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ANNEXURE-I

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY
TENDER FORM FOR PROVIDING SANITATION / HOUSEKEEPING
SERVICES IN G. G. S. I. P. UNIVERSITY DWARKA CAMPUS**

Affix duly
attested P.P. size
photograph of
the Bidder

- a. Name of the Bidder [in block letters] _____
- b. Status of agency whether Public Ltd./Pvt.
Ltd./Partnership Firm/Partnership/Proprietorship _____
- c. Registration No. and year of establishment of
d. Firm/Company _____
- e. Name and designation of the bidder _____
- f. Name of Father/Husband of the bidder _____
- g. Full residential address of the bidder with proof _____

- h. Bidder's Registered office address _____

- i. Bidder's address for correspondence _____

- j. Details of earnest money deposit**

Name of the Bank	Draft/Pay order No.	Date	Amount (Rs.)

I/We the undersigned being the bidder as mentioned above, hereby apply to the university for providing sanitation/housekeeping services in the university campus as desired above in accordance with the terms and condition of the tender. I/we have read and understood the terms and conditions of the tender and hereby unequivocally accept the same. The terms and condition of the tender and the notice inviting tender are also signed and being submitted with the tender form.

**(Signature of the Bidder with Seal of the
Firm/Company)**

Place: _____

Date: _____

Note:

- Any correction in the application form should be fully signed by the bidder.
- All pages of the tender application form should be fully signed by the bidder.
- Strike-out items whichever is not applicable.

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Annexure-II

(This should be mentioned on the letter head of the agency)

Details of Turn Over

Detail	2016-17	2017-18	2018-19
Annual Turn Over			
Profit / Loss			

Signature of Chartered Accountant with seal

Signature of Bidder(s) with seal

Encl:-

Copy of ITR, Balance Sheet & Profit & Loss Account to be enclosed.

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Annexure-III

Solvency Certificate from Bankers of the company in the following form:

FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information M/s..... having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement upto a limit of Rs..... (Rupees.....)

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature)

For the Bank

NOTE

- (1) Bankers certificate should be on letter head of the Bank, sealed in cover addressed to tendering authority. The certificate should be latest i.e. within one month of last date of submission of tender.

- (2) In case of partnership firm, certificate should include names of all partners as recorded with the bank.

Signature of Bidder(s) with Seal

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Annexure-IV

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER.

(To be executed & attested by Public Notary / Executive Magistrate on Rs.10/- non judicial Stamp paper by the Bidder)

I / We _____ (Bidder) hereby declare that the firm / agency namely M/s. _____ has not been blacklisted or debarred in the last 05 years by Union / State Government or organization from taking part in Government tenders in India and should not have any litigation in any of the labour court(s).

Or

I / We _____ (Bidder) hereby declare that the Firm / agency namely M/s. _____ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of _____ years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false, I / we are fully aware that the tender/ contract will be rejected / cancelled by the University, and EMD / SD shall be forfeited. Further, if I / We are registered under MSME Act, University has full right to complaint MSME/NSIC for the same.

In addition to the above, the University will not be responsible to pay the bills for any completed /partially completed work.

DEPONENT

Attested:

(Public Notary / Executive Magistrate) with Date

Name _____

Address _____

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Annexure-V

**FINANCIAL BID
FOR
SANITATION / HOUSE KEEPING SERVICES IN THE
G.G.S.I.P. UNIVERSITY'S DWARKA CAMPUS**

Sl. No.	Category	Unit	Quantity	Rate	Amount (in Rs.)
1.	Charges for deployment and operation of machinery as per details given in tender document Clause No. 6 (xviii)	Per month	12		
2.	Cost towards providing cleaning materials, chemicals consumed in the operation of housekeeping as per details given in tender document. (Annexure-X)	Per month	12		
3.	Charges for providing housekeeping/ sanitation services by deploying manpower as per Clause No. 6 (ii) including 2(two) sets of uniform each for summer and winter to his worker(s), Administrative Cost, Overhead Expenses, as per scope of work all incidental expenses related to works & transportation.	Per month	12		
4.	Total Bid Price (Per month total of Sl. No. 1 to 3)				
	Rupees.....only)				

(Signature of the Bidder with Seal of the firm)

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Annexure-VI

During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks.

Marking System for Evaluation of Technical Bid

1. Financial Strength of the bidding Agency (Max. Marks - 20 Marks)

(a) Turn Over (Max. Marks - 15 Marks)

Minimum Eligibility as per initial eligibility criteria i.e. 7.05 Crores	(i) 60% of Maximum Marks of 15
Double of the minimum eligibility criteria i.e. 14.10 Crores	(ii) 100 % of Maximum Marks of 15
Pro-rata in between In between (i) & (ii)	

(b) Solvency (Max. Marks - 2 Marks)

Minimum Eligibility as per initial eligibility criteria i.e. 2.82 Crores	(i) 60% of Maximum Marks of 2
Double of the minimum eligibility criteria i.e. 5.64 Crores	(ii) 100 % of Maximum Marks of 2
Pro-rata in between In between (i) & (ii)	

(c) Profit/Loss (Max. Marks - 3 Marks)

No Loss in last five years ending 2019	03 Marks
Loss in 01 year in last five years ending 2019	02 Marks
Loss in 02 years in last five years ending 2019	1.5 Marks
Loss in 03 years or more in last five years ending 2019	00 Marks

2. Availability of Human Resource (Max. Marks - 20 Marks)

(a) Running Contract (Documentary proof - copy of work order/contract agreement & labour license to be submitted) – (Max. Marks - 10 Marks)

Minimum Eligibility as per initial eligibility criteria ie. 150 personnel in a single contract.	(i) 60% of Maximum Marks of 10
Double of the minimum eligibility criteria ie. 300 personnel in single contract.	(ii) 100% of Maximum Marks of 10
Pro-rata in between (i) & (ii)	

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(b) Strength in Last 01 year (Documentary proof in form of EPF/ESIC contribution and any other document to be submitted) – (Max. Marks - 10 Marks)

Minimum Eligibility as per initial eligibility criteria ie. 500 personnel's	(i) 60% of Maximum Marks of 10
Double of the minimum eligibility criteria ie. 1000 personnel's	(ii) 100% of Maximum Marks of 10
Pro-rata in between (i) & (ii)	

3. Past Performance (Max. Marks - 45 Marks)

(a) Experience in Similar Projects (Max. Marks - 20 Marks)

Minimum eligibility as per Initial Eligibility Criteria	(i) 60% of Maximum Marks of 20
Double the minimum eligibility as per Initial Eligibility Criteria	(ii) 100% of Maximum Marks of 20
Pro-rata in between (i) & (ii)	

(b) Clients Satisfaction – (Max. Marks - 10 Marks)

Grading in 'Client Satisfaction Report'	
Outstanding / Very Good	10
Good / Highly Satisfactory	8
Satisfactory / Fair	6
Unsatisfactory / Poor	0

(c) Experience in University / Education Institution – (Max. Marks - 15 Marks)

Minimum Eligibility as per initial eligibility criteria	(i) 60% of Maximum Marks of 15
Double of the minimum eligibility criteria	(ii) 100% of Maximum Marks of 15
Pro-rata in between (i) & (ii)	

Note:

- (1) The projects considered for qualification in Initial Eligibility will only be considered for marking of Past Performance.
- (2) For agencies qualified on two/three work basis, average marks will be calculated.

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4. Availability of Machinery (Max. Marks - 15 Marks)

Sl. No.	Machinery / Equipment	Required Quantity	Marks Per Machine	Maximum Marks
1.	Single Disc Scrubber	03	0.4 Marks / per machine	02
2.	Wet & Dry Vacuum Cleaner with stainless steel tank	04	0.3 Marks / per machine	02
3.	High Pressure Jet Cleaner	02	0.6 Marks / per machine	02
4.	Battery Operated Ride on Sweeping Machine	01	2.4 Marks per machine	04
5.	Battery Operated Walk Behind Scrubber Drier	02	0.9 Marks per machine	03
6.	Rickshaw / Garbage Trolley	06	0.1 Mark per trolley	01
7.	Glass Cleaning Kit	04	0.15 Marks per machine	01
	Total			15

Documents required for marking:-

1. Ownership document of the machine in form of Invoice/Insurance paper or lease agreement of the machine with owner of machine (copy of ownership proof also to be produced). Lease agreement of tenure less than the time period of this tender will not be considered for evaluation.
2. The qualified shortlisted bidders shall have to go through physical demonstration of Machineries/Equipments before the University authorities in accordance to machineries mentioned at Annexure – XI. The machineries demonstrated will be considered for marking.

**Tender for Providing Sanitation / Housekeeping Services for
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Annexure-VII

(This should be mentioned on the letter head of the agency)

DETAILS OF SIMILAR WORKS COMPLETED

Details of Similar Works

Descr iption of Work	Name of Client and Address	Contact person with designation and telephone number (Performance certificate issuing authority)	Period of Contract	Starting Date	Completion Date	Financial component (Value of work)	No of Sanitatio n Workers deployed category wise per shift

**Details of Similar Works in Central Govt./State Govt../Semi Govt./Autonomous Body/
Govt. Undertakings/P.S.U.**

S.No	Name of University/ Institute and Address	Contact Person	Value of the Contract	Completed Value	Date of Completion of services	No of Sanitation Workers provided	Remarks (if any)

Details of Similar Works in Universities/Colleges/Educational Institutes

S.No	Name of University/ Institute and Address	Contact Person	Value of the Contract	Completed Value	Date of Completion of services	No of Sanitation Workers provided	Remarks (if any)

NOTE: Performance Report issued by Client for all above job(s) shall be furnished alongwith the Bid as per Annexure - VIII.

(Stamp & Signature of Bidder)

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Annexure-VIII

PERFORMANCE REPORT OF EACH WORK REFERRED IN ANNEXURE - VII

1. Name of work/ Project & Location :
2. Name of Client and Address with
Contact details :
3. Agreement No./ Work Order No. :
4. Value of work as per
work order/Award : Rs.
5. Total value of actual work done : Rs.
7. Date of start :
8. Date of completion :
9. Performance Report (Pls. tick one) : _____
Outstanding/Very Good/Good/Satisfactory

(Signature & Stamp of Director/Registrar/Admin. Officer/Ex. Engineer or Equivalent)
with Phone No./ Mob. No. & E-mail address

Dated :

(Stamp & Signature of Bidder)

Note :

1. This Annexure should be submitted separately for each work completed by the Bidder and the works indicated in **Annexure-VII**.
2. This ANNEXURE shall be signed & stamped by the Bidder's client not below the rank of Asst. Registrar/Admn. Officer/Executive Engineer or equivalent.
3. The Name, Address, Contact details (Mobile, Fax, E-mail, and Landline Phones) of Client should be indicated to facilitate confirmation of work.

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Annexure -IX

(This should be mentioned on the letter head of the agency)

Details of Sanitation Workers

Details	Nos.
(a) Total No. of Sanitation Workers in single running contract on roll	
(b) Total no. of Sanitation Workers on roll	

Detail required for (a)

Name of Work	Client	Address of Client	Contact Person with Designation and Ph. No.	No of Sanitation Workers

Note:

1. Copy of EPF /ESIC challan indicating no of Sanitation Workers on roll and copy of labour license to be submitted.

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Annexure-X

LIST OF CONSUMABLES & CHEMICALS

Minimum number of Consumables & tools to be deployed at G.G.S.I.P. University for mechanized Housekeeping Services (Make : Eureka Forbes, Unger, Taski/Diversey, Odonil, Trishul, Nirma, Surf, Godrej, Colin, Swami, Zoom Omacol, Nip, S.M., Mystair, Dabur or Equivalent brand Only)

List of Consumables & Chemicals to be used (Housekeeping Material Required Per Month)

Sr. No.	Item Description	Qty	Unit
1	Dry Mop Set (Blue with aluminum rod, size- 24")	5	Set
2	Dry Mop Refill (Blue, size- 24")	5	Nos
3	Naphthalene Balls (500 gms/pkt)	20	Pkt
4	Air Freshener (50 gms) – (Make – Odonil /Jasmine Mist / Godrej Aer)	100	Nos
5	Spray Bottle (500 ml)	15	Nos
6	Wiper (Large, with metal rod, size- 24")	20	Nos
7	Wiper (Small, with metal rod, size- 16")	10	Nos
8	Duster White/Duster Check (Size- 24x24")	350	Nos
9	Duster Yellow (Size- 20x24")	72	Nos
10	Vim Powder (1 kg/pkt) – Vim / Nip	15	Nos
11	Scotch Brite (Large, 10 pcs/pkt) – (Make - Swami Enterprises / S.M. Traders)	15	Pkt
12	Toilet Brush (Round)	15	Nos
13	Brasso (500 ml) – (Make - Brasso Metal Polish)	4	Bot
14	Hand Wash Liquid (Pink) – (Make - Swami Enterprises / S.M. Traders)	170	Ltr
15	Plastic Juna (Big)	15	Nos
16	Broom Soft (Weight- 400 gms)	70	Nos
17	Broom Hard (weight- 350 gms)	100	Nos
18	Broom Long (with bamboo, weight- 800 gms)	20	Nos
19	Plastic Bucket (size- 16 ltr, fresh plastic)	15	Nos
20	Plastic Mug (size- 1 ltr, fresh plastic)	15	Nos
21	Window Squeegee (35 cm)	4	Nos
22	Cobweb Brush (with rod)	5	Nos
23	Lizol (500 ml bot) – (Make - Lizol / Taski)	10	Bot
24	Taski R-1 (5 ltr can) - Bathroom Cleaner – (Make - Taski / Sterix A Super)	4	Can
25	Taski R-2 (5 ltr can) - Multipurpose Cleaner – (Make - Taski / Sterix A Super)	6	Can
26	Taski R-3 (5 ltr can) - Glass Cleaner – (Make - Taski / Sterix A Super)	2	Can
27	Taski R-6 (5 ltr can) - Toilet Cleaner – (Make - Haylide / Harpic / Taski)	18	Can

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28	Taski Spiral (5 ltr can) - Floor Cleaner – (Make - Taski / Clearzee)	4	Can
29	Scissor Mop (with aluminium rod) – (Make - Taski)	2	Set
30	Scissor Mop – (Make – Taski Frame)	2	Nos
31	Scissor Mops Refill (Make- Taski)	2	Nos
32	Floor Scrubbing brush (with rod size- 22")	10	Set
33	Floor Duster (Big, size- 30x30")	16	Doz
34	Hand Brush/Carpet Brush	6	Pcs
35	Room Freshener (200 ml Make – Airwick / Ambipure / Premium)	40	Pcs
36	Scrubbing Pad (Size- 17", make- 3M)	4	Pcs
37	Surf Excel Powder	2.5	Kg
38	Garbage Black Bags (Heavy)	45	Kg
39	Toilet Roll (100 gms) – (Make Paseo, Mystair)	75	Pcs
40	Face Tissue Paper (100 pulls/pkt) - (Make Paseo, Mystair)	70	Pkt
41	Napkin Paper (size- 30x30) - (Make Paseo, Mystair)	30	Pkt
42	Urinal Cube (400 gms) – (Make Dabur / Glamic)	30	Pkt
43	Bleaching Powder	5	Kg
44	Suma Inox (D7, 5 ltr can)	1	Can
45	Dust Pan	15	Pcs
46	Dettol Handwash (900 ml/pcs)	15	Nos
47	Dettol Soap Pump (250 ml)	10	Pcs

Note :- (1) The above mentioned is minimum required quantity which is to be provided every month for cleaning purpose and it may be increased as required or directed by the University. (2) The chemical should have pH value of 9.5 - 11 and should be only green seal certified chemicals certified by appropriate authority. (3) The above item list of consumables is not exhaustive and for the purpose of maintaining cleanliness to the satisfaction of University authority, the bidder may have to provide additional consumable items not mention in this list as per requirement and directed by the University from time to time. The agency shall bring the said material and nothing extra shall be paid for such material.

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Annexure -XI

(This should be mentioned on the letter head of the agency)

AVAILABILITY OF MACHINERY / EQUIPMENT

Sl. No.	Equipment	Required Quantity	Nos. Available with Applicant	
			Owned by Applicant	Leased by Applicant
1.	Single Disc Scrubber	03		
2.	Wet & Dry Vacuum Cleaner with stainless steel tank	04		
3.	High Pressure Jet Cleaner	02		
4.	Battery/ Diesel Operated Ride on Sweeping Machine	01		
5.	Battery Operated Walk Behind Scrubber Drier	02		
6.	Rikshaw / Garbage Trolley	06		
7.	Glass Cleaning Kit	04		

- Attach proof of ownership and lease document with ownership of lessor.

Signature of Bidder(s) with seal