

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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**Tender No- GGSIPU/GA/SAN/2017-18/02**

**Notice Inviting e-Tender**

Guru Gobind Singh Indraprastha University invites sealed item rate tenders under two-bid system (Technical and Financial) from Sanitation Agencies for providing Sanitation / Housekeeping Services / Manpower in the University at Dwarka Campus for a period of [three] years.

**Estimated Cost – Rs. 22.00 Crores; Earnest Money Deposit – Rs. 44 Lacs**

The Tender document alongwith terms and conditions can be downloaded from e-tender website: [www.govtprocurement.delhi.gov.in](http://www.govtprocurement.delhi.gov.in) or [www.ipu.ac.in](http://www.ipu.ac.in) Last date of uploading/submission of bids is **09/11/2017** upto **3:00 p.m.**

Sd/-

**Registrar**

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

**Tendering Schedule and instructions for tenderers**

Name of work	Providing Sanitation / Housekeeping Services / Manpower for Guru Gobind Singh Indraprastha University at Dwarka Campus
Estimated Cost	Rs. 22.00 Crores
Earnest Money Deposit (EMD)	Rs. 44,00,000/- (Rs. Forty Four Lacs Only) in the form of DD in favour of Registrar, Guru Gobind Singh Indraprastha University, Payable at Delhi
Last date, time and venue of submission of EMD & Technical Bid Documents	The Technical & Financial Bid should be uploaded on the e-tender website: <a href="http://www.govtprocurement.delhi.gov.in">www.govtprocurement.delhi.gov.in</a> 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 <b><u>09/11/2017</u></b> upto <b><u>03:00 P.M</u></b>
Date and Time of Pre-Bid Meeting	<b><u>31/10/2017</u></b> at <b><u>03:00 P.M</u></b>
Date, Time & Venue for opening of Technical bid in presence of the authorized representatives of bidders, if any,	<b><u>09/11/2017</u></b> at <b><u>03:30 P.M</u></b> 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: <a href="http://www.govtprocurement.delhi.gov.in">www.govtprocurement.delhi.gov.in</a> . The date and time will be announced later.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
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**INFORMATION AND INSTRUCTIONS FOR BIDDERS**

**FOR e-TENDERING FORMING PART OF NIT**

1. Information and instruction for contractors will 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. When bids are invited in three stage system and if it is desired to submit revised financial bid then it shall be mandatory to submit revised financial bid. If not submitted then the bid submitted earlier shall become invalid.
6. On opening date, the bidder can login and see the bid opening process.
7. Bidder can upload documents in the form of JPG format and PDF format.
8. 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.
9. If the bidder is found ineligible after opening of bid, his bid shall become invalid and shall be rejected.
10. 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.
11. 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).

- 12. 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](http://www.govtprocurement.delhi.gov.in). or [www.ipu.ac.in](http://www.ipu.ac.in)
- 13. 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](http://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](http://www.govtprocurement.delhi.gov.in) in support of

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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their price bid. The bidder shall sign on all the statements, documents, certificates uploaded by him, owning responsibility for their correctness/authenticity.

- 14. Payment of Bid Security (Earnest Money Deposit):** The EMD shall be in the form of pay order/FDR of a scheduled bank issued in favor of Registrar, Guru Gobind Singh Indraprastha University, New Delhi have to be deposited.

Xerox copy of the DD/Pay order/FDR is to be scanned and uploaded along with the bid and the original Pay order /FDR 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 DD/Pay order/ FDR as EMD and other documents before the date and time mentioned in NIT will entail rejection of Bids.

- 15. 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](http://www.govtprocurement.delhi.gov.in) which can be seen by all the bidder who participated in the tenders.

- 16. 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.

- 17. 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

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

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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**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 tenderer whose tender has been accepted by the University in writing.
- 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 tenderer to convey the acceptance of the offer.
- 1.6 'Personnel'/Workers/Sanitary Staff means, Sweeper, Sewermen, Office/Lab Cleaners/Groundmen/Loader, 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 / Manpower by way of deployment of Sweeper, Office/Lab Cleaners, Loader, Sewermen, Groundmen, Supervisor.
- 1.9 Tentative Estimated Cost: The work is tentatively estimated to cost Rs. 22.00 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).

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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2. Should have valid EPF, ESI, GST Registration or proof of having applied for same, ISO 9001:2008 Certification (Attach self attested copies of registration to be attached).
3. Should have minimum Solvency issued by nationalized bank of Rs. 03 (three) Crores in original. The Solvency should be latest (not more than one month old) issued by Nationalised/Scheduled Bank and sealed in envelope addressed to Registrar, G.G.S.I.P. University should be attached in format as per **Annexure III**.
4. Should have minimum annual average turnover of **Rs. 7.50 Crores** during the last 3 financial years ending 31<sup>st</sup> March, 2017. 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 of Rs. 6.00 crores

Or

At least Two similar work of completed value of Rs. 4.50 crores each

Or

At least Three similar work of completed value of Rs. 3.00 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, private entity at single location.

And

Should have satisfactorily completed one work of Sanitation/Housekeeping of value of Rs. 3.00 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 of Rs. 3.00 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. 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. Must produce the copy of Work Order/Contract Agreement and Labour License. (**Annexure – IX**)

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

7. Should have minimum strength of 500 employees on its payroll. Copy of ECR of EPF/ESIC in support of establish the strength to be submitted. (**Annexure – IX**)
8. Should not have been blacklisted/debarred by any Govt./Semi Govt./ Govt. Undertaking/PSU or any other organization in last 05 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 31<sup>st</sup> March, 2017. A certificate of Chartered Accountant for Profit/Loss in last five years to be submitted. (**Annexure – II**)
10. Should submit Insect Control License from Govt. Authority in their own name. In case bidder propose to associate any agency for the same then acceptance letter of such agency in original alongwith copy of Insect Control License of the associated agency to be submitted.
11. Joint Ventures / Consortiums are not accepted
12. 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 established.

**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:-

<b>S. No.</b>	<b>Criteria</b>	<b>Max. Overall Marks</b>
1.	<b>Financial Strength</b> Turn over (15 Marks) - ( <b>Annexure II</b> ) Solvency (2 Marks) – ( <b>Annexure III</b> ) Profit/Loss (3 Marks) – ( <b>Annexure II</b> )	20
2.	<b>Availability of Human Resource</b> Running Contract (10 Marks) - ( <b>Annexure – IX</b> ) Strength in Last 1 year (10 Marks) - ( <b>Annexure – IX</b> )	20
3.	<b>Past Performance (Annexure - VII &amp; VIII)</b> Experience of Similar Projects (20 Marks) Clients Satisfaction (10 Marks) Experience in University / Education Institution (10 Marks)	40
4.	<b>Availability of Machinery - (Annexure – XI)</b>	15
5.	<b>Certification / License</b> (a) ISO 9001:2008 Certification (1.5 Marks) (b) ISO 14001:2009 Certification (0.5 Marks) (c) OHSAS 18001:2007 Certification (0.5 Marks) (d) Insect Control License in own name (3.0 Marks) (e) Or Insect Control License with associate agency (1.5 Marks)	05
	<b>Total</b>	<b>100</b>

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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**Note:**

- The detailed marking is attached at Annexure VI.
- A tenderer should secure minimum of 60% marks in each criteria separately and overall 75% marks to qualify for opening of financial bids. In case the number eligible bidder scores 75% marks or more or less than three, then bids of bidder with marks 65% shall be opened. In case still bidders are less than three, bids of all the bidders with 60% marks shall be opened.
- Performance Certificate without any mention of client satisfaction will be considered as satisfactory.

**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 copy of ISO Registration
- (vii) Copy of EMD
- (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)
- (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) Self attested copy of Insect Control License Certificate (Attach acceptance letter of sub-contractor, if applicable).

**3. EARNEST MONEY DEPOSIT AND PERFORMANCE SECURITY DEPOSIT**

1. Tenderer will submit the tender form for sanitation / Housekeeping services in the University along with Earnest Money Deposit amounting to Rs. 44 lakhs to be paid in the form of Bank Draft of any Nationalized scheduled bank in favour of Registrar, Guru Gobind Singh Indraprastha University, Delhi. In no case, cheque and/or cash will be accepted. The tender will not be accepted if it is not accompanied by Earnest money deposit as earlier explained.
2. The Earnest money Deposit shall be adjusted towards Performance Security Deposit of the Successful Bidder. The Department shall not pay interest on Earnest money or performance security deposit.
3. Total performance security deposit will be 10% of the total value of the contract per annum of the qualifying Tender. This will be in the form of D.D. or Bank Guarantee of total value. Performance



## **Tender for Providing Sanitation / Housekeeping Services / Manpower for Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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 recalling 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.

4. The E.M.D. of unsuccessful tenders will be returned after finalization of the contract. No interest shall be paid on the E.M.D. In case of successful tender, amount paid as E.M.D. will be adjusted towards performance security deposit and this amount will not carry any interest.

### **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 **3:00 P.M. on 31/10/2017** 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 tenderer should upload their bids on the e-tender website: [www.govtprocurement.delhi.gov.in](http://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 / MANPOWER FOR G.G.S.I.P. UNIVERSITY AT DWARKA CAMPUS**”.

Tender without EMD shall not be considered for evaluation and shall be summarily rejected. The lowest tenderer will have to submit original documents within one week of opening of financial bid.

### **5.0 FINANCIAL BID**

- 5.1 The tenderer 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](http://www.govtprocurement.delhi.gov.in) Only Service Charges for providing Sanitation / Housekeeping Services / Manpower in accordance with Scope of Work (Clause No. 6), other terms & conditions defined in the tender document including consumables, dustbin, machinery & equipment, worker uniforms, fumigation/pest control/insect control, all overhead and incidental expenses from fulfillment of the agency’s obligation defined in the tender document shall be quoted in the Financial Bid. Wages of manpower, EPF, ESIC, Leave Encashment and GST 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.

### **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. A tenderer should secure minimum of 60% marks in each criteria separately and overall 75% marks to qualify for opening of financial bids.
- (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 notified time, date and place in the presence of the qualified bidders or their representatives, if any.
- (d) University reserves the right to restrict the number for opening of Financial Bids. In case 3 or less than 3 bidders are found eligible in technical evaluation, the Financial bid of top 3 bidders or less as the case may be, shall be opened.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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**5.2.1 Rejection of Tender**

- i. The tenders not accompanied with Earnest Money Deposit shall be summarily rejected.
- ii. 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.
- iii. The Registrar of the University may reject any or all tender(s) without assigning any reason.
- iv. 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.

**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 2016-17 will be selected for award the tender.
2. The decision of the Registrar, 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>
<b>Unskilled</b> - (Sweepers, Office/Lab Cleaners/Groundmen/Loaders)	280
<b>Semi Skilled</b> - (Sewermen)	04
<b>Skilled/Supervisory Staff – Matriculate</b> (Supervisors)	12
<b>Total</b>	<b>296</b>

*\* 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.*

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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- (iii) The Agency shall be fully responsible for the sanitation/ housekeeping services in the University, Dwarka Campus of the University.
- (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. In case the work is not completed before 9.00 a.m. on any day shall attract penalties as deemed fit by the University. Some activities such as garbage removal, insecticide/ pesticide application 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 6.00 pm i.e during office hours and beyond**)
- (viii) The Contracting agency shall make arrangements of providing dustbins as also refill the sanitary cubes, deodorizer, and other consumable like Air Fresheners, Phenyl, toilet roll, tissue box and liquid soap for hand wash (in all the attached toilets of Officers and the cost of which will be borne by the contracting agency). The details of dustbins to be provided one time or in parts as approved, is as under:-

<u>Plastic Dustbin of Capacity</u> <u>in approved colours</u>	<u>Nos.</u>
50 Litre Dustbin (Make Syntax, Bright, Unilite etc.)	400 Nos.
Big Size wheeled Dustbins capacity of 220 Litre (Make OTTO or equivalent).	40 Nos.

- (ix) All sanitation materials to be used for cleaning and consumables (**Annexure X**), shall be in conformity with the specifications / brand / make of government approved standards. The samples have to be got approved from the University by the Contracting agency.
- (x) 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 Registrar, Guru Gobind Singh Indraprastha University, Dwarka, Sector-16-C, Delhi-110078, will be final and binding on the agency.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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- (xi) 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.
- (xii) The periodicity with which the job is to be carried out at the site is broadly divided into three categories namely 4(C) Daily, 4(D) Weekly and 4(E) Fortnightly
- (xiii) 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.
- (xiv) **THE DETAILS OF THE AREA COVERED UNDER THIS SCOPE OF WORK ARE AS UNDER:-**

**Area details: Tentative area details are as under:**

<b>Campus Specification</b>	<b>Dwarka Campus</b>
1. Built up Area	95,000 Sq. Meter (Approximately)
2. Plot Area	60.46 Acres
3. Toilet /Bathroom	300 (Approximately)

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

**(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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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- (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.
- (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 have to be provided by the Agency. The agency should follow the government guidelines/act in this regard.

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

- (a) Machine and hand scrubbing thorough cleaning /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, bee hives.
- (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.
- (h) Insect control treatment should be extensively carried out in the site on every weekend.

**(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) Larva control treatment (along the Boundary wall) will be done by spraying of pesticides to stop breeding on any places of stagnant water.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

- (d) Cleaning of floors by shifting and moving furniture such as sofa, almirahs, tables etc.
- (e) Cleaning of covered floor area, cleaning of sanitary/water supply fixtures, wall tiles etc.
- (f) Removal of cobwebs in back / hidden areas in places like electrical substations, U.P.S. room, telephone exchange etc. on the written requests
- (g) 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 :40 kg, Brush Speed : 160 rpm, Transmission : Gear Box, Motor: 1100 W, Dim. LxHxW: 567X1200x450 mm
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/ Diesel Operated Ride on Sweeping Machine	01	Central Brush Width : 800 mm No. of Side Brushes – 1 Nos. Forward Speed: 0-6 km/hr, Hopper: 70 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 for the bidders for a period of 03 years for deployment at G.G.S.I.P. university. 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.***

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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

<b>Sl. No.</b>	<b>Machine / Equipment</b>	<b>Recovery Rate Per Equipment Per day (If not available in the campus) (in Rs./ Per day)</b>
1.	Single Disc Scrubber	1500
2.	Wet & Dry Vacuum Cleaner with stainless steel tank	750
3.	High Pressure Jet Cleaner	1500
4.	Battery/ Diesel 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
  - 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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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- 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 Central Govt. 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 duly stamped bill in prescribed format for reimbursement of services covered under the contract in triplicate of preceding month, monthly pre-receipted, printed & dully signed. Each Monthly bill must accompany the:
- 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.



**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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- (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

**XXIII. Insect Control / Pest Control / Fogging Schedule**

- (a) The agency will make necessary arrangements for insect & pesticide control/disinfection treatment will be done by means of spraying in Toilets to get rid of ticks, cockroaches, ants, beetles, etc.
- (b) Insect control treatment should be extensively carried out in the site on every weekend.
- (c) Insect Control complaints should be attended on all days. Agency will use approved chemicals for Insect control complaints. Necessary, qualified, manpower for the purpose should be available on site for immediate attention.
- (d) Insecticide/ pesticide application etc. shall be completed in the evening after office hours (i.e. 6:00 pm onwards), on day to day basis.
- (e) The agency will make necessary arrangements for fogging (During Rainy & winter Seasons) in the Campus once in a month to control mosquito borne diseases. The fogging may be also be done as and when directed by the University.

**8. PERIOD OF TENDERED WORK**

The tender will be awarded for a period of three 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 any time during the Currency of contract. Extension of one/ two years may be considered by the University, depending 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 **Order No. F.Addl.LC/Lab/MW/2016/466 dated 31<sup>st</sup> May, 2017**. The deployment of workers shall be considered in following category in reference to above Order of GNCTD

Particulars	House Keeping Workers	Sewermen	Supervisors (Matriculate)
	Unskilled	Semi-skilled	Skilled / Supervisory Staff
Basic per month (including one day off in a week)	<b><u>13,584/-</u></b>	<b><u>14,958/-</u></b>	<b><u>16,468/-</u></b>

- (ii). ESIC as applicable shall be reimbursed by the University on production of challan towards deposit of the to the concern office / in the bank in respect to the services provided to the University.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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- (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) as applicable 1.5 per month and 3 national [holidays@5.77%](#) will be reimbursed by the University on production of electronic fund transfer or cheque payments to the concerned worker in respect to the services provided to the University.
- (v). As per Bonus Act, bonus is not applicable to the educational institutions. Therefore, the University will not pay any bonus.
- (vi). Gratuity (if applicable) shall be extra over and above the rate quoted by the agency.
- (vii). 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.
- (viii). 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 to 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.
- (ix). The payment to the Sanitation Personnel's shall be under Electronic Fund Transfer or by cheque by the Contractor.
- (x). 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.
- (xi). Rates of the Sanitary personnel shall be revised as and when new rates and applicable allowances are revised by Govt. This shall be applicable from date revised wages become applicable as per Govt./GGSIPU notification.
- (xii). 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 7<sup>th</sup> of every month, agency will raise the bill in triplicate covering wages and leave encashment paid to the manpower as per biometric attendance. This

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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bill will only include wages paid to the workers. Following documents to be attached alongwith the bill:-

- 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 tenderer.
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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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 time to time. Accordingly the agency will raise the bill of payables in accordance with applicable minimum wages.
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 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 the Superintendent, Care Taking, 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 except for the purpose of pest control treatment for which agency can associate with a firm/company having pest control license. However the University has the right to get the insect control agency changed immediately, if their services are not found satisfactory.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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 tenderer 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 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 (including insect control agency engaged), 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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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18. The agency shall provide a non- judicial stamp paper of Rs.100/- for preparing a contract/agreement. The successful tenderer 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 tenderer. In the Event the agency does not achieve the level of satisfactory performance, the tenderer /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.
21. For any clarification regarding the scope of work and/or terms and conditions of tender, the intending tenderer can seek clarification from Dy. Registrar(GA) during Pre-Bid Meeting which will be held on \_\_\_\_\_.
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 with regard to the personnel engaged by the contractor for the department.
29. The Designated manpower on a given day can also be deployed for other services like shifting equipments/furniture etc. apart from sanitation & Housekeeping Services.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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30. The contractor shall direct its sanitation workers for allowing themselves for the purpose of frisking and AS check by the security guards during arrival and departure.
31. Shifting of office furniture, equipments as well as academic records, office records shall be made on requisition basis by pooling the sanitation workers.
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.

**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 tenderer.

**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 tenderer 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 tenderer 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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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.

**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.
- 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 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.



**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

**ANNEXURE-I**

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY  
TENDER FORM FOR PROVIDING SANITATION / HOUSEKEEPING  
SERVICES IN UNIVERSITY DWARKA CAMPUS**

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

- a. Name of the Tenderer [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 tenderer \_\_\_\_\_
- f. Name of Father/Husband of the tenderer \_\_\_\_\_
- g. Full residential address of the tenderer with proof \_\_\_\_\_  
\_\_\_\_\_
- h. Tenderer's Registered office address \_\_\_\_\_  
\_\_\_\_\_
- i. Tenderer'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 tenderer 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 Tenderer with Seal of the Firm/Company)**

Place: \_\_\_\_\_  
Date: \_\_\_\_\_

**Note:**

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

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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**Annexure-II**

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

**Details of Turn Over**

Detail	2014-15	2015-16	2016-17
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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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 Chartered Accountant with seal

Signature of Bidder(s) with seal

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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 Tenderer)

I / We \_\_\_\_\_ (Tenderer) 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 \_\_\_\_\_ (Tenderer) 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.

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 \_\_\_\_\_

\_\_\_\_\_

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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**Annexure-V**

(This should be mentioned on the Letter Head of the Agency)

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

I/We ( \_\_\_\_\_ ) on behalf of M/s \_\_\_\_\_  
\_\_\_\_\_ hereby undertake to carry out entire Sanitation /Housekeeping Services /  
Manpower as specified in this tender document at GGSIPU, Dwarka as per terms and condition, scope of work and  
other conditions for:

Sl. No.	Particulars	Rate Per month
1.	Service Charges for providing Sanitation / Housekeeping Services / Manpower in accordance with Scope of Work (Clause No. 6), other terms & conditions defined in the tender document including consumables, dustbin, machinery & equipment, worker uniforms, fumigation/pest control/insect control, all overhead and incidental expenses from fulfillment of the obligation defined in the tender document but not limited to above unless otherwise specifically mentioned.	
	<b>Rupees..... .....only)</b>	

**Note:-**

Wages of manpower, EPF, ESIC, Leave Encashment, Gratuity and GST 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 Service Charges.

**(Signature of the Tenderer with Seal of the firm)**

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

**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. 7.5 Crores	(i) 60% of Maximum Marks of 15
Double of the minimum eligibility criteria i.e. 15 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. 3 Crores	(i) 60% of Maximum Marks of 2
Double of the minimum eligibility criteria i.e. 6 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 2017	03 Marks
Loss in 01 year in last five years ending 2017	02 Marks
Loss in 02 years in last five years ending 2017	1.5 Marks
Loss in 03 years or more in last five years ending 2017	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)	

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

**(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 - 40 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)**

<b>Grading in 'Client Satisfaction Report'</b>	
Outstanding / Very Good	10
Good / Highly Satisfactory	8
Satisfactory / Fair	6
Unsatisfactory / Report not submitted/ Poor	0

**(c) Experience in University / Education Institution – (Max. Marks - 10 Marks)**

Minimum Eligibility as per initial eligibility criteria	(i) 60% of Maximum Marks of 10
Double of the minimum eligibility criteria	(ii) 100% of Maximum Marks of 10
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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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/ Diesel 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.	Rikshaw / Garbage Trolley	06	0.1 Mark per trolley	01
7.	Glass Cleaning Kit	04	0.15 Marks per machine	01
	<b>Total</b>			<b>15</b>

***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.

**5. Certification (Maximum 05 Marks)**

- a. ISO 9001:2008 Certification (1.5 Marks)
- b. ISO 14001:2009 Certification (0.5 Mark)
- c. OHSAS 18001:2007 Certification (0.5 Mark)
- d. Insect Control License in own name (3.0 Marks)
- e. Or Insect Control License with associate agency (1.5 Marks)



**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

**Annexure-VII**

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

***DETAILS OF SIMILAR WORKS COMPLETED***

**Details of Similar Works**

<b>Description of Work</b>	<b>Name of Client and Address</b>	<b>Contact person with designation and telephone number (Performance certificate issuing authority)</b>	<b>Period of Contract</b>	<b>Starting Date</b>	<b>Completion Date</b>	<b>Financial component (Value of work)</b>	<b>No of Sanitation Workers deployed category wise per shift</b>

**Details of Similar Works in Universities/Colleges/Educational Institutes**

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

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)

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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/Diversy, Odonil, Trishul, Nirma, Surf, Colin, Zoom Omacol, Finit, Nip or Equivalent brand Only)

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

S. No.	Items
1.	Dry Mops
2.	Dry Mop Refills
3.	Naphthalene Ball
4.	Baygon Liquid Pack
5.	Odonil Metropol
6.	Spray Pump
7.	Wiper (Large)
8.	Wiper (Small)
9.	Duster Full Size
10.	Duster Yellow
11.	Dusbin Plastic
12.	Vim Power
13.	Scroch Brite (Large)
14.	Toilet Brush
15.	Dust
16.	Brasso
17.	Hit (Red)
18.	Hand Wash Liquid
19..	Plastic Juna (Big)
20.	Broom Soft
21.	Broom Hard
22.	Broom Long
23.	Plastic Bucket 15 ltr
24.	Plastic Mug
25.	Sign Panel
26.	Window Squeegee
27.	Cobweb Brush
28.	Bathroom Cleaner
29.	R-1
30.	R-2
31.	R-3
32.	R-6
33.	Spiral / floor cleaner
34.	Scissor Mops
35.	Scissor Mops Refills
36.	Floor Scrubbing brush

**Note :-** (1) The above quantity should be sufficient/adequate no. for cleaning purpose 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.

**Tender for Providing Sanitation / Housekeeping Services / Manpower for  
Guru Gobind Singh Indraprastha University at Dwarka Campus**

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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**