

TERMS & CONDITIONS
&
SPECIFICATIONS
OF
CONTRACT FOR
PROVIDING HOUSEKEEPING

NATIONAL JALMA INSTITUTE FOR LEPROSY
OTHER MICROBACTERIAL DISEASES
Dr. M. Miyazaki Marg, Tajganj,
Agra - 282001

PH. 0562-2331751-54

TERMS & CONDITIONS

- 1.0 NJIL&OMD invites Tenders from reputed Agencies / Companies providing Housekeeping & Allied Services to National Jalma Institute for Leprosy & Other Microbacterial Diseases (NJIL&OMD) on contract basis.

Address : Dr. M. Miyazaki Marg, Tajganj, Agra - 282004, INDIA

2.0 **GUIDELINES FOR SUBMISSION OF QUOTES**

Sealed tender should be submitted as per details given below

- 2.01 NJIL&OMD adopts a two-bid Tender System. Therefore, separate TECHNICAL and FINANCIAL BIDS are to be submitted as per following procedure by the interested bidders.

Envelope 'A' duly superscribed, as “Technical Bid For Sanitary & Housekeeping” should consist of:

1. A copy of the Tender document duly signed on all pages by the authorized signatory with the name and seal of the Company/Agency.
2. Details of the Agency and other relevant details as per Annexure-I with all supporting documents.
3. The cost of the tender document of Rs.500/- if downloaded.

Envelope 'B' duly superscribed “Financial Bid For Sanitary & Housekeeping ” should consist of:

1. Commercial / Financial Bid duly filled as per Annexure-II. No other format will be acceptable.
2. Earnest Money deposit (EMD).

Envelope 'A' and Envelope 'B' should be sealed and kept in another Main Envelope 'C' duly superscribed "NJIL&OMD/ADMN/SANITARY&HOUSEKEEPING”.

2.02 **LAST DATE/TIME OF RECEIPT OF TENDERS**

Tenderers must ensure that offer is posted /delivered well within time so as to reach NJIL&OMD latest by Time on Date 5 PM on 23-03-2018.

2.03 Tenders should be addressed to:

The Director,
National JALMA Institute for Leprosy &
Other Microbacterial Diseases,
Tajganj, Agra-282004

NOTE : Quotations which do not comply with the above conditions, are liable to be rejected

1. The Technical quotes will be opened in the presence of intending agencies at our Campus at National JALMA Institute for Leprosy & Other Microbacterial Diseases, Tajganj, Agra-282004. The same will be communicated via e-mail and telephone.
2. The financial bids of the technically suitable tenders will only be opened for further consideration. In case EMD is not found in the financial bid, the technical bid shall also stand rejected, even if technically shortlisted. The decision of the Director, JALMA in this regard will be final. The date and time of opening of financial bid(s) will be intimated only to the eligible bidders.

3.0 TERMS & CONDITIONS OF THE TENDER

- 3.01 NJIL&OMD reserves the right to reject/accept or withdraw any part or full tender(s) without assigning any reason whatsoever. The decision of Director, NJIL&OMD is final and unquestionable.
- 3.02 NJIL&OMD will be under no obligation to accept the lowest or any tender received in response to the tender notice and shall be entitled to reject any tender without assigning any reason whatsoever.
- 3.03 NJIL&OMD reserves the right to award the contract to deserving parties either in full or in parts. The decision of Director, NJIL&OMD is final and no enquiry will be entertained in this regard.
- 3.04 Bid should be complete in all respects and incomplete bids will be summarily rejected. No clarification will be entertained by NJIL&OMD in this regard.
- 3.05 Canvassing in any form entails the tenderer for disqualification. If any tenderer is found influencing or intimidating other tenderer/tender process, his tender is liable for disqualification.
- 3.06 Please note that any falsification/suppression of information could lead to the disqualification from the tender.
- 3.07 The successful tenderer should commence the services within fifteen days from the receipt of the award of contract or from the date as decided by Director, NJIL&OMD and this will be binding on the Contractor/Agency.

COST OF TENDER DOCUMENT

- a) Tenderer should submit a Demand Draft/ Pay Order of Rs. 500/- (Rupees five hundred only) in favour of Director NJIL&OMD, Agra, towards cost of the tender at the time of obtaining the same from the NJIL&OMD Campus or submit the same along with the technical bid if downloaded from the NJIL&OMD's website. Bids made without having paid for the cost of the tender are liable to be rejected. **The tender document cost is payable by all categories of tenderers and no exemption is permissible**

EARNEST MONEY DEPOSIT

- b) Tenderer should submit an EMD of Rs. 70,000/- (Rupees Seventy thousand only). The EMD amount shall be submitted by way of a crossed Demand Draft favouring "Director, NJIL&OMD, Agra. EMD in the form of DD should be valid for 3 months which has to be further renewed for 3 months and to be kept in the financial bid. This amount shall be returned interest free to the unsuccessful bidders within six months from the closing date of the tender or one month after the award of the contract whichever is later.

The EMD is payable by all categories of bidders and no exemption is permissible. Bids without EMD shall be treated as invalid forthright.

In the case of successful tenderers; EMD amount will be forfeited to NJIL&OMD in the following cases: -

- a) Any quotation received against this tender shall be governed by the terms and conditions indicated in the tender document. If, after submission of the quotation, the tenderer fails to honor the contract, if awarded, or refuses to comply with any/all of the terms and conditions of the tender, then the EMD amount shall stand forfeited to NJIL&OMD without further intimation.
- b) If the tenderer withdraws the offer during the validity period.
- c) If the successful tenderer fails to commence the contract at the stipulated time in accordance with the tender terms and conditions of the contract.
- d) If the successful tenderer fails to submit the Security Deposit/Bank Guarantee within the stipulated time. This will also warrant closure or termination of contract.

EMD will be returned interest free, to the unsuccessful tenderers within 6 months from the closing date of tender or finalization of the tender, whichever is later. In case of successful tenderer(s) EMD will be retained for a period of six months from the date of award of contract.

4.0 PRICE AND VALIDITY

- 4.1 The rates must be quoted as detailed in Annexure-II covering the entire activity as per the scope of the contract. Rates should be inclusive of all charges applicable and excluding applicable taxes like service tax, etc, and service charges which should be clearly specified. Quotes with nil service charges will not be considered.
- 4.2 The bill raised to NJIL&OMD after rendering the services shall be subject to tax deduction at source.
- 4.3 Rates agreed upon shall remain same throughout the period of contract. However, any revision in Minimum Wages and taxes by the appropriate Government as and when notified, will be considered only on submission of documentary evidence.
- 4.4 Offer quoted should be valid for a minimum period of 6 months from the date of opening of Technical Bid.
- 4.5 For the purpose of comparison of the rates, conditional discounts if any offered will not be taken into account.
- 4.6 Tenderers are advised to understand the magnitude of the job involved before submitting their bids.

5.0 DURATION OF THE CONTRACT

- 5.1 The contract will be valid for a period of 12 months. However, in order to evaluate the performance and quality of services, contract will cover a probationary period of 3 months. Only after the services are found to be satisfactory during the probationary period, the contract will be confirmed for a further period of 9 months under the same terms and conditions.
- 5.2 After expiry of 12 months, Director, NJIL&OMD reserves the right to extend the contract for another year under same contract terms and conditions on mutual consent.
- 5.3 After the trial period, NJIL&OMD alone reserves the right to terminate the contract by giving 30 days notice, without assigning any reasons thereof.

6.0 MINIMUM ELIGIBILITY CRITERIA

- 6.1 The Agency/Firm should be registered under Shops & Establishment .

- 6.2 The Agency/Firm should be registered under Companies Act/ Registrar of Firms.
- 6.3 The Agency/Tenderer should have a minimum of three years experience in providing Housekeeping & Allied Services.
- 6.4 The Agency should have at least two running contracts of similar nature.
- 6.5 Supporting documents with respect to meeting the criteria listed in the above clauses i.e, from 6.01 to 6.04 should be enclosed along with Annexure I, which is an important requirement for evaluation.

7.0 TIMINGS

- 7.1 The Sanitary Housekeeping, work should be carried out on all weekdays except Sundays, National Holidays and Holidays declared at the discretion of Director, NJIL&OMD. The timings are liable to be changed at the discretion of Director, NJIL&OMD.

8.0 TERMS AND CONDITIONS OF THE CONTRACT

We require Housekeeping, Estate Maintenance, to be carried out at our campus at JALMA, Dr. M Miyazaki Marg, Tajganj, Agra-282004.

8.01 HOUSE KEEPING SERVICES

DAILY SERVICES :

- Dusting of furniture, cupboards, office equipment's. Cleaning with soap-oil or liquid cleaners wherever required.
- Sweeping & Mopping floors (dry & wet) of entire NJIL&OMD premises.
- Cleaning of skirting, pillars, walls, etc.
- Refilling/replacing packaged water bottles in the water dispensers as and when necessary.
- Thorough cleaning of all toilets.
- Cleaning of gents toilets and ladies toilets, at all floors and buildings in the Campus four times a day as per timings specified by NJIL&OMD Representative, using the required cleaning agents, refilling hand wash, tissue rolls, naphthalene balls/urinal cakes.
- Cleaning of buckets, mugs, mirrors, taps, etc. in the toilets.
- Changing of towels twice a day in all toilets, which will be provided by NJIL&OMD.
- Clearing of dustbins and disposal of the garbage at the waste yard.

- Shifting of materials like equipments, furniture, scrap items, etc., from one place to another as and when required. Ensuring regular water supply to toilets.
- Checking of all the taps, sanitary fittings, etc. in all the toilets and replace/fix new fittings when required.
- Cleaning of Sweeping & Mopping of common passages, staircase twice a day.
- Any other activities in Housekeeping, Gardening, Despatch, etc. as and when assigned by the Director/AO. Representative, including during Seminars, VIP Visits, Meetings, etc.

9.0 MANPOWER REQUIREMENT

Note : The number of personnel may be increased or decreased as per requirement at the discretion of NJIL&OMD.

- The above manpower will be utilized for Sanitary & Housekeeping & other services requirement as and when required other than their area of work.
- The Manager should have a minimum experience of 3 years in Housekeeping.
- He will be overall incharge for Housekeeping, Estate Maintenance.
- The Housekeeping Supervisor should have a minimum experience of 3 years in Housekeeping.

10.0 PAYMENT SCHEDULE

- 10.01 The Contractor should submit his claim for the services rendered showing distinctly the charges payable. These claims are to be made in the first week of the month immediately following the month for which the bill is raised. The contractor shall submit their bills along with proof of PF, ESI, Service tax and other necessary statutory remittances /undertaking for having paid for the personnel exclusively deployed in NJIL&OMD.
- 10.02 Payment will be made once a month after ascertaining the satisfactory Performance of contractual responsibility carried out in the previous calendar month, on verification of proof of PF/ESI payment and ensuring the payment of wages/salary to the personnel deployed in NJIL&OMD.
- 10.03 No advance payment claims or running bills will be entertained.

10.04 Income Tax any other statutory levies will be deducted at source as per rules in force from time to time.

11.0 PENALTY

Penalty will be levied for the following, which is not exhaustive.

11.01 Damage to NJIL&OMD assets or equipment's etc., caused by the agency staff, the acquisition cost of assets, will be levied as penalty.

12.0 OTHER TERMS AND CONDITIONS

12.01 In case of additional manpower/services required during the contract period, the same has to be provided at the contract rates only. Similarly Director, NJIL&OMD reserves the right to curtail the manpower/services on pro-rata basis, if necessary.

12.03 NJIL&OMD reserves the right to terminate the contract if the services provided are not satisfactory. NJIL&OMD as its sole discretion can terminate the contract without assigning any reason whatsoever by giving 30 days notice to the agency/contractor.

12.04 The Contractor or his authorized representative has to attend a meeting every fortnight for discussion/and evaluation of performance with the NJIL&OMD representative. The NJIL&OMD representative will intimate the date and time of the meeting.

12.05 The Contractor shall be entirely responsible for the materials, tools & equipments handed over by NJIL&OMD. The Contractor will also be solely responsible for his tools, equipments, etc.

12.06 The Contractor shall provide uniform, identity card including gumboots, shoes, caps, gloves, etc. (as and when required) to all the staff members, in absence of which the staff will not be allowed inside the NJIL&OMD premises.

12.07 The contractor should ensure that his personnel use proper safety signage while cleaning to avoid any accidents.

12.08 The Contractor should ensure that all safety precautions are adhered to while carrying out activities like cleaning at heights, lighting fixtures, etc.

12.09 Dispute(s), if any arising out of the above tender/contract will be referred to Courts/Consumer Forums having jurisdiction over Agra only.

13.0 STATUTORY OBLIGATIONS

13.01 The following statutory regulations/Acts should be strictly adhered to during the period of contract. The agency shall be solely responsible for any failure to fulfil the statutory obligations mentioned below and all other necessary statutory requirements. All necessary statutory documents, records like log book, wage registers, attendance registers, ESI and PF Registers, etc., should be maintained and produced on demand.

1. The Contract Labour (Abolition & Regulations) Act
2. Payment of Wages Act
3. Provident Fund Act
4. Employees State Insurance Scheme
5. Minimum Wages Act as per Central Govt. guidelines

6. Miscellaneous :

NJIL&OMD will not be directly responsible for any accident, death or injury to your employees which would arise during the course of their duty nor would we be responsible/ liable to pay damage or compensation to such persons. The agency/Contractor should at all times indemnify and keep NJIL&OMD indemnified against all claims which may be made under Workmen Compensation Act, any statutory modifications thereof or otherwise for or in respect of any damages or compensation payable in consequence of any accident or injury sustained by any workman while in our premises or during course of their duty. The agency/contractor will also be responsible for appropriate insurance coverage of their employees.

Any payment to be made by NJIL&OMD to any statutory authority due to non-adherence of the stipulated norms should be borne by the agency.

14.0 SECURITY DEPOSIT

14.01 Security Deposit equivalent to one month billing or Rs. 150000/- whichever is less has to be deposited with NJIL&OMD by way of DD at the time of signing the contract. This will be returned interest free on successful completion of the contract or further renewals thereupon.

Or

The contractor should provide NJIL&OMD with the Bank Guarantee equivalent to 1,500000/- from any nationalized bank or international bank of repute, in the prescribed format. The above Bank Guarantee should be valid for over three months after the expiry of the period of the contract and extended in case of further renewals of the contract. NJIL&OMD will be free to encash this Bank Guarantee in the event of any failure on the part of the Contractor to meet his obligations under the contract or in the event of any demand by the concerned Statutory Authorities for the dues from the Contractor at its sole discretion.

14.02 After acceptance of the contract if any/all the terms and conditions of the contract is /or violated, NJIL&OMD reserves the right to terminate the contract. In such cases, the security deposit will be forfeited to NJIL&OMD at its discretion.

TECHNICAL BID
Annexure I

(Enclose DD towards cost of Tender Document, if downloaded, the Company Profile with supporting documents along with the Technical Bid)

SANITARY & HOUSEKEEPING AT NJIL&OMD

ANNEXURE I

1.0 PROFILE OF THE COMPANY/AGENCY	
1.1 Name of the Company/Firm and Registered Address & Registration details	
1.2 Legal Status Individual, Proprietary Firm Partnership Firm Private Ltd. Co. Others (specify) (Specify and Enclose Supporting Documents)	
1.3 Name of the Individual/Partners/Directors, address designation & occupation	
1.4 If there are branches, furnish names & location of all branches.	
1.5 Mention the annual turn-over of the Agency from Housekeeping & Allied Services for the years, 2015-16 & 2016-2017? Enclose supporting documents	
1.6 Please provide your Banker's name and address.	
1.7 No. of years experience in the of your agency/ company in the field of Housekeeping & Allied Services only.	

2.0 STATUTORY DETAILS

<p>2.1 <u>Are you Registered under the following</u></p> <p>A) Employees State Insurance Act 1948</p> <p>B) Provident Fund & Miscellaneous Provision Act 1952</p> <p>C) Indian Finance Act 1994 & Service Tax Rules 1994</p> <p>D) PAN No. issued by Income Tax Authorities</p> <p>(If yes, Enclose supporting documents)</p>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>
<p>2.2 Have you registered with</p> <p>(a) Central Labour Authorities.</p> <p>(If yes, Enclose supporting documents)</p>	<p>Yes / No</p>
<p>2.3 Specify whether there are any issues/ disputes against your Agency before Commissioner Provident Fund, Commissioner ESI, Income Tax authorities, Labour Tribunal Authorities, etc.</p>	
<p>2.4 Specify whether at any point in time your agency/firm/company was banned or de-listed by any Government or quasi Government agencies or PSUs.</p>	

5.0 **GENERAL**

<p>5.1 Who are the major clients of your Company / Agency to whom Housekeeping & Allied Services are provided? Furnish Name, Designation & Telephone No. of the Officers of your client Companies.</p> <p>a. Served over 5 years</p> <p>b. Served over 3 years</p> <p>c. Existing</p> <p>(Furnish the information in the format enclosed herewith duly signed by the authorized signatory)</p>	
<p>5.2 What is the time limit you require to take over the services if you are selected?</p>	

6.0	EARNEST MONEY DEPOSIT	
6.1	Submission of DD towards EMD along with the commercial	
	quote in favour of NJIL&OMD, agra.	Submitted / Not Submitted

NOTE : Information sought above may be given in separate sheets, if the space provided above is not enough.

I certify that all the information furnished above are true to my knowledge.

I have no objection to NJIL&OMD verifying any or all the information furnished in this document with the concerned authorities, if necessary. I also certify that I have understood all the terms and conditions indicated in the Enquiry and in agreeing for the same, I am signing this document as an authorized signatory in the capacity of

_____.

Date : _____

Signature: _____

Place : _____

Name : _____

Designation _____

Seal of the Company/ Agency

UNDERTAKING
NJIL&OMD/Sanitary & House Keeping

I hereby certify that I have submitted the Demand Draft for Earnest Money Deposit as per the Terms and Conditions of the tender document in my Financial Bid (Envelope-B).

If the Demand Draft is found to be invalid, NJIL&OMD shall be free to take suitable legal and/or other action against us, as deemed appropriate.

Date : _____

Signature: _____

Place : _____

Name : _____
Designation

Seal of the Company/Agency

FINANCIAL BID
Annexure-II

Sr.No.	Bidding amount	Tax	Total

FOR PROVIDING
SANATERY & HOUSEKEEPING

CERTIFICATE

I/We hereby certify that I have studied all the terms and conditions of the tender document, understood the same and hereby accept the same and signing this document as an authorized signatory in the capacity of _____.

I/We hereby confirm we will provide services as per the terms and conditions of the contract awarded, failing which NJIL&OMD will be free to make alternate arrangements at our risk and cost. We also confirm that in case of unsatisfactory services, NJIL&OMD has the right to take any legal course of action against us.

I/We agree to provide services as per the rates quoted by us.

Date : _____

Signature _____

Place : _____

Name _____

Designation _____

Seal of the Company / Agency

ANNEXURE-IV
For providing Housekeeping/Sanitation Services
At NJILOMD Tajganj Agra, U.P.

S.No.	Particulars	Qty.	Unit Rate	Amount (Rs.)
1	Acid (40 Ltrs.)	2 Can		
2	Cetronila	3 nos		
3	Clenzo 5 Ltr.	15 can		
4	Colin 500 ml	15 nos.		
5	Bleaching Powder	2 bag		
6	Drum Plastic 80 ltr. Big with lid	2 nos.		
7	Dust Control Mop big 60 cm.	3 nos.		
8	Dustpan	5 pcs		
9	Duster White (20x20)	6 doz.		
10	Duster Yellow (27x27)	2 doz.		
11	Duster Floor (30x30)	5 doz.		
12	Harpic500 gm.	10 nos.		
13	Hard Broom 500 gm	15 nos.		
14	Hit	4 Pcs		
15	Hockey Brush Unique	3 nos.		
16	Jala Brush	2 pcs.		
17	Juna Plastic	10 doz		
18	Lathi	5 pcs		
19	Liquid Soap Homocol 20 Ltr.	2 Can		
20	Liquid Soap Hand Wash-Fem (5 Ltr. can)	2 can		

21	Lizol	20 pcs.			
22	Mug 1.5 Ltr.	12 pcs.			
23	N.Ball Bengal	5 Kg.			
24	Odonil 50 gm.	72 pcs.			
25	Phenyle white Tiger 5 ltr.	15 can			
26	Phenyle Black Bengal 5 ltr.	4 pcs			
27	Road Broom	15 pcs			
28	Room Freshener Premium	10 nos.			
29	Self Broom 500 gm.	20 pcs.			
30	Steel wool	6 pcs			
31	Platform Brush	4 Pcs.			
32	Teepol 5 ltr.	3 can			
33	Urinal Cube 400 gm. Glamic	10 pcs			
34	Wheel Detergent	20 pkts.			
35	Wiper Mr. Clean Big with Handle	10 Pcs			
		Total			

ANNEXURE-II
SCOPE OF WORK

For providing Housekeeping/Sanitation Services
At NJILOMD Tajganj Agra, U.P.

S.No.	PARTICULAR/AREA	Required VSW
1	Administrative block-rooms, Toilet block & stair etc.	02
2	O.P.D. Block Ground floor- Main Entrance, Hall, Registration, Medical Store, Dr. Chambers, Toilet Block, Lobby, Corridor.	04
3	Lab 1 st floor-Microbiology lab, Bio-chemistry lab, Immunology Lab, Pathology labs to visitor Room Corridor Stairs etc.	04
4	Director Office, Reception, Labberary	01
5	Ward Block (Male)-Toilet Block, Nursing Room, Corridor, Lobby	04 (02+01+01)
6	Ward Block (Female)- Toilet Block, Nursing Room, Corridor, Lobby	03 (01+01+01)
7	Electrical sub station, Offices, Toilet block, lab, Cleaning room, Parking	02
8	Laboratory, Bsl-3, Plumbing workshop, ward kitchen, etc.	03
9	Animal House	02
10	Guest House-Rooms attached toilet	02 (01+01)
11	Hospital outer surrounding area, Residential Outer surrounding area	05 01+01
	Total No. of VSW	34
	Supervisor VSW	02