

JAMIA HAMDARD

(Hamdard University)

Hamdard Nagar, New Delhi –1100 62

(Re-accredited by NAAC in grade 'A')

Notice Inviting Tender

(JH/ES/14/2005 – 12)

Sealed tenders in two bid systems are invited from the reputed, experienced **House-keeping agencies or firms for providing housekeeping services** for Jamia Hamdard Campus excluding HAHC Hospital. Firm having adequate financial & technical manpower resources with requisite equipments etc. can download the tender form and other details from the university Website: www.jamiahamdard.ac.in/ www.jamiahamdard.edu.

The last date for submission of the tender shall be **10.2.2012**.
Jamia Hamdard reserves the right to accept or reject any or whole tender without any reason whatsoever.

(Dr. Firdous A. Wani)

Registrar

Ph. No. 011-26059688(12 lines)Extn.5313 & 5373

JAMIA HAMDARD

**TENDER DOCUMENT FOR
HOUSE KEEPING SERVICES**

The complete tender may be dropped in the drop box of purchase section
latest by 10.2.2012 upto 3.30 p.m.

Cost of Tender form & documents is Rs.1,000/-(non-refundable)

TENDER FORM FOR HOUSE KEEPING SERVICES AT HAHC HOSPITAL

Sealed tenders are hereby invited for providing House Keeping Services at Jamia Hamdard Campus **excluding HAHC Hospital**. The terms and conditions in respect of tenders are as under:

The tender shall be in two bid systems:

(a) **One technical bid** : Containing the information regarding the business turnover, (Annexure I) experience and other details of form, to judge the suitability of the tenderer.

(b) **Second Financial Bid** : Containing the rates & amount. (Annexure II)

The Technical Bids will be opened on 13-2-2012 **at 3.00 p.m.** in the office of the Registrar in the presence of tenderer or their authorized representatives. The Officials of the University may also conduct the visit of the establishments of the vendors to assess their suitability, as part of the technical bid. The commercial/financial bids of only those tenderer, who are found suitable by the committee appointed for the purpose, will be opened on a date/time to be decided later and communicated to such illegible bidders.

The bidder should submit the technical bid & financial/commercial bid as per the attached (Annexure I & II) alongwith EMD of Rs.1.00 Lac only along with the technical bid (Annexure I) in SEPARATE sealed envelopes super-scribing “Technical Bid” and “Commercial Bid” respectively. These two envelopes should be then put in an envelope and sealed properly and super-scribed “House keeping work at Jamia Hamdard Campus” excluding HAHC Hospital.

The tender supported by all documentary evidences and EMD (Rs.1, 00,000/-) through a demand draft in favour of Registrar, Jamia Hamdard payable at New Delhi.

Tenders should be addressed to the Registrar, Jamia Hamdard, New Delhi-62.

The following information will be indicated on the envelope cover:

- a) Tender for the House Keeping Services _____
- b) Name of Firm _____
- c) No. of NIT _____
- d) Closing of tender _____
- e) Clearly indicate the list of enclosures _____
- f) Clearly indicate on the envelopes **“TECHNICAL BID” OR “FINANCIAL BID”**

TENDER FORM FOR HOUSE KEEPING SERVICES AT HAHC HOSPITAL

1. Tender for House keeping work in Jamia Hamdard Campus **excluding HAHC Hospital** (on square meter basis).
2. Cost of tender Rs.1000/- only (Non Refundable).
3. Due date of tender submission. Upto **10.2.2012** (3.00 p.m.)
4. Time and date of tender opening -- **13.2.2012** (3.00 p.m.)
5. Earnest Money. Rs.1,00,000/- only
6. Names, address of Firm/Agency and Telephone No. _____
7. Registration No. of the Firm/Agency _____
8. Name, Designation, Address and Telephone No. _____
_____ of Authorized person of
Firm/Agency to deal with _____
9. Please specify as to whether tenderer is a sole proprietor/partnership Firm / Company
Name, address, Telephone Number of the authorized person should be specified.
(a) _____ (b) _____

10. PAN/TAN No. _____
11. Provident Fund Account No. and authority with whom registered _____

12. E.S.I./P.F. No. _____ (with latest return challan copy)
13. License No. Under Contract Labour (R&A) Act _____
14. Details of earnest money deposit _____
 - a. Amount (Rs. In words) _____
 - b. Demand Draft No. _____ in favor of "The Registrar, Jamia Hamdard"
 - c. Name of the issuing authority _____ New Delhi.
15. Memorandum in case of company and partnership deed in case of partnership firm to be provided.
16. **The tenderer must have minimum 5 years experience exclusively in the house keeping work in hospitals and have minimum two jobs of works not less than of Rs.20.00 lacs per years (each job) in last three years. For reference the copies of work order & successful completion of each contract/job be attached.**
17. Declaration by the contractor

This is to certify that I/We before signing this tender have and fully understood all the terms and conditions and instructions contained herein and undertake myself/ourselves abide by the said terms and conditions.

CONTRACTOR'S NAME & SIGNATURE

CHECK LIST OF THE DOCUMENTS TO BE ATTACHED WITH TENDER FORM

Please check whether the attested copies of the following documents have been attached

- | | |
|--|--------|
| 1. Registration no. of the firm/agency | yes/no |
| 2. Certificate of ISO 9001-2000 | yes/no |
| 3. PAN No. and Income Tax clearance Certificate | yes/no |
| 4. Provident Fund Account No. (with latest return challan copy) | yes/no |
| 5. ESI Registration No. (with latest return challan copy) | yes/no |
| 6. Bank Draft/Pay Order (in the envelope of technical bid | yes/no |
| 7. Detail of Experience Certificate with regard of House Keeping work alongwith the work orders & satisfactory completion report issued by the Agencies where such work was undertaken earlier | yes/no |
| 8. Copies of last three years balance sheet | yes/no |
| 9. Two envelopes mentioned the technical bid and financial bid | yes/no |

TERMS & CONDITIONS

1. Sealed tenders in prescribed forms (Annexure- I & II), duly filled must be submitted alongwith the bank draft (the draft shall be in favor of Jamia Hamdard) of Rs. 1,00,000/- only as earnest money latest by **10.2.2012 upto 3.00 p.m.**
2. The tender committee will open the tender on **13.2.2012 at 3.00 p.m.** in the office of Registrar in presence of interested tenderer/representative.
3. Tenders not confirming the prescribed requirements and non submission of required documents/copies may be rejected and no correspondence thereof shall be entertained whatsoever.
4. The tender form should be clearly filled in ink legibly or typed. The tenderer should quote the numbers, rates and amount tendered by him/them in figure & as well as in words. Alteration unless legibly attested by tenderer, shall disqualify the tender. The tender form should be signed by the tenderer himself. The forwarding letter should be signed alongwith tender document. Attested copies of the Registration N. of the firm, license no. under Contract Labours Act, Provident Fund Account No. (allotted by Provident Fund Commissioner), ESI No. (allotted by ESI department) and copy of the Income Tax Clearance Certificate, Satisfactory Performance Certificate issued by the concerned Agency/Organisation, Memorandum of firm and partnership deed if firm is in partnership shall be enclosed. The rate should be inclusive of all according to area wise square meter basis.
5. The tenderer with seal of Agency/Firm should sign every paper of the tender.
6. The tenderer should take care that the rate and amount should be written in such a way that interpolation is not possible. No column should be left blank, which would otherwise, make the tender liable to be rejected.
7. **The preference will be given to those contractors who have minimum 5 years experience of House keeping work in Educational institutions & reputed corporate building.**
8. The earnest money will be liable to be forfeited, if the tenderer withdraws or amends and derogates from the tender in any respect within the period of validity of the tender.
9. Every amount paid to the contractor shall be subject to the deduction of tax at source and other taxes as applicable from time to time by Govt. of India.
10. The successful tenderer/contractor shall deposit security money in favor of Jamia Hamdard for an amount of Rs.3, 00,000/- for the due performance of the contract, within 15 days from the date of award of the contract. In the event of breach/violation or contravention of any term and conditions herein by the contractor, the security money deposited shall be forfeited by Jamia Hamdard, in addition of any amount of penalty as decided by the Registrar, Jamia Hamdard.
11. **The competent authority of Jamia Hamdard reserves the right to bifurcate the whole tender in two bidders (without effecting the existing terms & conditions of the contract) or cancel/reject full or any part of the tender and also those tenders which do not fulfill the conditions stipulated in the tender.**

12. **The tenderer must visit the hospital and see the building thoroughly to assess the quantum of work, required man power, machines, tools & plants etc. before quoting their rate and amount in the tender.**
13. The tenderer while submitting a tender would be presumed to have considered and accepted all the term and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.
14. **The contractor must declare how many latest machines for house keeping work will he use .The machines will remain in the hospital in working condition and replaced/repared the same within three days if got faulty during the work, failing which a suitable penalty as decided by the Competent Authority shall be charged from contractor's bill.**
15. Every worker of the contractor shall wear neat & tidy, prescribed uniform according to season i.e. Summer uniform in summer and winter season and **a badge bearing his name designation, while on duty.** The contractor at his own cost shall provide the said uniform and badge. The contractor shall also provide the police verification of each personnel engaged/deployed at Jamia Hamdard.
16. The age of the safai karamcharies deployed by the contractor shall not be less then 18 years.
17. The agency staff shall be available all the time as per their duty roaster and they shall not leave their place of duty, failing which the salary of the worker shall be deducted from the bill of the contractor and also the salary of the worker shall be deducted if assigned work found not completed or not executed in a proper manner. The decision of the Registrar, Jamia Hamdard, in this regard shall be final and binding on the part of the contractor.
18. The agency shall be responsible to provide immediate replacement (to take place) of any Safai Karamcharis, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given.
19. The agency staff shall work under supervision, direction and overall administration of the contractor.
20. The contractor shall have to produce documentary proof, for example, Ration Card/ Telephone Bill/Electricity Bill/Income Tax Certificate in support of the identity of the person deputed at Jamia Hamdard.
21. Tender must be unconditional.
22. The Competent Authority of Jamia Hamdard shall have the right to ask the contractor to remove any such person from the agency, who is not found to be competent and orderly in the discharge of his duty.
23. The agency staff shall carry out such other duties as instructed to them from time to time, by the Competent Authority.
24. The agency shall not engage any subcontractor or transfer the contract to any other person in any manner.

25. A list of workers engaged by the contractor/agency alongwith the place of work shall be submitted on daily basis in the office of the Official authorised by the Competent Authority for the purpose.
26. The contractor shall be responsible for opening of choked main holes and GT etc. and arrange bamboo sticks and machines for the use of his workers, failing which the department will arrange to open the same at the risk and the cost of the work will be recovered from the contractor with a suitable penalty decided by the Competent Authority.
27. The garbage from the dumping points will have to be removed by the contractors on daily basis by their own transport/under own arrangements, failing which the department will make arrangement and amount spent shall be recovered from the contractor's bill alongwith a suitable penalty as decided by the Competent Authority.
28. **Duties of the Sanitary Supervisors and Safai Karamcharies will be as under:**
Sanitary Supervisor: He will be responsible to supervise all the work of the Safai Karamcharies, and any other duty as assigned from time to time.
Safai Karamcharies:
- (a) Sweeping & wet mopping in offices, rooms, bathrooms, urinals and others as mention in the Schedule of work.
 - (b) Sweeping, washing, scrubbing and swabbing etc. of the open areas of the bathrooms, galleries, staircases and cleaning the articles lying therein and other as directed by the in-charge of the work.
 - (c) Sweeping of roads, foot paths, ramps & other areas as directed.
 - (d) Cleaning the open spaces like lawns etc. cleaning by picking paper-bits & litters etc. and by partial sweeping, wherever necessary including removal of cobweb from the buildings and surroundings or as directed.
 - (e) Dusting and cleaning the office, lab furniture, doors, windows, partitions and glass panes etc.
 - (f) Clearance of garbage on daily basis or as directed.
29. **Performance Evaluation:-**
- i) The quality assurance of the sanitary services should be ensured regularly (Daily, weekly, Fortnightly or Monthly, depending upon the discretion of the Official authorised by the Competent Authority for the purpose) on the basis of the periodical reports furnished by the Contractor.
 - ii) The contractor at his own cost shall maintain appropriate records in reference to the above.
 - iii) **The quality assurance of the house keeping work be ensured and shall obtain report bi-weekly from Official authorised by the Competent Authority for the purpose.**
30. In case of emergency, the contractor shall arrange additional personnel for allocating any additional duty arising out as per the circumstances.
31. **The contractor shall bear the loss of any theft or damage caused by their workers in the University like bathrooms fittings etc. and any other item during the House keeping work.**
32. **The contractor shall deploy House Keeping Supervisor (Semi Skilled) for execution of work and shall be responsible to take the instruction from the Official authorised by the Competent Authority for the purpose or authorized persons, they will maintain close liaison and comply with the instruction issued from time to time.** In case, if any area of the campus is found not properly cleaned i.e. toilets, offices & rooms etc. and any person found without proper uniform, the salary of Safai Karamchari/ Supervisor of the area will not be paid.

33. The workers of the contractor shall mark their attendance on register, which shall be kept and maintained by the contractor and produced to the Official authorised by the Competent Authority for the purpose on daily basis.
34. The salaries of the workers should be distributed by the contractor on his own printed vouchers duly signed by the receivers on revenue stamps. The photocopies of the same can be taken by the Competent Authority to check and for record.
35. The contractor shall deploy new Safai workers instead of re-engaging the existing personnel of the previous contractor.
36. That the contractor shall put a Complaint Diary in the office of the Official authorised by the Competent Authority for the purpose and the supervisor of the contractor will rectify the complaints recorded therein on a daily basis. The efficiency is the essence of this contract.
37. The contractor shall use the hand trolley for disposing of wastes from the road sides and fixed garbage bins and disposed off of the same outside of the campus.
38. That the contractor will supply the cleaning material (Consumable) of **Rs. 55,000/-** on each month latest by 7th of the month. The consumable shall be kept in the store room and a store register shall be maintained. It shall be verified by a competent person deputed by the Registrar, Jamia Hamdard from time to time.
39. The contractor must ensure that the cleaning waste, specially after cleaning of road, not to dump in the open drain/nala, this shall be lifted by hand trolley of garbage rickshaw.
40. That the department will provide the electricity, water etc. as required for sanitary services. But the contractor at his own cost will provide machines appliances /instruments used in sanitary processes. The material to be used in cleaning / sweeping by the contractor shall be of approved quality and Jamia Hamdard has the right to inspect / check the quality of material at any time.
41. In case of any dispute of difference, the matter shall be referred to the Arbitrator appointed by the Vice Chancellor of Jamia Hamdard. The award of the Arbitrator shall be final and binding on the parties. The Jurisdiction shall be only at Delhi/ New Delhi.

PERFORMA OF TECHNICAL BID

1.	Reference cost of tender form (copy of tender cost slip)	No-----Date-----
2.	Reference of Earnest Money (Demand Draft amount of Rs. One Lakh)	DD No.-----Date-----
3.	Registration Certificate (attested copy of registration certificate)	No.-----Date-----
4.	ISO 9001/2000 certification (enclosed attested copy of ISO Certificate)	No.-----Date-----
5.	EPE Registration Certificate (Enclosed copy of EPE registration Certificate)	No.-----Date-----
6.	ESI Registration certificate (Enclosed copy of ESI Registration certificate)	No.-----Date-----
7.	Permanent Account no. of the Income Tax Department (Enclosed attested copy of PAN No.)	No.-----Date-----
8.	Service Tax Registration Certificate (Enclosed attested copy of Service Tax registration certificate)	No.-----Date-----
9.	Turnover of last 3 Financial years (Enclosed attested copy of auditor's report with balance per year)	From-----Date----- From-----Date----- From-----Date-----
10.	Character certificate of Managing Director/Proprietor by Dist. Magistrate or authority assigned by District Magistrate	No.-----Date-----
11.	Declaration of latest machine for House Keeping work used by the Contractor. As the machine will remain in the hospital in working condition.	

12.	Proof of providing services of last five years experience and proof of atleast two work of minimum amounting Rs.20 lakh per year (from last three years) at the Universities, Hospitals, reputed corporate office and Govt. Organisations etc.	Name of the Organisation with year From-----to----- 1í í í í í í í í í í í í í í . From-----to----- 2í í í í í í í í í í í í í í í From-----to----- 3í í í í í í í í í í í í í í í From-----to----- 4í í í í í í í í í í í í í í í From-----to----- 5í í í í í í í í í í í í í í í From-----to-----
13.	Firm should have registered in Delhi. Address of Registered office/Corporate office.	Registered Office Addressí .. í í í í í í í í í í í í í í í í í .. í í í í í í í í í í í í í í í í í ..

CONTRACTOR SIGN AND SEAL

JAMIA HAMDARD, NEW DELHI – 62
PERFORMA FOR FINANCIAL BID

Ií ...Proprietor/Partner/Authorised person of M/sí .. understand the work and above term and condition as entered in the tender document and bound himself to a bid the rule and regulation of Jamia Hamdard. The charges, for the total house keeping work as mentioned in the above/tender document shall be **on sq. meter basis** that includes all taxes and proper uniform of the workers, other obligations under the law including the disposal of garbage from the campus to outside and also segregation as per rules of Delhi Pollution Control Committee led down from time to time. The details of the faculties/ building may be seen as under:-

1. Faculty of Medicine
2. Faculty of Pharmacy
3. Faculty of Nursing including M.Sc. Nursing class room
4. Press Building
5. HIMSR Building
6. Gymnasium Building
7. F/o. Management /JHRAC/ HARC Building
8. Hkm. Mohd. Saeed Central Library & Computer Centre.
9. Scholars House & öAö Block.
10. Convention Centre & Directorate of Open and Distance Learning.
11. Centre for Advance Research in Pharmaceutical Science (CARPS) /Nanotech. Building.
12. Rufaida Nursing Hostel & Sultan Razia Girls Hostel
13. P.G. Girls Hostel
14. Ibne- Sina Girls Hostel
15. Al óBuroni (U.G.) Boys Hostel
16. Batoota Boys Hostel
17. JL Nehru/International Boys Hostel
18. Chancellor Lodge
19. Vice Chancellor Lodge.
20. Kitchen area of RSN & Sultan Razia Hostel
21. Kitchen area of Al- Buroni (Boys) Hostel
22. Kitchen area of Batoota Boys Hostel

- 23. Kitchen area of International Boys Hostel
- 24. Rehabilitation Centre (formerly Primary School)
- 25. Rabia Masjid
- 26. All roads & foot path.

Note: The work shall be executed on all 7 days of a week (Sunday & Holidays) at H.C.C., Scholars House, “A” Block, All Hostels, Chancellor Lodge and Vice Chancellor Lodge.

- 1. Total area – approx..... sq. mtr. @Rs.....Sq. mt. per month.
- 2. Service/Management charges%
- 3. Service Tax (If applicable)%

CONTRACTOR SIGN AND SEAL