

JAMIA HAMDARD
DEEMED TO BE UNIVERSITY
HAMDARD NAGAR, NEW DELHI-62.

**TENDER NOTICE FOR HOUSE KEEPING SERVICES
AT MAJEEDIA HOSPITAL (UNANI)**

Ref.: JH/ES/14/05-17/1

Sealed tenders are invited in two bid systems from reputed, experienced, agencies registered with ISO 9001/2000 for providing Housekeeping services at Majeedia Hospital (Unani) on per sq. mtr. rates basis. Total area 2230 sq. mtr. approx.

Preference will be given to those agencies, that who have at least five (05) years working Housekeeping services experience in Hospitals, universities, colleges and educational institutions.

The details of N.I.T and Tender documents is available on the university website: www.jamiahamdard.ac.in/ www.jamiahamdard.edu and the same can be download for submission of the tender. The tender may be submitted on or before **04.05.2018 up to 3:00 p.m.**

Jamia Hamdard reserves the right to accept or reject any or whole tender without giving any reason whatsoever.

Registrar

**Ph. No. 011-26059688(12 lines) Extn.5373 Fax-
26059663**

TENDER DOCUMENT

HOUSE KEEPING WORK

AT

AT MAJEEDIA HOSPITAL (UNANI)



**JAMIA HAMDARD
HAMDARD, NAGAR
NEW DELHI –11006**

JAMIA HAMDARD

(Hamdard University)

HAMDARD NAGAR, NEW DELHI-62.

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26059663**

JAMIA HAMDARD

Hamdard Nagar, New Delhi 110062.

Tel: 26059688 (12 lines)

Fax No.: 26059663

DESCRIPTION OF TENDER NOTICE FOR HOUSE KEEPING SERVICES AT MAJEEDIA HOSPITAL (UNANI)

In continuation of notice inviting tender in two bid systems (Technical Bid & Financial Bid) from registered and reputed Housekeeping agencies for providing housekeeping services at Majeedia Hospital (Unain), the following is required:

1. The tender shall be in two bid system:
 - (a) **One Technical Bid:** Containing the information regarding the business turn over, experience and other details of the firm to ascertain the suitability of the tenderers.
 - (b) **Second Financial Bid:** Containing the price rates.
2. Preference will be given to those agencies, that have at least five (05) years working Housekeeping services experience in Hospitals, universities, colleges and educational institutions and also registered with ISO 9001/2000.
3. Tender documents can be submitted with required documents as enumerated in the tender document.
4. The tender cost is Rs.1,500/- (Rupees fifteen hundred only) (non-refundable) and the earnest money is Rs. 2,50,000/- (Rupees two lakh fifty thousand only). The Demand Drafts shall be in favour of "Registrar, Jamia Hamdard" along with the Technical Bid envelope.
5. The tender may be deposit/drop on or before 04.05.2018 up to 3:00 p.m. in the tender box placed in the purchase section. Tenders will be opened on the same day i.e. 04.05.2018 at 3:30 p.m. in presence of the interested contractors/ authorized representatives of the firms.
6. The tenderers must attached with tender all relevant documents, like Registration of the firm, E.S.I. & P.F. Number with latest return/challan, PAN/TAN and License No. under contract labours (R&A) Act, Memorandum in case of company and partnership deed in case of partnership firm to be provided, failing which the tender can be rejected.

- 7. The tender cost & earnest money shall not be exempted for any reason whatsoever and without the tender cost & earnest money, the tender will not be entertained.***
- 8. The attached documents should be properly numbered for reference by providing index with subjects.**
9. The area for rendering housekeeping services is about to 2230 sq. mtr. However, Jamia Hamdard reserves the right to increase or decrease the area as per exigency of the work.

TENDER FORM FOR HOUSE KEEPING SERVICES AT MAJEEDIA HOSPITAL (UNANI)

1. Tender for Housekeeping work at Majeedia Hospital (Unani) .
2. Cost of tender Rs. 1,500/- only (Non Refundable)
3. Due date of tender submission. Up to 04.05.2018 (3:00 p.m.)
4. Time and date of tender opening. On 04.05.2018 at (3.30 p.m.)
5. Earnest Money. Rs. 2,50,000/- only
6. Details of earnest money deposit.
.....
7. a. Amount. (Rs. In words)
8. b. Demand Draft No.in favour of "Registrar, Jamia Hamdard"
9. c. Name of the issuing Bank / Authority
New. Delhi.
10. Names, address of Firm/Agency and Telephone No.....
11. Registration number of the Firm/Agency registered for House Keeping works
.....
.....
12. Name, Designation, Address and Telephone No.....
of Authorized person of Firm /Agency to deal with
.....
13. 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).....
.....
14. PAN..... TIN.....
15. P.F. & ESI number.(with latest return challan copy)
16. License No. Under Contract Labour (R & A) Act.
.....
17. Memorandum is required in case of a company and partnership deed in case of partnership firm.
18. **The tenderer must have minimum 05 years latest working experience of providing exclusively housekeeping services in Hospitals, institutional building, Govt. building & Corporate Buildings and have performed two**

Housekeeping jobs worth more than of Rs. 60.00 lakhs per year (each job) or one work of amounting Rs. 1 crore in a year in last three years. In support, the copies of work order & successful completion of each contract / job be attached.

19. The tender shall be in two bid systems.

(a) **One Technical Bid:** Containing the information regarding the business turn over, experience and other details of the firm to ascertain the suitability of the tenderers. **(Annexure I)**

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

20. The Technical Bids will be opened on 04.05.2018 at **03:30 p.m.** in the presence of interested tenderer or their authorized representative. ***A team of Jamia Hamdard may visit the place of work of the tenderer if required to verify the facts as contained in the tender documents.*** The Commercial/ Financial bids shall be open only those tenderer, who are found suitable by the committee appointed for the purpose and the eligible bidders shall only be informed accordingly.

21. The tenderers are required to submit their Technical Bid & Financial/Commercial Bid as per the performa attached along with tender cost of Rs. 1,500/- Non refundable & EMD of Rs.2,50,000/- refundable only separately in a sealed envelope mentioning “Technical Bid” and “Financial/Commercial Bid” respectively. The tenders should be addressed to the “Registrar Jamia Hamdard New Delhi -110062”.

22. All documents and EMD (**Rs. 2,50,000/-**) through a demand draft in favour of “REGISTRAR,JAMIA HAMDARD” Payable at New Delhi should be attached with tender.

23. The following information will be indicated on the Envelope cover.

a) Tender for House Keeping Services _____

b) Name of Firm. _____

c) No. of NIT. _____

d) Clearly indicate the list of enclosures. _____

e) Clearly indicate on the envelopes “**TECHNICAL BID**” OR **FINANCIAL BID**.

24. Declaration by the Tenderers:

This is to certify that I/We have readout all the contents of the tender documents and fully understood all the terms & conditions and

instructions contained herein and undertake myself/ourselves to abide by the said terms and conditions.

TENDERER'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
page no..... | Yes/No |
| 2. | Certificate of ISO 9001-2000 exclusively for Housekeeping works.
page no..... | Yes/No |
| 3. | PAN & Income Tax clearance Certificate
page no..... | Yes/No |
| 4. | Provident Fund Account No. (with latest return challan copy)
page no..... | Yes/No |
| 5. | E.S.I. Registration No. (with latest return challan copy)
page no..... | Yes/No |
| 6. | Bank Draft/ Pay order. (In the envelope of technical bid)
page no..... | Yes/No |
| 7. | Detail of experience certificate of Housekeeping work along with work orders
& satisfactory completion report issued by the agencies where such work was
was undertaken earlier.
page no..... | Yes/No |
| 8. | Copies of last three years balance sheet
page no..... | Yes/No |
| 9. | Two envelopes mentioned the technical bid and financial bid
page no..... | Yes/No |

GENERAL TERMS & CONDITIONS OF THE TENDER

1. Sealed tenders in prescribed form (ANNEXURE – I & II) dully filled must be submitted/drop in the tender box along with the Bank Drafts. The drafts shall be in favour of “Registrar, Jamia Hamdard” amounting Rs. 1,500/- only for tender cost (non-Refundable) & Rs. 2,50,000/- only for earnest money, latest by 04.05.2018 up to 3:00 p.m. along with Technical Bid.
2. The tender committee will open the tender on 04.05.2018 at 3.30 p.m. in presence of interested tenderer/ representatives.
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 rates & amount tendered by him/them in figure & as well as in words. The tenderer should take care that the rate and amount should be written in such a way that interpretation is not possible. Alterations unless legibly attested by tenderer, shall disqualify the tender. The tender form should be signed by the tenderer himself. ***Attested copies of the Registration Number of the firm, license no. under Contract Labours Act, Provident Fund Account no. (allotted by Provident Fund Commissioner), ESI No. (allotted by the E. S. I. Department) and copy of the Income Tax Clearance Certificate, Satisfactory Performance Certificate issued by the concerned agency/ Organizations, Memorandum of firm and partner ship deed if firm is in partner ship shall be enclosed.***
5. The rate should be inclusive of all and in accordance with the provisions of minimum wages act, labour laws and other standard provision like provident fund act, ESI, Bonus, Gratuity, Leave, Uniform allowance etc. Whether GST is Inclusive or Exclusive must be mentioned in the rates.
6. The tenderer with seal of agency/firm should sign & numbered every paper of the tender as a confirmation of acceptance of the terms & conditions mentioned on the each paper.
7. No column should be left blank, which would be otherwise, made the tender liable to be rejection.

8. **Preference will be given to those agencies, who have at least five (05) years working Housekeeping services experience in Hospitals, universities, colleges and educational institutions.**
9. **The earnest money will be liable to forfeit, if the tenderer withdraws or amends & derogates from the tender in any respect within the period of validity of the tender.**
10. 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 the Government.
11. The selected tenderer shall be required to deposit a security in favour of Jamia Hamdard for an amount of Rs.5.00 lacs minimum or equivalent of one month payment towards the housekeeping services, whichever is higher either in form of Demand Draft or Bank Guarantee for the due performance of the contract, within 30 days from the date of award of contract. In the event of breach/violation or contravention of any terms and conditions herein by the contractor, the security deposited shall be forfeited by the Jamia Hamdard, in addition of any amount of penalty as decided by the Registrar Jamia Hamdard shall be recoverable from security amount if not paid by the tenderer.
12. The earnest money can be adjusted against security money. No Interest shall be paid on earnest and security money deposit.
13. **Jamia Hamdard has reserves the right to accept or reject any tender without assigning any reason and may 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 tender which do not fulfill the conditions stipulated in the tender document.**
14. The tenderers may visit the place of work i.e. buildings, departments, labs and outer area etc. of Majeedia Hospital (Unani) to assess the nature and quantum of work, requirement of the deployment of man power, machines, tools & plants etc. before quoting their rates and amount in tender.
15. Tenderer while submitting the tender would be presumed to have considered and accepted all the terms and conditions. No communication, verbal or written, shall be made in respect of rejection of the tender.
16. **The tenderer must declare that the number of machines / equipments for the use of housekeeping work.**
17. That the tenderer shall comply with all the legal requirements and shall obtain the license from the concerned departments for the execution of the housekeeping work.

18. Every worker of the tenderer while on duty shall wear neat & tidy the prescribed uniform according to season along with **a badge bearing the name & designation**. The tenderer at his own cost shall provide the said uniform and badge. The tenderer shall also provide the Police verification of each personnel engage/deploy at Jamia Hamdard. No worker shall be allowed to enter the Jamia Hamdard without prescribed uniform.
19. The tenderer shall have to produce documentary proof i.e. Voter Card/Smart Card or Aadhar card in support of identity of the person deployed at Jamia Hamdard.
20. The age of the safai worker deployed by the contractor shall not be less than 18 years and not more than 45 years.
21. The agency staff shall work under supervision, direction and overall administration of the contractor.
22. The agency shall be wholly responsible to provide all the legal benefits viz. P.F., E. S. I, Bonus, Gratuity & Leave, etc. to which such workers are entitled. The Jamia Hamdard shall not be responsible in any manner of any claim, liability pertaining to such workers.
23. In the event of any hike in the minimum wages by the Government, the rates as agreed on date will be revised based on the number of personnel deployed at site and the increased amount in proportionate shall be paid by Jamia Hamdard to the contractor.
24. Jamia Hamdard shall have the right to ask the contractor to remove any such person from the site, who is not found fit to work at site.
25. The agency shall not engage any sub-contractor or transfer the contract to any other person in any manner.
26. A list of workers engaged by the contractor/agency along with place of work shall be submitted on daily basis in the office of the I/C Housekeeping.
27. The contractor shall be responsible for opening of chocked sewer lines, main holes & G.T. etc. of the buildings under contract as well as others buildings which not covered in the contract, and arrange bamboo sticks, rods/Machines or other required tools and also truck mounted machines etc. (at his own cost) for the use of his workers failing which the department will arrange to open the same at the risk & cost of contractor with a suitable penalty decided by the competent authority.
28. The garbage from the dumping points will have to be removed by the contractor on daily basis by his own transport/under own arrangements. Failing which the department

will make arrangement and amount spent on the same shall be recovered from the contractor bill along with a suitable penalty as decided by Jamia Hamdard.

29. Tender must be unconditional.

30. **Duties of the Sanitary Supervisors and Housekeeping workers will be as under:**

Sanitary Supervisor: He will be responsible to supervise all the work of the housekeeping in Majeedia Hospital (Unani) and any other duty as assigned.

Housekeeping worker:

(i) Sweeping, swabbing & wet mopping etc. in offices, laboratories, rooms, wards, galleries, staircases, bathrooms, urinals, cleaning of window pans and others as mention in the tender document.

(ii) Sweeping of roads, foot paths ramps & other areas as directed.

(iii) Cleaning open spaces etc. picking paper-bits & litters etc. and sweeping, wherever necessary including removal of cobweb from the buildings and surroundings or as directed.

(iv) Cleaning of doors, windows, partitions and glass pans etc.

(v) Clearance of garbage on daily basis or as directed.

Note: Apart from the above Jamia Hamdard can ask or mention any type of job related to their premises of sanitation and cleaning etc. for which the contractor shall be bound to comply the same without any extra charges.

31. The quality assurance of the house keeping work be ensured and shall obtain report bi-fortnightly from Deans/HODs of the Faculties.

32. In case of emergency, the contractor shall arrange additional personnel for allocating any additional duty arising out as per the circumstances.

33. The contractor shall bear the loss of any theft or damage in the bathrooms fittings etc. and any other item during the House keeping work performed by the contractor workers.

34. The contractor shall deploy House Keeping Supervisor (Semi Skilled) for execution of work and shall responsible to take the instruction from the I/c Housekeeping or his authorized persons, they will maintain close liaison with the Deans/HODs & I/c Housekeeping and comply the instruction issued time to time.

In case any area of the building is found not properly cleaned i.e. toilets, offices, wards & galleries etc. and any persons found without proper uniform, the salary of Housekeeping worker /supervisor of the area will not be paid.

35. The workers record and distribution of cleaning material in each building shall be maintained by the contractor and produce as directed by Jamia Hamdard.
36. The wages 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 for due check & record.
37. The contractor shall deploy own safai workers instead of re-engaging the existing personnel of previous contractor.
38. The contractor shall put a complaint diary in the office of the Deans and Head of the department or as directed, the Deans/HODs may endorse the short comings or any problem in the work. The supervisor of the contractor will rectify the complaints recorded therein on daily basis. The efficiency is the essence of this contract.
39. The contractor shall use the tractor trolley (at his own cost) for disposing of garbage waste from the Garbage bins of Jamia Hamdard, road sides dustbins and disposed off outside of the campus at his own cost. No separate payment shall be made in this regard.
40. The contractor must insure that the cleaning waste specially after cleaning of road not to dump in the open drain/ nala, this shall be lifted by hand trolley or a garbage rickshaw arranged by the contractor at his own cost.
41. The Hospital will only provide the electricity & water etc. required for sanitary services the extension board & lead wire etc. if needed shall be arranged by the contractor at his own cost. The contractor at his own cost will provide machines and appliances/instruments used in sanitary processes. The material to be used in cleaning/sweeping by the contractor shall be of a good quality and the same shall be used only after its approval by the designated officers of Jamia Hamdard.
42. The contractor shall deposit the cleaning material minimum amounting to Rs.30,000/- with the department latest by 7th day of each month for housekeeping work, the supervisor of the contractor will distribute the material to the representative of the Dean/HOD of each building and keep all the receipts for record and maintain a proper register. No separate amount shall be paid for cleaning materials, it should be quoted in the sq.mt./sq.ft. rates.
43. In case of any dispute or difference, remain unresolved 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 only at Delhi/New Delhi.
44. The successful agency shall execute an agreement with Jamia Hamdard.

DRAFT OF AGREEMENT

This Deed of agreement is executed on day of at New Delhi.

BETWEEN

Jamia Hamdard (Deemed to be University), Hamdard Nagar, New Delhi, through its Registrar, hereinafter referred to party of the first part.

AND

M/s.,through....., hereinafter referred to as the contractor, party of the second part.

The expression party of the first part and party of the second part shall however mean and include their successor, appointees, assignees etc.

WHEREAS the Jamia Hamdard, party of the first part is desirous of getting the House Keeping work at Majeedia Hospital (Unani) through contractor by the adequate number of personnel Male and Female.

AND WHEREAS the party of the second part has assured that they possess the required equipment, experience, expertise both manual and mechanical and have means and facilities to render high quality services and has offered/ undertake to provide aforesaid services on the following terms & conditions for which the payment shall be made on sq. mt. basis which includes all works mentioned in the tender document, deployment of workers and its payment on minimum wages with E.S.I., P.F., weekly off, uniform, all taxes, supply & use of cleaning material amounting Rs. 30,000.00 only and other obligations under the law including the disposal of garbage from the campus to outside.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERE TO AS FOLLOW:

1. That the contractor, party of the second part shall execute daily proper sanitation, cleaning and sweeping services as per the conditions herein contained in the tender document comprising the work detail specification, adequate number of personnel male and female and priced schedule of quantities in succeeding papers of this agreement which also a part of this agreement.
2. That for executing above cleaning, sweeping, sanitation work etc., the contractor will use standard approved quality material, engaged adequate number of male and female personnel as per the requirement and maintain high standards of cleanliness/hygiene sanitation and will also spray insecticide chemical in and around the building or as

instructed. The garbage will be lifted from the garbage bin etc. on daily basis in segregated form and transported out of campus at his own cost.

3. That all payment to the contractor is subject to all applicable deductions TDS, J.H.W.C. (0.25%) etc. as per prevailing rates prescribed under the Rule/Law/Act. and come during the contract.
4. That the Jamia Hamdard will provide only the electricity & water etc. required for sanitary services. The required extension board and lead wire etc. shall be arranged by the contractor at his own cost. The contractor at his own cost will provide machines and appliances/ instruments used in sanitary processes. The material to be used in cleaning/sweeping shall be of approved quality.

The contractor shall deposit the cleaning material minimum amounting to Rs.80,000.00 with the Department latest by 7th day of each month for housekeeping work, the supervisor of the contractor will distribute the material to the representative of the Dean/HOD of each building.

5. That the Registrar Jamia Hamdard, party of the first part reserves the right of altering the schedule of work and of adding to or omitting any items of work or having portions of the same carried out departmentally or otherwise and such alterations or variations shall not vitiate this agreement. The parties of the first part also reserve the right to ask the contractor to deploy /engage his personnel for executing any additional work between duty hours.
6. That the contractor shall be responsible for liability to all or any of the persons so engaged/ arranged by him under any legislation and also for any misconduct, negligence or other culpable act on their part. The contractor shall indemnify the Jamia Hamdard for all above.
7. That the contractor and his staff while discharging the aforesaid work shall be equipped with proper uniforms, in clean and tidy condition. The party of the first part will not pay any extra amount for uniforms etc. to the contractor except the quoted rates and as decided.
8. In the event of any hike in the minimum wages by the Government and on furnishing the proof of the payment of enhance wages to the workers deployed for the purpose, the monthly payment will be increase in proportionate the enhancement in wages and will be paid by Jamia Hamdard to the contractor.
9. That the contractor shall be responsible for any loss/theft or damages to the properties belonging to Jamia Hamdard, party of the first part, caused by his staff negligence and will pay to the party of the first part or allow the amount of loss sustained by the party of

first part, to be deducted from any such amount due to the contractor, party of the Second part. The responsibility for any such loss or damage shall have to be decided by the party of the first part on findings of the Inquiry Committee, fixed for the purpose by the party of the first part.

10. That the contractor shall put a complaint diary in the office of the Dean of each buildings, and the supervisor of the contractor will rectify the complaints recorded therein on a daily basis. The efficiency is the essence of this contract. The contractor will provide the services set out above, efficiently and maintain the standard of cleanliness. In case of failure to provide such services to the satisfaction of the party of the first part, the contractor, party of the second part, shall pay to the party of the first part/or authorize to the party of the first part to deduct the sum equivalent to actual extent of job not done or not properly done and a reasonable sum may be to the extent of 10% of the monthly bills, as liquidated damages from any payment, due to the contractor, party of the second part.

11. That during the continuance of this agreement, the contractor, party of the second part shall at his own cost arrange, machine, employ/deploy staff to render the aforesaid services.

The said staff employed by the contractor for rendering the services as contracted, will be the employees of the contractor, and will be on his pay rolls and they shall receive instructions from the contractor, for their duties etc., the contractor shall be solely responsible for the payment of their salaries, remuneration and other dues whatsoever to which such staff will be entitled to, under any law for the time being in force or which may come in force during the currency of the contract.

12. That the contractor, party of the second part will comply with all the provisions of the labour laws including Employees State Insurance Act, Workman's Compensation Act, Payment of Minimum Wages Act, Employees P.F. Act and timely payment of all their dues, in respect of the employees engaged by him for rendering the aforesaid services and shall keep Jamia Hamdard indemnified from all acts and omissions, faults, breaches and/or claims, payment, loss, demands, injury and expenses, etc. Jamia Hamdard, party of first part will not be responsible for such acts, omissions, faults, breaches and/or claims, demands, injury and expenses etc.

13. That the monthly bills relating to the aforesaid services shall be paid by the party of the first part each month. The contractor, party of the second part shall submit the Bills by 25th of each month and also ensure compliance of provisions of labour law including E.S.I., payment of minimum wages, E.P.F. & other obligations under the law in

connection with their applicability to his employees / personnel, only on satisfied / Jamia Hamdard, shall clear the bill by 1st of each month and the party of the second party shall disburse the wages (not less then the rates as notified under the payment of Minimum Wages Act) to his personnel by 2nd of each month. ***The contractor shall submit a copy of distributed wages receipt of each employee and also submit the copies of deposited E.S.I. & P.F. in concerned department, failing which the party of the first part can retain the contractors' monthly bill till deposition of the above receipts for his record.***

14. That the tenure of the present agreement is for a period of one year, however this contract can be terminated at any time by giving one-month notice in writing in advance on either side without any reason what so ever. In case if the contractor, fails to provide proper cleaning & sweeping services etc. regularly for more than two days, in such circumstances the contract can be terminated forthwith by the party of the first part without any notice etc.
15. That the contractor, party of the second part shall deposit a sum of Rs.5,00,000 only (Rupees Four lakhs only) with the party of the first part as security money, for due discharge of his services/ responsibilities, in accordance with the terms and conditions of this agreement. In case of breach of any of the conditions of this Agreement, committed by the party of the second part, the security money/amount is liable to be forfeited. If not forfeited, then the security money is liable to be discharged on the expiry of the contract period, without interest.
16. That in the event of any dispute, differences, arising between the parties of this agreement for any reason whatsoever relating to this agreement whether during the substance / currency of this agreement or thereafter the parties will endeavor to amicably resolve the same, but in case if dispute or differences still remain unresolved, the same shall be referred to a sole arbitrator appointed by the Vice Chancellor Jamia Hamdard. The decision of the arbitrator shall be final and binding upon both the parties concerned.

IN WITNESS WHEREOF, Registrar, Jamia Hamdard of the party of the first part and party of the second part have here into respectively signed the agreement on the day and the year first above written.

Mr.....
.....
.....

.....
Registrar
Jamia Hamdard

.....
.....

**Hamdard Nagar
New Delhi-110062.**

**(Party of the second part
part)**

(Party of the first

Witnesses:

- 1.
- 2.

- 1.
- 2.

SCHEDULE-A

SCHEDULE OF WORK

A. DAILY:

- i) Proper and efficient cleaning with broom and water soaked/swab/moping of all floors, staircase, toilets, corridors lounge and other paths, space and roads of the building of Jamia Hamdard.
- ii) Proper sweeping with brush/swabbing of the space affectively daily before 8.45 a.m. and 3.00 p.m.
- iii) Proper and effective cleaning of all dining hall, corridors and reception areas etc. before opening of the office. Supplying sanitary cubes, air purifiers in toilets and provide paper role and liquid soap wherever required and as instructed.
- vi) Proper and effective cleaning of wastepaper baskets before opening of the office and before 3.00 P.M.
- v) The office & class rooms shall be cleaned up to 8.45 a. m daily positively & the bath rooms shall be cleaned with soapy water and china ware cleaned with soap & harpic wherever required and as instructed. The carpeted area of the offices shall be cleaned by the Vacuum cleaner.

B. BI WEEKLY:

- i) Proper effective cleaning of all floors, staircases, toilets and corridor all other spaces with water mixed with detergent/antiseptics and swabbing with brush at least once in a week.
- ii) Proper and efficient cleaning of floors, walls of the conference halls/seminar rooms as and when necessary when meetings and conferences are held or as directed.

C. FORTNIGHTLY:

- i) Proper and effective washing by machines and swabbing of all floors and glazed tiles, skirting and dados and polishing etc. of all marbles and marble floors glazed tiles, skirting and dados of all buildings specified in the contract and as directed. Replacing of furniture and other item in their proper position disturbed while cleaning and polishing of floors.

- ii) Proper and effective cleaning of the window pans with coline, sides glozing, partitions, office furniture etc.

D. MONTHLY & ALSO AS AND WHEN NECESSARY:

Proper and effective cleaning & dusting of walls and removal of cobwebs and discarded items etc. in all buildings of Jamia Hamdard, and also the dry cleaning of the carpeted area of the offices by required machines/vacuum cleaner through trained workers.

All the above services and any other work of similar nature as may be entrusted to the contractor from time to time by the Jamia Hamdard are to be rendered without causing any hindrance or disturbance to the persons/university staff working before, during and after normal working hours and shall be carried out effectively and in consonance and conformity with the standards of a neatly maintained office premises.

E. DETAIL OF MATERIALS TO BE USED BY THE CONTRACTOR:

- i) **Liquid soap (Homacole):** To fill each & every bathroom soap container every day.
- ii) **Odonil & Plastic Mug (Approved quality):** For the each & every bathroom. The supervisor will ensure keeping of odonil and availability of mug etc. complete.
- iii) **Mansion wax polish (approved quality):** The polish shall be used for polishing the floors with Machine & floor duster/Saw dust as directed).
- iv) **Phenyl (Trishul Brand in Plastic Container):** For the daily Mopping with phenyl/ clenzo mixed water at all floors area.
- v) **Naphthalene balls/cubes (Approved quality):** In each & every bathrooms & toilets etc. The Supervisor of contractor will ensure its availability in bathroom on daily basis.
- vi) **Harpics (In Bottles Not loose):** For cleaning the chinaware items in bathrooms, toilets, kitchen and at labs.
- vii) **Finit/ Baygon spray bottles (As authorized):** For spraying in offices, labs, class rooms, kitchen and wherever directed.

- viii) **Big covered Plastic Dustbins:** (Approx 60 liters size of approved quality). For keeping at each floor of the buildings or as directed.
- ix) **Coline (Approved quality):** For cleaning the Glass Pans, PVC partition & others as directed.

Note: The above quantity & quality of material is tentative, this may increase or alter & change the brand as per requirement. The competent authority reserve the right to arrange the required material in sufficient quantity & quality on the risk & cost of the contractor if not supplied and used by the contractor.

- x) The garbage from the garbage bins & dumping points and also from dustbins fixed at road sides will have to be removed by the contractor on daily or alternate day basis as decided by the competent authority by his own transport/under own arrangements. Failing which the department will make arrangement and amount spent shall be recovered from the contractor bill.

NOTE:

- i) The tenderers are requested to quote only on the format attached herewith and mention the page nos. of attached documents. Tender form should be filled properly.
- ii) The tenderers must visit the campus and see the buildings in detail and assessment of work and required tools & plants and also machines, etc. before quoting their rates and amount.
- iii) The quotation should be preferably typed and written legibly. The rates/amount should be quoted in words & figures without any over writing/erases. Any over writing/ eraser will render the quotations of the particular item invalid. The tenderer under his initials should attest all corrections. Each page of the tender should be duly sign by the tenderers.
- iv) The contractor shall deploy own bonafide Safai workers duly verified by local police & submit the list of Safai workers dully verified by the local police within one month of the contract.
- v) The contractor shall deploy workers as directed by the Estate officer for picking and disposal of polythens, waste paper, and other discarded items from the campus, including cleaning of drains, nalas, cobweb etc., failing which the work

may be executed from other agency on the risk & cost of the contractor and the expenditure incurred shall be recovered from the contractor's monthly bill.

- vi) The kitchen waste shall be transported at the required site from the Hostels, Mess, H.C.C., and Scholar House and from the Garbage bin, after sorting of the Bio-Degradable & Non Degradable, or as instructed on daily basis.
- vii) **The work shall be executed on all 07 days of a week at H.C.C. Scholar House, A-Block, All Hostels, Chancellor Lodge, Vice Chancellor Lodge & Registrar Bungalow.**
- viii) The required documents as mentioned in the tender if not supplied then the tender might be rejected even after found lowest.

SEAL

CONTRACTORS SIGN AND

Annexure I**PERFORMA FOR TECHNICAL BID**

1.	Reference cost of tender form (copy of tender cost slip)	No.-----Date----- -----	At Page No.
2.	Reference of Ernest Money (Demand Draft amount of Rs. two lakh fifty thousand).	D.D. No. -----Date----- -----	At Page No.
3.	Registration certificate (enclosed the attested copy of registration Certificate)	No.-----Date----- ----- From-----Date----- -----	At Page No.
4.	ISO 9001/2000 certificate exclusively of House Keeping Works (Enclosed attested copy of ISO Certificate of last two years)	No.----- Date----- ----- From----- Date----- -----	At Page No.
5.	EPF Registration Certificate (Enclosed Attested copy of EPF Registration Certificate)	No.-----Date----- -----	At Page No.

		From-----Date----- -----	
6.	ESI Registration Certificate (Enclosed Attested copy of ESI Registration Certificate)	No. -----Date----- ----- From-----Date----- -----	At Page No.
7.	Permanent Account Number issued by the Income Tax Department (Enclosed attested copy of PAN)	No. -----Date----- ----- From-----Date----- -----	At Page No.
8.	Service Tax Registration Certificate (Enclosed attested copy of Service Tax Registration Certificate)	No. -----Date----- ----- From-----Date----- -----	At Page No.
9.	Turnover of last 3 financial years. (Enclosed attested copy of auditors report with balance sheet per year)	No.-----Date----- ----- From-----Date-----	At Page No.

		<p>----- From-----Date--- ----- From-----Date--- -----</p>	
10 .	<p>Performance Certificates issued by the Managing Director/ authorities against the House Keeping work executed or in working in hospitals/corporate offices. (attached the copies)</p>	<p>No. -----Date- ----- From-----Date-- ----- From-----Date--- ----- From-----Date--- -----</p>	<p>At Page No.</p>

11	Declaration of Latest Machine including vacuum cleaner to be used for House Keeping work. The machines will remain in Jamia Hamdard in working conditions.	1..... 2..... 3..... 4..... 5.....	At Page No.
11	Proof of providing services of last 07 Year's experience and proof of at least two House Keeping works of minimum amounting Rs. 60.00 lakh per year of each work or one work of amounting Rs. 1 crore in a year (Enclosed copies of housekeeping work orders & completion certificate of each work of last three years) at Universities, reputed corporate offices & Govt. Organizations etc.	Name of organization From..... up to 1..... 2..... 3..... 4..... 5.....	At Page No.
12	Firm should have registered in Delhi. Address of Registered office / corporate office. (Enclosed attested copy of Registration Certificate)	Registered Office Address	At Page No.

		
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SIGN AND SEAL

CONTRACTOR/S

PERFORMA FOR FINANCIAL BID

I.....Proprietor/Partner/authorized person of M/s..... understand the work, term & condition as entered in the tender document and see the buildings and asses the area of buildings for House Keeping. I also bound himself/ themselves to abide by the rule & regulation of Jamia Hamdard. The charges of total House Keeping works mentioned in the tender document shall be **on Sq. meter basis** that includes all works, deployment of workers, payment of workers on minimum wages with E.S.I., P.F., weekly off, uniform, all taxes, cleaning material (minimum amounting Rs.30,000/- only) and other obligations under the law including the **disposal of garbage from Hospital to outside and also segregation & disposal of waste as per rules of Delhi Pollution Control Board/Committee enforce time to time.**

I also indemnify Jamia Hamdard from all the liabilities like workers payment, E.S.I. P.F., Bonus & compensation and other liabilities arises in future.

The total rates for above said services shall be as under (that include all workers, material and all liabilities)

i) Net Rs. per sq.mt./month

CONTRACTOR's SIGN AND

SEAL

