Cost of document Rs. 500

NATIONAL UNIVERSITY OF EDUCATIONAL PLANNING AND ADMINISTRATION

17-B, Sri Aurobindo Marg, New Delhi - 110016

TENDER FORM FOR HOUSEKEEPING PERSONNEL (NUEPA HOSTEL)

1. Name of the Firm : _____

2. Address : _____

_____

_____

3. Telephone No/s: FAX/Mobile : Telephone: _____

FAX: _____

Mobile: _____

4. Documents to be enclosed:

(1) Attested copy of Registration Certification for Proprietorship/Partnership/Company/Society as the case may be.
(2) Attested copy of Registration Certificate under ESI Act
(3) Attested copy of Registration Certificate under EPF Act
(4) Attested copy of Registration Certificate under Labour Commissioner
(5) Attested copy of Income Tax Clearance Certificate/Copies of last three year Income Tax Returns (with PAN/TAN certificate)
(6) Attested copy of Service Tax Registration certificate

Financial Quote:

5			Cleaning Personnel	Supervisor
A.	Labour Charges	:	Rs._____/-	Rs._____/-
B.	ESI @ ___%		Rs._____/	Rs._____/
C.	EPF @ ____%		Rs._____/	Rs._____/
D.	Any other charges, if any please mention		Rs._____/	Rs._____/
E.	Total (A+B+C+D)		Rs._____/	Rs._____/
F.	Service Charges		Rs._____/	Rs._____/
G.	Service Tax		Rs._____/	Rs._____/
	Grand Total(E+F+G)		Rs._____/ per month	Rs_____/
	Charges for evacuation of garbage on daily basis from NUEPA premises for disposal on outside by transport			

_____

** The rates for Supervisor and Cleaning Personnel should be quoted as per the Minimum Wages Act,1948 in NCT of delhi*

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6. General Laundry Service in Guest House (to be paid by NUEPA)

Sl. No.	Service	Item	Unit Rate (Rs.)
A	**Washing and Ironing**		
	1.	Bed Sheets	
	2.	Bed Covers	
	3.	Pillow Covers	
	4.	Bath Towel	
	5.	Hand Towels	
B	**Dry Cleaning**		
	1.	Blankets	
	2.	Curtains	
C	**Shampooing & Cleaning**		
	1.	Sofa Seats &Covers	
	2.	Fabric Chairs	
	3.	Quilt	

7.. Individual Laundry Service in Guest House to the Guest (to be paid directly by Guests)

Sl. No.	Service	Unit Rate (Rs.)		
		Washing	**Ironing**	**Dry Cleaning**
1.	Trousers/Jeans			
2.	Shirt			
3.	Woolen Coat			
4.	Woolen Pant			
5.	Cardigan/Sweaters			
6.	Kurta & Pyjama			
7.	Woolen Suit			
8.	Ladies Suit			

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Sl. No.	Service	Unit Rate (Rs.)		
		Washing	**Ironing**	**Dry Cleaning**
9.	Saree & Blouse			
10.	Shawal			
11.	Track Suit			
12.	Shorts/Bermuda/Skirt/Petticoat			
13.	Socks/Handkerchiefs			
14.	Undergarments (Set)			
15.	Bath Towel			
16.	Hand Towels			

8. EMD (Rs.20,000/-) DD No_____ Dated _____

Amount (in figure) Rs._____

Amount: (in words) Rs. _____

_____

In favour of NUEPA, New Delhi

9. Details of the Institutions/Offices (three only) where already done/ doing the job

(1) _____

_____

_____

(2) _____

_____

_____

(3) _____

_____

_____

Important Note : Firms quoting must sign all the pages of terms and conditions and submit it along with tender documents in conformity of acceptance

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Terms and Conditions

General

1. Cleaning i.e. sweeping and scrubbing of all Rooms, Stairs and Corridors of Hostel, Terrace, and surrounding areas daily twice.
2. Cleaning of compound inside the boundary wall including front and back side of hostel.
3. Cleaning of toilets of hostel rooms and suits with Vim at least daily and with acid/Harpic on every Friday. Providing Phenyl (Trishul)/Cleanzo Pocha in the toilets, water cooler areas and wherever whenever necessary.
4. To keep all sewer lines, main exits silt as well as stoppage free.
5. Wiping and cleaning of items such as all carpets, furniture, equipments, telephone, grills of air-conditioners, venation blinds etc. cleaning scrubbing, waxing doors, walls, brass name plates etc.
6. Cleaning of window panes, doors, firefighting equipment, buckets, mugs, bath tables, main doors and bath room doors etc. once a week.
7. Washing floors of corridors with Vim/Detergent once a week preferably on Saturday/Sunday
8. Finite sprays in the rooms at least once a week and also as and when called for by Hostel warden and to be regularly done on Friday evening positively.
9. Putting HOMOCOLE liquid soap once in all toilets day 100 ml. at 9.00 a.m.
10. Putting sanitary cubes/naphthalene balls in urinal pots @ 100 gms. per pot daily.
11. Providing toilet papers in such a way that toilets have the same daily. All toilets are to be cleaned once in a week by using acid.
12. Removal of cobwebs at least once a week. To be certified by the caretaker on every Monday.
13. Daily collection, removal and evacuation of garbage/waste material, etc. from hostel premises to MCD site.
14. Daily pocha of phenyl/cleanzo in rooms once a week positively and to be certified by Hostel Warden/NUEPA Hostel Staff.
15. The contractor will be required to deposit a refundable security as performance guarantee of Rs. 1, 00,000.00 (Rupees One Lakh only) with NUEPA on the success of Tender. If at any time during the currency of contract, deficient service/men/material is provided by the contractor in contravention of terms of contract, the NUEPA shall be free to terminate the contract without assigning any reason. In case of default in performance of duty by the contractor, the security of the contractor will be forfeited along with termination of contract by NUEPA and NUEPA shall not be bound to pay any compensation of any kind in this regard.
16. NUEPA shall however be free to ask the Contractor to withdraw any particular cleaner without disclosing any reason for the same. The Contractor has agreed to withdraw any of its Cleaners as and when demanded by NUEPA.
17. That, if the work carried out by the contractor is found not to be satisfactory and requires more manpower, the Contractor shall provide the same on a short notice.
18. Verification of character and antecedents of the cleaning personnel through the Police shall be the responsibility of the Contractor before deployment of such persons for carrying out the work entrusted to the contractor under the agreement.

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Last date for submission of Tender form is 15.05.2015 at 3:00 PM

19. The Contractor shall immediately supply to NUEPA bio-data with photographs of all the persons to be deployed by the Contractor so as to avoid any unauthorized person entering the premises of NUEPA.
20. The Contractor will also submit the documents in respect of the Cleaners who will be posted with NUEPA, the P.F. Accounts, and about E.S.I. facilities being provided to the cleaners by the Contractor at the end of the year.
21. NUEPA shall not provide any transport, Canteen, Medical or Living facility to the cleaners which shall be the sole liability of the Contractor.
22. The Contractor and its Cleaners shall be responsible for the security of materials of NUEPA on the premises of their deployment.
23. The cleaning personnel will not indulge in any activity which may have adverse criminal and civil consequence to the NUEPA and any criminal activities, malpractices or undesirable act. In case of any loss and damage caused to the NUEPA on account of any act on the part of the Contractor and/or its employees, the Contractor shall be solely responsible and shall also be liable to indemnify NUEPA against any loss and damage caused to NUEPA.
24. The Contractor shall continue to be responsible for cleaning personnel, in respect of the terms and condition of their services. Payments, attendance, medical care, disciplinary matters etc. of such cleaning personnel shall remain fully under the administrative control, financial control and supervision of the Contractor. The agency shall perform the terms of the agreement in consonance with the requirement of NUEPA and suggestion and orders passed by the NUEPA from time to time. The persons employed by the Agency shall not be the employees of the NUEPA and shall not be deemed to be the employees of NUEPA in any manner nor will such employees be deemed to be contract workers employed by the NUEPA through the Agency.
25. The Contractor shall have to change or replace cleaning personnel as and when required by NUEPA whether or not such personnel, are found guilty of misconduct. It shall not be necessary for NUEPA to assign any reason to the Contractor or the cleaners or any other person in respect of any such change or replacement required by NUEPA.
26. In consideration of the obligation undertaking by the Contractor under the agreement NUEPA shall pay to it charges on the basis of a number of category of such cleaning personnel actually engaged by it for the effective operation of the Agreement based on their quotation terms.
27. That the validity of this contract Agreement will be for a period of one year and the agreement can be terminated at any time on giving a written notice from either side, PROVIDED THAT NUEPA shall have the option to renew or continue this Agreement on same term and condition for any further period from the date of expiry thereof. In the event of services not found satisfactory, the contract may be terminated with short notice of a period not exceeding 7 days.
28. The number of duty hours per cleaner should be as per the provisions in the Labour Laws and in no case shall exceed 12 hours in time of emergency as otherwise extra fatigue will speak on the mental and physical health and the performance of the cleaners. However, compliance of labour laws be sole responsibility of the Contractor and shall be liable for infringement of any laws, Rules and Regulations applicable to any of the Housekeeping personnel who be out on duties with NUEPA under the Agreement.

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Last date for submission of Tender form is 15.05.2015 at 3:00 PM

Specific:

1. To prepare the rooms with the items/facilities as provided by the Hostel Administration.

2. The Supervisors to be deployed under this Contract will be professionally qualified and experienced and English speaking, i.e. holders of Diploma/Degree in Hotel Management or Hospitality Services with suitable hands on experience in Hotel/Hostel/Guest House.

3. The Housekeepers to be deployed under this Contract will also be qualified having qualifications of not less than Matriculation certificate and with experience of having worked in a Hotel or Guest House.

4. The payment for laundry services will be made separately as per the rates indicated in the tender form, on production of bill duly certified by the Warden for receipt of laundry services as per bill.

5. Monthly indent for cleaning materials required for rendering housekeeping services under this contract will be raised by contractor and submitted during second week of the month for procurement by the University and subsequent supply to contractor as per requirements. The first such indent will be submitted immediately on receipt and acceptance order.

6. The washing of linen will be done through machine along with other laundry services as per requirement to be certified by the Hostel Warden/authorized nominee of NUEPA and the services rendered in this respect will be received and certified by him for payment of bills.

7. The scope and standard of work as fixed in the Tender Document will meticulously be followed and proper documents will be maintained for their implementation and control and the same will be made available to the Warden/authorized nominee of NUEPA ask when required for inspection/record.

8. The men deployed by contractor under this contract will be employees of the contractor and contractor will be liable for expenditure/payment on account of any labour laws and other laws and rules of the Government as may be applicable.

9. The supervisors deployed by contractor under the subject contract will also be responsible for maintenance of documents relating to allotment of rooms and vacations of rooms in NUEPA Guest House as per approved instructions.

10. No money transactions relating charging of rent etc. for the rooms will be handled by the men deployed by contractor and the same will be done only by the deputed employees of NUEPA.

11. Other instructions as may be required for smooth functioning of activities relating to Housekeeping, and laundry services will be issued on the spot by the authorized officials of NUEPA as per requirement and at the work place which will be complied with strictly by you.

Authorized Signatory of Firm with Office Seal

Last date for submission of Tender form is 15.05.2015 at 3:00 PM

12. The component of PF/ESI/Bonus etc. as covered under the approved rate of wages stated in tender form will be subject to submission of documentary evidence in support having paid this amount to concerned regulatory authorities for the persons deployed at NUEPA.

13. The staff deployed in the hostel will be below the age of 50 and to be in prescribed uniform with I cards and name plates and uniforms should be cleaned.

14. In case any necessity arises for any of the parties to this Agreement to have resources of a Court of Law, the appropriate Court of Law at Delhi alone will have jurisdiction.

15. **Tender furnished without EMD money will be rejected.** EMD of the unsuccessful bidders will be returned after the selection of the successful bidder. The above **EARNEST MONEY DEPOSIT** amount held by the University, till it is returned to the Bidders, would not earn any interest thereon. EMD of the successful Bidder will not be adjusted towards Security Deposit and will be returned only after acceptance of works order.

16. Bids received up to **3.00 PM** on **15.05.2015** will be opened by an authorized Tender Opening Committee or any other officers authorized by the University at **3.30 PM** on **15.05.2015** in the presence of those Bidders or their representatives who may be present at the time of opening. The representatives of the Bidders will be allowed to attend the proceedings on production of the letter of authority from the original Bidder.

17. If the accepted Bidder fails to act according to the tender conditions or backs out after his tender has been accepted, his Earnest Money Deposit will be forfeited to the University.

18. The successful Bidder should execute an agreement for the fulfillment of the contract in the stamp paper within fifteen days from the date of acceptance of the tender.

19. The expenses incidental to the executing of agreement shall be borne by the successful Bidder.

20. The conditions stipulated in the agreement form should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of the University and recovery of any consequential loss from the successful Bidder.

21. The University may, at its discretion, extend the deadline for submission of proposals or cancel the requirement in part or in whole. The University reserves the right to reject any or all proposals without assigning any reason thereof.

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