JAMIA HAMDARD
(Hamdard University)
Hamdard Nagar, New Delhi 110062.

Tel: 26059688 (12 lines)

Ref. no. JH/ES/14/2017-1

TENDER NOTICE

Sealed tenders in two bid system are invited from reputed & experienced Upkeep & Maintenance agencies for providing Upkeep & Maintenance Services in Abdul Mueed Hall of Residence (Girls Hostel) at Jamia Hamdard Campus.

Firms having adequate financial & technical resources with requisite equipments, working in reputed Hotels, Corporate buildings, Hostels and well versed in handling of Housekeeping & Building Maintenance Services can download the detail of work and tender document from the university web site www.jamiahamdard.ac.in or www.jamiahamdard.edu **and drop the tender in tender box placed in purchase section on or before 03-03-17 up to 1.00 p.m.** The earnest money is Rs. 2.50 Lakhs only, tender fee is Rs. 1500.00 (non refundable). Both D.Ds shall be in the form of demand draft in favor of Registrar Jamia Hamdard to be submitted along with the Technical Bid.

The tenders will be opened on 03-03-17 at 3:30 p.m. by a committee in presence of available interested agencies/ representatives of the firms.

Jamia Hamdard reserves the right to bi-furcated the whole work, award to any or reject any/ all the tenders without assigning any reason whatsoever.

(DR. FIRDOUS A. WANI)
REGISTRAR

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

TENDER DOCUMENT

UPKEEP & MAINTENANCE SERVICES
AT
ABDUL MUEED HALL OF RESIDENCE GIRLS HOSTEL

JAMIA HAMDARD

HAMDARD, NAGAR

NEW DELHI –11006

DESCRIPTION OF TENDER NOTICE
FOR ABDUL MUEED HALL OF RESIDENCE (GIRLS HOSTEL)

Sealed tenders are hereby invited for Upkeep & Maintenance Services in Abdul Mueed Hall of Residence (Girls hostel) at Jamia Hamdard Campus. The Terms & Conditions in respect of tenders are as under.

The tender shall be in a two bid system.

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

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

The Technical Bids will be opened on 03**-03-17 at 03:30 p.m.** in presence of tenderer or their authorized representative. Authorized representatives of Jamia Hamdard may conduct the visit of the ESTABLISHMENT & WORK PLACE of the tenderers 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 eligible bidders.

The bidder should submit the Technical Bid & Financial/Commercial Bid as per the attached (Annexure I & II) along with EMD of Rs.2.50 lakh only and tender cost i.e. Rs. 1500/ only (non refundable) 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 "Upkeep & Maintenance Services in Abdul Mueed Hall of Residence (Girls Hostel) at Jamia Hamdard Campus".

The tenders should be supported by all documentary evidences and EMD **(Rs.2, 50,000/-)** through a demand draft in favor 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 Upkeep & Maintenance Services in Abdul Mueed Hall of Residence (Girls Hostel) at Jamia Hamdard Campus".
b) Name of Firm. _____
c) No. of NIT._____
d) List of enclosures. _____
e) Clearly indicate on the envelopes **"TECHNICAL BID"** OR **FINANCIAL BID.**
f) All enclosures shall be numbered and indicate the number of attached document in technical bid form for reference.

CONTRACTOR'S NAME & SIGNATURE

TENDER FORM FOR UPKEEP & MAINTENANCE SERVICES IN ABDUL MUEED HALL OF RESIDENCE (GIRLS HOSTEL) AT JAMIA HAMDARD CAMPUS

1. Tender for Upkeep & Maintenance Services in Abdul Mueed Hall of Residence (Girls Hostel) at Jamia Hamdard Campus.
2. Cost of tender Rs. 1500/- only (Non Refundable)
3. Due date of tender submission. Up to 03-03-17 (1.00 p.m.)
4. Time and date of tender opening. On 03-03-17 at (3.30 p.m.)
5. Earnest Money. Rs. 2,50,000/- only.
6. 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.
7. Names, address of Firm/Agency and Telephone No…….
8. Registration number of the Firm/Agency registered for House Keeping works …….……. …….
9. Name, Designation, Address and Telephone No…….…… of Authorized person of Firm /Agency to deal with ……..…
10. 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)……..
    ……... ……..
    PAN…… TIN…..……
11. P.F. & ESI no. ……..…….(with latest return challan copy)
12. License No. Under Contract Labour (R & A) Act. …….
13. Memorandum in case of company and partnership deed in case of partnership firm to be provided.
14. **The tenderer must have minimum 7 years' experience exclusively in Upkeep & Maintenance Services in Hostels, Institutional building, Hotels & Corporate Buildings and have minimum two House Keeping & maintenance Services not less 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. For reference the copies of work order & successful completion of each contract/job be attached.**
15. **The tender shall be in two bid systems.**
    (a) One Technical Bid: Containing information regarding business turn over, experience & other details of the firm, to judge the suitability of the tenderer. **(Annexure I)**
    (b) Second Financial Bid: Containing of rates & amount. **(Annexure II)**
16. The Technical Bids will be opened on 03/03/17 **at 03:30 p.m.** in the presence of interested tenderer or their authorized representative. ***The competent authority of Jamia Hamdard may sent an authorize person or a team to conduct the visit of the establishments of the tenderers to assess their suitability, as part of the Technical Bid.*** The Commercial/ Financial bids shall be open only those tenderer, who are found suitable by the committee appointed for the purpose on a date/time to be decided and communicated to such eligible bidders.

17. **The bidder should submit the Technical Bid & Financial/Commercial Bid as per the attached (Annexure I & II) along with tender fee/cost of Rs. 1500/- & EMD of Rs.2,50,000/- only along with the technical Bid (Annexure I) in SEPARATE sealed envelopes super-scribing "Technical Bid/" and "Financial/Commercial Bid" respectively. These two envelopes should be then put in an envelope and sealed properly and Super-Scribed "Upkeep & Maintenance Services at Jamia Hamdard Campus".**
18. The tenders supported by all documentary evidences and EMD **(Rs.2,50,000/-)** through a demand draft in favor of "JAMIA HAMDARD" Payable at New Delhi.
19. **Tenders should be addressed to the Registrar Jamia Hamdard New Delhi -110062.**
20. The following information will be indicated on the Envelope cover.
    a) Tender for Upkeep & Maintenance 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.**
21. 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

Brief Detail for Upkeep & Maintenance of Abdul Mueed Hall of Residence (Girls Hostel) At Jamia Hamdard.

The hostel comprises B+G+7 Floors. Total area of hostel is approx. 1,31,382.00 Sq.ft. with three sunken portions of area 3500.00 Sq.Ft.

i) The hostel has 132 double seated rooms, 22 single seated rooms & 40 suites in one D- block, (One suite has one bed room, one multipurpose room with kitchen & toilet along with washing area facility) with all fittings & fixtures.

ii) The hostel has 19 dormitories for students with all fitting & fixtures.

iii) The hostel has modern kitchen area, well equipped with modern kitchen equipments and fuming hoods, dining hall, reading rooms, common rooms, visitors room, reception area and toilet blocks etc.

iv) The hostel have Solar System of Tata make of 6000 Lt. capacity, three Schindler passengers lifts for 08 passengers, fire fighting system comprising sprinkler system in basement and wet risers with landing valves, approx. 50 no. A.Cs (1.5 T), approx. 24 water coolers with R.O. system.

v) The external development of lawns and approach paths are also part of building for regular upkeep & maintenance.

vi) All equipment whether in warranty or not will be maintained by the agency which will ensure its proper working.

vii) The agency shall be responsible for smooth functioning of all services like plumbing, electrical, carpentry, masonry, horticulture, roads, drain, water tanks at terrace and underground tanks including periodical cleaning and proper functioning of all equipment etc. complete.

viii) The agency shall be responsible for close liaising with the suppliers/manufacturers for its repair & rectification of all equipments and its proper functioning, either those are in warranty or not.

Description of work, Terms & Conditions:

1. Sealed tenders in prescribed form (ANNEXURE – I, & II) dully filled must be submitted along with the bank draft. The demand drafts shall be in favor of "Jamia Hamdard" of Rs.2,50,000/- only as an earnest money & Rs. 1500/- for tender fee (non refundable) along with Technical Bid.
2. The tender committee will open the technical bid of the tender on 03-03-17 at 3.30 p.m. in presence of interested tenderer/ representatives.
3. Jamia Hamdard reserves the right to reject the tenders not conforming to the prescribed requirements and non submission of required documents/copies 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. Every page of 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, labours laws and other standard provisions like provident fund act, ESI, Bonus, Gratuity, Leave, Uniform allowance etc. additionally it is reiterated that any increment thereof will be borne by the contractor. The University will not be liable to pay any amount whatsoever during contract period.
6. The tenderer with seal of agency/firm should sign every paper of the tender as a confirmation of acceptance of the terms & conditions mentioned on each paper.
7. Preference may be given to those contractors who have minimum 05 years experience of *Providing Upkeep & Maintenance Services in Universities, Educational Institutions, Hostels, Hotels and Corporate Buildings* etc. and also who use the latest machines for the work and keep the machines in hostel. Use of latest inventory and its ownership is preferred.
8. The earnest money is liable to be forfeited, if the tenderer withdraws or amends & derogates from the tender in any respect within the period of validity of the tender. The earnest money can be adjusted against security money. No interest shall be paid on earnest and security money deposit.
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 tenderer/contractor shall deposit a security in favor of Jamia Hamdard for an amount of Rs.5,50,000.00 minimum or equivalent of one month tender amount whichever is higher as directed by the competent authority of Jamia Hamdard either in cash or in the form of bank guarantee for the due performance of the contract, within 15 days from the date 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 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.

11. **The competent authority of Jamia Hamdard reserves the right to accept & reject any tender without assigning any reason, bifurcate the whole tender in two bidders (without effecting the existing terms & conditions of the contract) or cancel any part of the tender.**
12. **The tenderers may visit to see the hostel with the prior permission of the hostel warden to assess the quantum of work, deployment of required man power, machines, tools & plants etc. before quoting their rates and amount in tender.**
13. Tenderer while submitting a tender would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.
14. **The contractor must declare that how many latest machines he will use. The machines will remain in the Hostel in working conditions and replace/repair 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. That the contractor shall comply with all the legal requirements and for obtaining license under Contract Labour (R & A) Act. The age of the worker (Ladies & Gents) deployed by the contractor shall not be less than 18 years.
16. Every worker of the contractor shall wear neat & tidy prescribed uniform according to season i.e. summer uniform and winter uniform along with **a badge bearing the name & designation of worker 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. A list of workers engaged by the contractor/agency along with place of work shall be submitted to warden.
17. The contractor shall have to produce documentary proof i.e. Voter Card/Smart Card or Aadhar Card in support of identity of the person deputed at Jamia Hamdard.
18. The agency staff shall be available at all times as per their duty roster and they shall not leave their place of duty, failing which the salary of the worker shall be deducted form the bill of the contractor, and also salary of the worker shall be deducted if assigned work is found incomplete or not executed in proper manner. The decision of the competent authority in this regard shall be final and binding on the part of contractor.
19. The agency shall be responsible to provide immediate replacement to take place of any worker, 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.
20. The agency staff shall work under direction supervision and overall administration of the contractor. The contractor shall work under the direction of person/incharge as deputed by the authority in order to ensure smooth functioning.
21. The agency shall be wholly responsible to provide all the benefits viz. P.F., E. S. I, Bonus, Gratuity & Leave, etc. to eligible personnel engaged and deployed for the work by the contractor. Jamia Hamdard shall not be responsible in any manner.
22. The competent authority of Jamia Hamdard shall have the right to ask the contractor/agency to remove any such person, 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 or his authorized representative.

24. The agency shall not engage any sub-contractor or transfer the contract to any other person in any manner, if found subletting in any manner the contract will stand cancelled without prior notice.

25. The contractor/agency shall be responsible for opening of choked main holes & G.T. and sewer lines etc. and arrange suitable equipments & Machines etc. required for the work (at his own cost), failing which if department arranges to open the same at the risk & cost of contractor, the contractor will face suitable penalty as decided by the competent authority for such non-conformity.

26. The contractor shall deploy Manager, Supervisors and workers for discharging the duties for up-keep & maintenance of the hostel, who will be responsible for up-keep & proper maintenance of the hostel. The said staff will take the instruction from the Provost, Warden, Estate Officer, and authorized persons of the competent authority of Jamia Hamdard.

27. In case any area of the building is found not properly cleaned or maintained like toilets, rooms, galleries etc. open areas, and road etc., the penalty (any amount) can be imposed by the authorized person /committee deployed by the competent authority of Jamia Hamdard.

28. The contractor shall put a complaint diary in the office of the Warden or as directed. The students, warden or other authorize person may endorse the short comings or any problem found in the work. The Manager & Supervisor of the contractor will be responsible for rectification of the complaints recorded therein on daily basis.

29. **The contractor shall use/arrange tractor trolley/cycle rickshaw (at his own cost) for disposing of garbage, kitchen & Mess waste from the Hostel, Road sides, Dustbins and disposed off outside of the Jamia Hamdard Campus (No separate payment shall be made in this regard). Failing which the department will make arrangement and amount spent shall be recovered from the contractor bill along with a suitable penalty as decided by the competent authority.**

30. The contractor must ensure that the garbage/ 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.

31. The contractor shall deploy workers for picking and disposal of paper cups, polythens, waste paper, and other discarded items from all around area of the hostel including cleaning of drains, cobweb and maintain neat and clean the surroundings, If contractor fails to do so 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 along with penalty as decided by the competent authority of Jamia Hamdard.

32. The Department 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 used in cleaning/sweeping shall be of approved quality and the Jamia Hamdard has the right to check the quality of material and ask to change any brand and item at any time.

33. The contractor shall use the cleaning material of high quality as approved by the Provost, committee or authorized person of competent authority. The contractor shall deposit the cleaning material minimum amounting to Rs.70,000.00 with the warden or authorized person of the competent authority latest by 7th day of each month for housekeeping work, the supervisor of the contractor will distribute the material and maintain a proper register as directed. Jamia Hamdard shall not pay the cost of cleaning material separately as it will be included in the

sq.mt./sq.ft. rates. The amount of cleaning material and other tools & plants required for carrying out proper working in hostel shall be inclusive in the quoted rates no separate payment shall be made in any case.

34. The contractor's supervisor shall maintain proper record of all the cleaning material, and other fitting & fixture brought for use in the hostel for maintenance purpose shall be checked by the Provost, warden or authorized person of the competent authority.
35. All defective fitting & fixtures shall be replaced under intimation and instruction of warden, provost, or authorized person/committee deployed by the competent authority within 24hrs failing which heavy penalty may be imposed and recovered from the monthly bill.
36. The all defective replaced items/fittings & fixture shall be verified by the warden and kept for due check and re-imbursement shall be made of the actual amount of replaced items/fittings & fixture by producing of items bills & dully verified by the warden.
37. The contractor shall be responsible for smooth functioning and proper maintenance of all fitting & fixtures, equipments, Three Schindler Passengers Lifts for 08 Passengers, Fire Fighting System Comprising Sprinkler System in basement, Wet risers with landing valves, approx. 50 nos. A.Cs (1.5 T), 24 Water coolers with R.O. System, water tanks at terrace, Solar System of Tata Make of 6000 Lt. capacity, water & drainage pipe lines, and aluminum doors and fittings etc.
38. The contractor shall be responsible for maintenance of lawns, seasonal flowers, flower pots and plants etc. and also keep indoor plants at directed places by the authorized person/ committee at his own cost.
39. The contractor shall be responsible to ensure proper water supply in hostel and availability of water in tanks placed at terrace and underground water reservoir. If sufficient water is not available in tanks the contractor shall immediately brought in the notice of warden, provost and In-charge electrical for its proper supply in writing.
40. The contractor shall be responsible for smooth functioning of all equipments whether in warranty or not. The contractor shall also be responsible to call the agencies for repair and routine checking of equipments those are under warranty. Jamia Hamdard shall not be responsible for any defect occurs which are under warranty and also shall not pay the repair charges items/equipments those will be under warranty.
41. The contractor shall be responsible for smooth functioning of all services like *Plumbing, Electrical, Carpentry and Horticulture*. If contractor fails in proper maintenance of above services the competent authority reserves the right to execute the work from any other agency on the risk & cost of the contractor including imposing of heavy penalty.
42. **The work shall be executed on all 07 days of a week with full strength of workers.**
43. The contractor shall deploy new workers instead of re-engaging the existing personnel of the previous contractor.
44. In case of any dispute or difference, if remains 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 be only at Delhi/New Delhi.

SCHEDULE-A

SCHEDULE OF WORK

1. DAILY WORKS:

A. House Keeping work:

i) Proper and efficient cleaning with broom and cleanzo mix water soaked/swab/mopping in all rooms at all floors, staircase, toilets, corridors, lounge, paths, open space, roads, drains and other as directed twice a day.

ii) Proper and effective cleaning of all rooms, waste baskets, dining hall etc. before 8.00 a.m. placing of sanitary cubes, air purifiers in toilets and provide paper role and liquid soap wherever required and as directed. The cleaning shall include dusting of furniture, doors, glazing railing walls and other items as directed by the warden/inmates of hostel.

iii) The bath rooms shall be cleaned twice a day up to 9.45 a. m daily positively with soapy water and china ware cleaned with soap/cleaning powder and harpic. No acid shall be use for any purpose and also the harpic shall not be used in cleaning of marble floor & counter etc. It shall only be used for china ware items. The carpeted area shall be cleaned by the Vacuum cleaner.

iv) Disposal of garbage outside the campus on daily basis, 365 days.

v) The surrounding area of Hostel including parking area is also included in the quoted rates no extra payment shall be made for this work. The concrete/tiled area will be swept and mopped with approved disinfection chemical at least twice a day.

B. Electrical, Plumbing, Masonry, Horticulture, lift operator & Carpentry work:

vi) The carpenters, electricians, plumber, mali and mason shall take a round of the hostel on daily basis and ensure there is no problem in the hostel, if deficient they will immediately do the needful.

vii) The electrician, plumber, carpenter and mason attend the complaint of students endorsed in the complaint register or as instructed by the warden. All complaint shall be attended and complied within 24hrs. For change of any defective material prior approval of the warden is required. The replaced item shall be kept for record and its re-imbursement.

viii) The mali shall clean the lawn and maintain the floor beds & pots by watering and other require items for proper maintenance.

ix) The plumber shall take a round of each & every bathroom on daily basis and see the water tanks and ensure also that there is sufficient water is in tanks. If water is found to be in-sufficient then it has to be immediately report to his supervisor who will intimate it to the warden and In-charge electrical in writing.

2. BI- WEEKLY WORKS:

A. House Keeping work:

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) Washing of all dust bins footpaths open space and railing etc. and as directed.

B. Electrical, Plumbing, Masonry, Horticulture & Carpentry work:

iii) The electrician shall check all the electrical panels & D.Bs and insure there is no defect and chance of over loading.

iv) The plumber shall check the bib cocks, fittings & fixtures of each and every bathroom and insure that all fitting & fixture are working properly.

v) The lift operator shall check the proper functioning of lift motor and its exhaust system and push buttons etc.

vi) The mason shall check that there is no seepage in walls and ceiling and take preventive measure against any seepage & leakage.

3. FORTNIGHTLY WORKS:

A. House Keeping work:

i) Cleaning of water coolers, all fitting & fixtures of the bathroom to make sparkling clean and as directed.

ii) Proper and effective cleaning of the doors, windows, glass pans with coline, sides glazing, partitions etc. or as directed.

iii) Remove the stagnated water and if unavoidable then drop the kerosene oil or diesel or as directed.

iv) Cleaning of dust and dirt from the walls, pillars windows sill and railing etc.

B. Electrical, Plumbing, Masonry, Horticulture & Carpentry work:

v) The electrician shall check all the electrical fitting & fixtures and switch sockets etc. and tighten the loose sheets etc. if any.

vi) The plumber shall check the all gate valves of the tank and insure there is no leakage, check the each & every bathrooms wash basins, toilet seats, cistern and waste pipes etc.

vii) The lift operator shall check the lift motor, lift cord, switches, doors and oiling & greasing etc. as required.

viii) The mali shall take care and maintain the grass, plants, flower beds and flower pots etc. and do the proper cutting of grass and hedges etc.

ix) The carpenter shall check all fitting of doors and windows and its locking arrangement etc. complete.

4. MONTHLY WORKS & ALSO AS AND WHEN NECESSARY:

A. House Keeping work:

i) Proper and effective washing by machines and swabbing of all floors and glazed tiles, skirting, dados and polishing etc. of all marbles and marble floors glazed tiles. Placement of furniture and other item in their proper position, disturbed while cleaning and polishing of floors.

ii) Cleaning of main holes, G.Ts, drainage pipes, shafts, terrace, sunshades etc. and as directed.

iii) Cleaning and removing of all dust, dirt & stains of outer walls on which grit wash has been done with soapy water or with approved chemical.

iv) Spray of insecticide chemical (Baygon/finit) or as approved in each rooms galleries and bathrooms etc.

vi) All terraces will be swept and rainwater outsets cleaned.

vii) Removal of cobwebs from the building.

viii) The Glass Panes fixed/located at all height will be cleaned from inside & outside of the hostel with arranging of high ladder or other required tools & plants. No separate payment shall be made in this regard.

B. Electrical, Plumbing, Masonry, Horticulture & Carpentry work:

v) The plumber shall check the all gate valves, fitting fixtures, water tanks placed on terrace, underground water tanks and insure that there is no leakage seepage, check the each & every bathrooms wash basins, toilet seats, cistern, water coolers, R.O.s and waste pipes etc. and insure proper working.

vi) The lift operator shall check the lift motor, lift cord, switches, doors and oiling & greasing etc. as required.

vii) The mali shall take care and maintain the grass, plants, flower beds and flower pots etc. and do the proper cutting of grass and hedges etc.

viii) The carpenter shall check all fitting of doors and windows and its locking arrangement etc. complete.

ix) The electrician shall check all the electrical fitting & fixtures, switches, sockets, ceiling fans, regulators etc. and tighten the loose sheets etc. if any and insure also that there is no ceiling or wall fan or its hanging system is loose.

All the above services and any other service/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 students and staff during and after normal working hours and shall be carried out effectively and in consonance and conformity with the standards of a neatly maintained the Hostel premises.

5. Duties of the Supervisors:

a) Manager/Supervisors:

The Manager & Supervisors are responsible for smooth functioning of all services in hostel, like Plumbing, Electrical, Carpentry, Horticulture, Masonry, Roads, Drain, Water tanks at terrace, Underground water tanks, water coolers, R.Os Lifts Solar system all doors and its fittings & Electrical fans & fixture etc. complete.

They will also insure that any repairs should be attended within 24 hours. The supervisors will meet to warden on daily basis to take instructions and report after completion. They will also responsible for compliance of the complaints endorse in the complaint register and check that the signature of the complainant has been obtained as a verification of work done.

The Manager & Supervisor shall also be responsible to check of all equipments either in warranty or not. The manager & supervisor shall also be responsible to keep all fire fighting equipments in working condition and execute mock drill on quarterly basis. The supervisor should maintain attendance register and leave rocord of the hostel students in addition of his duties.

b) Sanitary Supervisor:

The Sanitary Supervisor will responsible for all housekeeping work in & outside of the hostel undertaken on daily, weekly, fortnightly & monthly basis, cleaning of bathrooms twice a day, use of cleaning material properly, insure the availability of odonil cubes/balls in washbasin and toilets, stagnation of water, chocking of drainage pipes, Roads, Drain, cleaning of glass pans, partitions and maintain the hostel neat, clean & tidy.

The supervisor will obtain instructions from the warden on daily basis and report after completion. They will also responsible for compliance of the complaints endorse in the complaint register including obtaining of signature of the complainant as a verification of work done.

The sanitary supervisor will also insure daily emptying of dust bins and no stains on floor and cob web accumulated anywhere in the building.

c) Housekeeping worker:

(i) Sweeping, swabbing & wet mopping in rooms, galleries, staircases, bathrooms, basement area, cleaning of window pans, partitions, doors, windows and others as directed.

(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.

6. Performance Evaluation: -

i) The quality assurance of the upkeep & maintenance services should be ensured regularly and as directed by the representative of competent authority of Jamia Hamdard. On the basis of the periodical reports furnish by the contractor. The competent authority of Jamia Hamdard can depute any officer/person/committee to monitor the cleanliness standards at any point of the time. Non-conformities found at any such visit, announced or unannounced shall be dealt with strictly and could lead to heavy penalties or even cancellation of contract.

ii) The quality assurance of the house keeping work be ensured and shall obtain report bi- weekly from warden or authorized person of the competent authority of Jamia Hamdard.

7. Tentative Maintenance Schedule for Special Cleaning

Sunday	Galleries, windows, doors, drain and line cleaning.
Monday	Bathroom fittings and fixtures and fire extinguisher checking
Tuesday	Gallery railings, electrical switches, pictures and posters
Wednesday	Wall lights, tube lights, fans and other electrical fittings
Thursday	Room glasses, tables, cupboards and other fittings
Friday	Phones, partition walls and notice boards and visitors room.
Saturday	Stair case and all floors in corridor lobby, basement and outer roads
All days	Gardening, electrical, plumbing and carpentry work will be done in general shift

Note: The above schedule can be changed and altered by the Provost, Warden or authorized person/committee of the competent authority. The Provost/APEX committee can provide various performa for cleaning schedule and contractor shall bound to follow the instructions issued by the Provost/APEX Committee.

8. <u>Detail of Material to be used by the contractor:</u>

i) **Liquid soap (Homacole):** To fill each & every bathroom soap container every day.

ii) **Odonil & Plastic Mug (Approved quality):** For each & every bathroom. The supervisor will ensure the availability of odonil and mug etc. in each bathroom and toilet.

iii) **Mansion wax polish (approved quality):** The polish shall be used for polishing the floors with Machine & Saw dust).

iv) **Phenyl/Perfumed Phenyl (Trishul Brand in Plastic Container):** For daily Mopping with phenyl/ clenzo mixed water at all floors area.

v) **Naphthalene balls/ Odonil cubes (Approved quality):** In each & every bathrooms & toilets etc. The Supervisor will ensure the availability in bathroom on daily basis.

vi) **Harpics (In Bottles Not loose):** For cleaning the chinaware items in bathrooms, toilets, kitchen etc.

vii) **Finit/ Baygon spray bottles (As authorized**): For spraying at the office, labs, and kitchen and wherever directed.

viii) **Big Covered Plastic Dustbins:** (Approx 60 liters size of approved quality). For keeping at each floor with black polythene of the Hostel and reception area or as directed by the Provost, Warden & authorized person

x) **Coline (Approved quality):** For cleaning the Glass Pains, PVC partition & others as directed.

9. **Approx. Cleaning items and Quantity to be arranged & use by the contractor**

S.No.	Cleaning Items	Quantity	Brand
1	Floor Duster & Soft Duster	08 Doz	Standard
2	Brass & chrome polish	06 bottle	Brass
3	Bucket & Mug	50 nos.	Standard
4	Rubber wiper	18 nos.	Standard
5	Phenyl & clenzo	200 Ltr.	Trishul
6	Cobweb Brush	03 pc	standard
7	Duster control Mop	30	Standard
8	Dust pan plastic	18 pc	Standard
9	WC Round Brush	12 pc	Standard
10	Feather Brush spl.	01 Doz	Standard
11	Floor Chemical (GP forward / stride)	60 LTR	Standard
12	Floor Duster Big	04 Doz	Standard
13	Cotton Swabs	01 Doz	Standard
14	Floor wiper	06 PC	Standard
15	Glass cleaner (Glance the Pills)	10 Ltr.+12 Bottle	Standard
16	Glass Square squeeze	06 PC	Standard
17	Harpic	20 LTR	Harpic
18	Industrial Teepol	10 LTR	Teepol
19	Long Handle Broom	06 PC	Standard
20	Handle Mop with stick	12 PC	Standard
21	Mansion Polish	01 KG	Mansion
22	Coconut Broom	02 Doz.	Standard
23	Soft Broom	02 Doz	Standard
24	Naphthalene Balls	02 KG	Standard
25	Odonil cubes	06 Doz	Perfumed odonil cubes
26	Plastic Scrubber	04 Doz	Standard
27	Glass Duster	02 Doz	Standard
28	Scotch Brite	02 Doz	Standard
29	Sponge	02 Doz	Standard
30	Steel wool	02 Doz	Standard
31	Surf/cleaning powder	05 KG	
32	Telephone Cleaner		savlon
33	Toilet Brush	02 Doz	Standard
34	Wet Mop System		Standard

10. DETAIL OF MACHINES TO BE USED BY THE CONTRACTOR:

I) **Scrubbing machines (heavy duty type):** For cleaning of floors.

ii) **Stair case scrubbing machine:** For cleaning of staircase and counters etc.

iii) **Fumigation machine:** For mosquito spray in and around the hostel.

iv) **General Pest Control Machine:** For spray against insects.

v) **Air blower:** For cleaning and dusting at small places.

vi) **Vacuum cleaner:** For cleaning of carpeted area.

vii) **Tile cleaning machine:** For cleaning of tiles area (floor & walls)

viii) **Main holes cleaning machine:** for cleaning of main holes and G.Ts etc.

ix) **Water jet machine:** For cleaning of high walls and stone cladding.

x) **High ladder:** for cleaning of glazed windows and partitions etc.

Note: The above quantity & quality of the cleaning material is tentative, this may be increased, altered & changed in terms of brand and as per requirement. The Provost/APEX committee or authorized person of the competent authority reserve the right to arrange the required material in sufficient quantity & quality on the risk & cost of the contractor if contractor fails to supply and use the branded and directed items.

Annexure A

Deployment of Minimum Manpower (by shift)

Designation	**General Shift**	**1st Shift**	**2nd Shift**	**3rd Shift**	**Total**
Facility Manager	1	-	-	-	1
Housekeeping Supervisor	-	1	1		2
Cleaner Male Cleaner Female	-	3 7	2 3	1 2	6 12
Lift Operator	-	1	1	-	2
Electrician	-	1	1	1	3
Plumber	1	-	-	-	1
Carpenter	1	-	-	-	1
Mason	1				1
Mali	1	-	-	-	1
Helper	2	-	-	-	2
Total	**7**	**13**	**7**	**4**	**32**

Housekeeping Manpower deployment by Floor

Shifts	OA	B	GF	1st	2nd	3rd	4th	5th	6th	7th
1st Shift	1	1	1	1	1	1	1	1	1	1
2nd Shift	1		1		1		1		1	
3rd Shift	1		1		1		1		1	

Note:

* Male Housekeeper will attend outer area and Female house keeper will work inside the hostel, the male workers will attend the work & complaints with the under guidance of supervisor with permission of Warden
* Plumber and carpentry complaints will be attended as per requirement and direction by the warden or authorized person of the competent authority of Jamia Hamdard.
* Helper will support electrician plumber carpenter mason and perform all other duties assign to him from time to time by the supervisors.
* The working hours are as per stipulated timing.
* The shift system has been created for availability of manpower round the clock.
* The above mentioned staff is minimum the contractor may deploy additional worker to cope up for proper working, but for deployment of additional man power no separate payment shall be made.

CONTRACTORS SIGNAND SEAL

Annexure I

PERFORMA FOR TECHNICAL BID

1.	Reference cost of tender form (copy of tender cost slip)	No.----------Date----------	Page No. ……
2.	Reference of Ernest Money (Demand Draft amount of Rs. two lakh fifty thousand)	D.D. No. ----------Date----------	Page No. ……
3.	Registration certificate (enclosed the attested copy of registration Certificate)	No.----------Date---------- From----------Date----------	Page No. ……
4.	ISO 9001/2000 certification (Enclosed attested copy of ISO Certificate)	No.---------- Date---------- From---------- Date----------	Page No. ……
5.	Memorandum in Case of Company and Partnership Deed In Case of Partnership Firm to be provided.	No.---------- Date---------- From---------- Date----------	Page No. ……
6.	EPF Registration Certificate (Enclosed Attested copy of EPF Registration Certificate)	No.----------Date---------- From----------Date----------	Page No. ……
7.	ESI Registration Certificate (Enclose attested copy of ESI Registration Certificate)	No. ----------Date---------- From----------Date----------	Page No. ……
8.	Permanent Account Number issued by the Income Tax Department (Enclose attested copy of PAN)	No. ----------Date---------- From----------Date----------	Page No. ……
9.	Service Tax Registration Certificate (Enclose attested copy of Service Tax Registration Certificate)	No. ----------Date---------- From----------Date----------	Page No. ……
10.	Turnover of last 3 financial years (Enclosed attested copy of auditors report with balance sheet per year)	From----------Date---------- From----------Date---------- From----------Date----------	Page No. ……
11	List of clients with address & telephone no. where the said services provided or providing by the agency in last five years.	From----------Date---------- From----------Date---------- From----------Date----------	Page No. ……

12.	Performance Certificates issued by the Managing Director/ authorities against the Upkeep & Maintenance Services executed or in working in Hostels, Hotels, Corporate office & Educational Institute .	No. ----------Date---------- From----------Date---------- From----------Date---------- From----------Date----------	Page No. ……
13.	Declaration of Latest Machine to be used. The machines will remain in the AMHR Hostel in working conditions.	1…… 2…… 3…… 4…… 5……	Page No. ……
14.	Proof of providing services of last 05 Year's experience and proof of at least three upkeep & Maintenance Services of minimum amounting Rs. 60.00 lakh per year (each work) or two works of Rs. 1.00 crore at Universities, Educational Institutions, Hostels, Corporate Office and Hotels. (Enclosed copies of last three years contract)	Name of organization From…….. up to …….. 1……. 2……. 3……. 4…….. 5……..	Page No. ……
15.	Address of Registered office / corporate office with name of authorized person.	Registered Office Address……. …… …….	Page No. ……
16.	Any other declaration		Page No. ……

CONTRACTORS SIGNAND SEAL

Annexure II

PERFORMA FOR FINANCIAL BID

I……..…….Proprietor/Partner/authorized person of M/s……..…… understand the work and terms & conditions as entered in the tender document and bound himself/ themselves to abide the rule & regulation of Jamia Hamdard. The charges for the total Upkeep & Maintenance Services shall be **on Sq. ft. basis** that include all works as mentioned in the tender document, deployment of workers, payment of workers on minimum wages with E.S.I., P.F., weekly off, uniform, all taxes, other obligations under the law including the disposal of garbage from the campus to outside as per rules of Delhi Pollution Control Committee laid down from time to time.

The supply of cleaning material of minimum amounting Rs.70,000/- only as mentioned in the tender documents is also included in the quoted rates for which no separate payment will be made.

I indemnified the Jamia Hamdard for all liability in respect of workers payment, E.S.I. P.F., Bonus & compensation and other liabilities that arise during contract period & in future as our rates are all inclusive and I also understand that no enhancement in our rates shall be made in any manner during contract period.

Total rates for up keep & maintenance services as mentioned in the tender documents are as under (that include workers, material, tools & plants, all equipments required to carrying out proper up-keep & maintenance services in all 07 days and all liabilities etc.)

Total area approx. 1,31,382.00 Sq.Ft. **@ Rs……...sq.ft./month**

Total Amount. Rs.…….per month

Total amount in words……..

CONTRACTOR SIGN AND SEAL