

TENDER DOCUMENT

HOUSEKEEPING SERVICES TENDER - 2026



JAMIA HAMDARD, HAMDARD NAGAR

New Delhi - 110062

Telephone Number: 011-26059688, Extn.: 5312

THIS TENDER DOCUMENT CONTAINS 25 NOS. OF PAGES

Cost of Tender: 5000/- only

Jamia Hamdard
(A Govt. Aided Deemed to be University)
Hamdard Nagar, New Delhi-110062



Notice Inviting Tender for Housekeeping Services

Ref No. JH/OS_HK/2026/02

Date: 12.01.2026

On behalf of the Competent Authority, Jamia Hamdard invites sealed tenders under a two-bid system from registered Housekeeping Service Providers from financially sound and reputable agencies based in Delhi-NCR for providing for the provision of Housekeeping Services (six days a week) and unskilled workers to work in the offices / departments (five days a week) in Jamia Hamdard.

The University seeks to hire Housekeeping services for managing the Housekeeping of the Campus which is spread over 89 acres of land. The campus area is divided into residential blocks, Hostels, Academic Blocks, Hospitals, Main Building, Pharmacy Building, Nano Building, Faculty of Nursing Building, Paramedical Building, Goal Building, Central Library etc. and including Administrative Block, Examination Block, Directors Office and Engineering Branches, Animal House besides these buildings, Hamdard flats at Pulpahladpur, there are vast stretches of greens, parking lots and paved portions, and radial roads etc. The details of the manpower requirement are placed at Annexure – II (Page 15).

Interested Manpower Service Provider should visit the campus for ascertaining the requirement and feasibility of work before submitting their proposal. Jamia Hamdard will pay the wages as per Minimum Wages Act - Delhi – NCR, with employer share of ESI and EPF as per rules. Taxes, if any as applicable will be paid by Jamia Hamdard, as per rules.

Tender Cost	Rs. 5,000.00 (Non-refundable)
Earnest Money	Rs. 3.00 Lakhs
Contract Period	Initially for a period of one year, extendable up to two (one + one) years based on performance.
Last date of submission of Tender	11.02.2026 up to 03:00 PM
Date of Pre-bid meeting	29.01.2026 at 11:00 AM
Date of opening of Tender	11.02.2026 at 03:30 PM

The bidders are requested to visit the campus to assess the work and submit their most reasonable and workable quotes.

Registrar

SCOPE OF WORK:

1. Agency shall provide the required manpower for Housekeeping Services in Jamia Hamdard.
2. The services of personnel of any one or more of the specified categories arises in any part of Jamia Hamdard, the Registrar will, in writing, place a requisition to the agency/firm/contractor to provide specific number of personnel of specified categories on short notice for meeting the requirement.
3. On receipt of a written requisition for providing service by personnel in one or more categories from the Registrar, the Agency will arrange to provide to concerned Dept./Office, sufficient numbers of housekeeping staff fulfilling the minimum qualification/experience prescribed for the categories in which the requisition has been placed. The agency will be responsible for identification and selection of the candidates as per the prescribed experience to meet the requirement of the department and share the list of candidate to the Registrar for further interaction and finalization within one (01) week of the receipt of requisition. If found un-suitable for the duty involved, the Registrar will intimate the Agency accordingly and the firm/contractor will be bound to recommend more persons within a period of 07 days from receipt of such written intimation.
4. In case proper and suitable candidates for providing requisitioned service are not found to be available out of the second lot of persons recommended by the agency also, it will be taken that the agency is unable to provide the requisitioned service and it will be treated as a default of agreement condition liable to penal action as specified herein later. The decision of the Registrar, Jamia Hamdard in this respect will be final and binding.

2. TERMS AND CONDITIONS OF THE CONTRACT:

1. The contract shall be for a period of one (01) year and extendable of another period of two (1+1) years as decided by the competent authority of Jamia Hamdard on condition of satisfactory services.
2. The successful bidder has to deposit the Bank Guarantee (BG), equal to one month billing amount or five to ten percent (05% to 10%) of the total value of the contract per annum, whichever is higher.
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 typed with NO OVERWRITING. The bidder should quote the rates & amount tendered by him in figures as well as words. Alterations unless legibly attested by bidder shall disqualify the tender. Every page of the tender form should be numbered and signed by the bidder himself along-with his official seal.
5. The quoted rates should be inclusive of all taxes and in accordance with the provisions of Minimum Wages Act, Labour Laws and other standard provisions etc. Additionally, it is reiterated that any hike in minimum wages shall be adopted accordingly during the contract period.
6. The earnest money is liable to be forfeited, if the bidder withdraws or amends or derogates from the tender in any respect within the period of validity of the tender. The earnest money can be adjusted against the security money. No interest shall be paid on earnest and security money deposit.
7. Every amount to be paid to the contractor shall be subject to the deduction of tax at source as applicable from time to time by the Govt. of India.
8. An amount @ of 0.25% of the total bill amount shall be deducted every month towards Jamia Hamdard Relief and Welfare Fund (JHRWF).
9. The Competent Authority of Jamia Hamdard reserves the right to accept or reject any tender without assigning any reason whatsoever. Merely fulfilling the eligibility criteria or technical qualification or becoming L1 in the price bid shall not be the sole criteria for getting the award and is also subject to fulfilling of the satisfactory physical infrastructure and other resources as claimed by the agency through a site visit by the Jamia Hamdard inspection team, its validation and recommendation.
10. The performance of those agencies who have served in the past/still serving Jamia Hamdard will be considered while awarding the contract. The tender of those agencies whose performance has not been satisfactory may not be considered even if they qualify.
11. The Bidders, while submitting the 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.
12. The contractor shall comply with all the legal requirements and for obtaining license under Contract Labour (R & A) Act. The age of the workers (male & female) shall not be less than 18 years.
13. The Contractor shall obtain Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act 1948. The Contractor shall also arrange necessary insurance cover for persons deployed even for short duration. This office shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability falling on this office, same shall be reimbursed/ indemnified by the Contractor.

14. The agency staff shall be available at all working hours/days as per their duty roster 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 the assigned work is found incomplete or not executed in proper manner. The decision of the competent authority of Jamia Hamdard shall be final and binding on the part of the contractor.
15. Assignment Manager or coordinator to be deputed by contractor at the site of Jamia Hamdard for day to day monitoring and reporting to Jamia Hamdard Authority.
16. The contractor shall make provision of Bio-metric attendance (at his own costs) of all its workers twice in a day (beginning & end of the shift) and the same will be submitted every month to the concerned Officer /In- charge.
17. The agency shall be responsible for immediate replacement of any worker who is not available on duty or at the place of posting and such other additional staff as may be required from time to time for additional area for which prior information have been given.
18. The agency staff shall work under the direct supervision and overall administration of the contractor. The contractor shall work under the direction of the Officer In-charge as deputed by the competent authority of Jamia Hamdard in order to ensure smooth functioning.
19. The agency shall be fully and solely responsible to provide all the benefits of Minimum Wages of Govt. of Delhi i.e. EPF, ESI etc. to all its workers deployed and Jamia Hamdard shall not be responsible for any act of omission and commission in any manner whatsoever. Any violations on part of the contractor in this regard may lead to the termination of the contract and Jamia Hamdard be completely indemnified by the contractor at the costs and risks of the latter.
20. The Competent Authority of Jamia Hamdard shall have the right to ask the contractor /agency to remove any such person or persons, who is not found to be competent and orderly in the discharge of his duty.
21. The agency staff shall carry out such other duties as instructed to them from time to time by the Competent Authority of Jamia Hamdard or his authorized representative.
22. The agency shall not engage any sub-contractor or transfer the contract to any person in any manner, if found subletting in any manner, the contract will stand cancelled immediately without any prior notice and Jamia Hamdard shall reserves its rights to take the appropriate action as deemed proper.
23. The Agency/Contractor shall provide two (02) sets of uniforms each for summer and winter (including Jacket for winter) to all housekeeping workers, along with the logo of the company/agency on their shirts and ID cards, for both male and female workers while on duty.

23. The Agency/Contractor shall ensure that their staff wear the prescribed uniform and identity card at all times while on duty, failing which a penalty shall be imposed, and habitual offenders may be sent back to the agency. No worker shall be permitted to enter the campus without a proper uniform.
24. Cleaning materials shall be provided by Jamia Hamdard at its own cost for the entire university campus, including Hamdard Flats at Pul Pehladpur. The daily and monthly consumption, building/school-wise, shall be maintained by the supervisory staff of the contractor under the supervision of Jamia Hamdard officials.

3. OTHER GENERAL TERMS & CONDITIONS OF THE TENDER:

- (A)** Tenders not confirming the prescribed minimum eligibility & requirements and non-submission of required documents/copies will be rejected and no correspondence thereof shall be entertained whatsoever.
- (B)** The tender form should be clearly typed and printed. The bidder should quote the rates & amount tendered by him/them in figure & as well as in words. The bidder should take care that rate and amount should be written in such a way that there is no ambiguity in it and the easy interpretation is possible. Alternatives unless legibly attested by the bidder, shall disqualify the tender. The tender form should be signed by the bidder himself/herself.
- (C)** The Bidder with seal of agency/firm should number and sign every paper of the tender as a confirmation and acceptance of the terms & conditions mentioned on each paper.
- (D)** No column should be left blank, which would be otherwise, made the bidder liable to be rejection.
- (E)** The preference will be given to those agencies that have minimum five (05) years or more experience of providing manpower outsourcing service staff in University/College, Educational Institutes, Hospitals and Govt. Institutions.
- (F)** The Bidder 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 rejection of the tender.
- (G)** The deployed staff shall work under supervision, direction, and overall administration of the agency/contractor, who will be subsequently responsible/ assumable to the Jamia Hamdard.
- (H)** The agency/contractor should not have defaulted in payment of statutory dues like EPF/ESI/ GST etc.
- (I)** The contractor shall have to produce documentary proof i.e. Voter Card, Aadhar Card and minimum educational qualification certificate etc. in support of identity of the person deployed at Jamia Hamdard. The contractor shall also provide Police Verification of

each and every person deployed in Jamia Hamdard. A list of all workers engaged by agency/contractor at Jamia Hamdard shall be submitted to the Officer In-charge outsource.

- (J) The tender shall be unconditional, and any bid submitted with conditions, qualifications, deviations, or assumptions inconsistent with the terms and conditions of the tender document shall be liable to be rejected summarily.
- (K) The Jamia Hamdard shall have the right to ask the agency/contractor to remove (route back to agency) any such person from the Jamia Hamdard, who found not competent and orderly in discharge of the works assigned to her/him.
- (L) The person deployed by the Agency/contractor to perform duty shall wear proper dress in clean & tidy conditions with Identify card.
- (M) The Agency/contractor will ensure that no staff will be engaged in any type of double employment. If found, then agency/contractor to remove (route back to agency) any such person from the Jamia Hamdard and penalty of Rs. 10,000/- will be imposed on the Agency/contractor.
- (N) The Agency/contractor at his own costs shall maintain appropriate records in reference to deployment of staff, salary payment of ESI & EPF etc. and submit a copy along with monthly bill.
- (O) The Agency/contractor must ensure that the workers supplied by them are working properly at assigned place as the payment shall be made on the recommendation of head of the department.
- (P) The Agency/contractor shall be responsible for any loss/theft / pilferage of damages to the building/office properties belonging to Jamia Hamdard, caused by Houskeeping employees/ staff negligence and will pay / compensate to Jamia Hamdard or allow the amount of loss sustained by the Jamia Hamdard, to be deducted from any such amount found due to the contractor. The responsibility for any such theft or loss or damages/pilferage shall have to be decided on the finding of the inquiry committee, to be constituted for this purpose by the Jamia Hamdard. If considered necessary, Jamia Hamdard will also be free to take up the matter with the police for proper investigations / action and recovery of such losses due to such theft / pilferage, damages etc., as per the legal remedies available to it.
- (Q) The Agency/contractor, shall at their own costs, employ/deploy staff to render aforesaid services to Jamia Hamdard and the contractor shall be solely responsible for timely payment of their wages/salaries, remuneration and other obligatory dues / benefits

under any law for the time being in force, or which may come enforce, during currency of contract. The contractor shall comply the all provisions of applicable labour laws and/ or any other acts for which such personnel are subjected to and shall keep Jamia Hamdard indemnified from all such acts, omissions, faults, breaches and any claims, payment, loss, demands, injuries, and expenses etc. in connection with such personnel deployed by the contractor. Jamia Hamdard will not be responsible for such acts, omissions, faults, breaches and/ any claims, payments, loss, demands, injuries and expenses etc., and that there shall be no privity of contract between the Contractor and the Jamia Hamdard.

- (R)** The Agency/contractor shall complete the payment/disbursement of wages of all their personnel by the 7th day of each English Calendar month through NEFT or any other online mode of payments.
- (S)** The Agency/contractor should deploy one assignment manager/Coordinator at its own cost for due diligence of duties who will keep close liaison with In-charge Outsourcing of Jamia Hamdard and carry on the orders / modifications from time to time.
- (T)** In case of any dispute of difference, remain unresolved the matter shall be referred to the Arbitrator appointed by the Competent Authority of Jamia Hamdard in mutual consultation with the contractor. The Award of the Arbitrator shall be final and binding on the parties. The seat and venue of the Arbitration proceedings shall be in Delhi/New Delhi only and the territorial and pecuniary jurisdiction for the purposes of this contract shall only be at Delhi/New Delhi.
- (U)** The tenders not confirming to these requirements will be rejected and no correspondence thereof shall be entertained whatsoever.

4. EARNEST MONEY DEPOSIT AND PERFORMANCE SECURITY DEPOSIT:

1. The Bidder will submit the tender form for housekeeping services in the Jamia Hamdard along with Earnest Money Deposit amounting to **Rs. 3.0 Lakhs (Rupees. Three Lakhs)** to be paid in the form of Bank Draft of any nationalized scheduled Bank in favour of Registrar, Jamia Hamdard Delhi. In no case, cheque and/or cash will be accepted. The tender will not be accepted if it is not accompanied by Earnest Money Deposit (EMD).
2. The Earnest Money Deposit (EMD) shall be returned to the agency after submission of Performance Security Deposit of the Successful Bidder. The Jamia Hamdard shall not pay any interest on Earnest Money or Performance Security Deposit.
3. Total Performance Security Deposit will be minimum of one month billing amount or Five to Ten Percent (05% to 10%) of the total value of the contract per annum, whichever is higher, for two and half years. This will be in the form of Bank Guarantee

of total value. Performance Security will have to be submitted within 10 (Ten) days from award of work extendable by 05 (five) days for genuine reasons under satisfaction of the Registrar. Non submission of Performance Security Deposit within the said 10 days or the extended 05 days will entail forfeiture of the EMD and recalling of the Notice Inviting Tender without any notice to the accepted agency. In such case, the said agency should not be allowed to participate in the re-tendering process.

5. SUBMISSION & OPENING OF TENDERS:

1. Before submitting the tender, the Bidders must ensure that, they are strictly fulfilling all the eligibility conditions to avoid rejection of tender.
2. The Bidder should submit the duly filled and signed Tender Form with covering letter (**Annexure-III**) along with all the requisite documents. Tenders should be submitted on specified format available on Jamia Hamdard website.
3. Both the Technical Bid & Financial Bid should be placed in separate sealed envelopes and both sealed in bigger envelope super-scribing "**Tender for Hiring of Housekeeping Services**". EMD and cost of tender fee should be attached with Technical Bid.
4. Technical Bid will be opened on **11.02.2026 at 03.30 pm** in the Administrative Block of the Jamia Hamdard in the presence of bidder or his authorized representative, if any. For opening of Financial Bid, date, time and venue will be conveyed to technically qualified bidders.
5. The Registrar, Jamia Hamdard will have full authority to reject any / all offers without assigning any reasons. Any enquiry after submission of the tender will not be entertained.
6. Tenders should be deposited in Central Purchase Section, Room No. B-7, Administrative Block, Jamia Hamdard, New Delhi-110062 between **10.00 am to 04.00 pm** on all working days. However, no tender will be accepted after **03:00 PM on 11.02.2026**. Tenders received by hand/post shall not be entertained.

6. FINANCIAL BID:

1. The service charges may be in accordance with the Procurement Policy Division, Department of Expenditure, Govt. of India. However, it may not be binding. The agency may also quote Service Charges as per their choice to meet the Administrative expenses and profit, if any.
2. The Bidder should quote the rates of Service Charges/Financial bid as per **Annexure-IX** only. The Service Charges shall be applicable only on minimum wages not on Statutory Compliance i.e. ESI, EPF etc.
3. The rate should be quoted by the agency in accordance with terms and conditions, scope of work, all incidental expenses and other terms & conditions of this tender document. The quoted rates will be treated as inclusive of cost of providing machinery

and equipment, overhead expenses, incidental expenses.

4. The tenderer should take care that the details, rate and amount be written in such a way that there is no ambiguity at all. No overwriting in the Financial Bid will be allowed and no blanks should be left. For such type of mistakes, tender is liable to be rejected.
5. The financial bid should have the stamp of the Agency/Company signed and numbering on each page by the bidder.

7. PERIOD OF CONTRACT:

The Agency/contract will be initially awarded for a period of One (01) Year from the day the selected agency starts providing the Housekeeping Services in Jamia Hamdard. However, Jamia Hamdard reserves the right to cancel/ terminate the contract any time during the currency of contract without assigning any reason whatsoever in the event of breach, non-compliances, violations, fraud, cheating, misrepresentation etc., of the terms and conditions of the contract or otherwise. The contract may be extendable up to two (1+1) more years by the Jamia Hamdard, depending upon Agency's performance.

8. PAYMENT OF WAGES:

Jamia Hamdard shall pay wages for the manpower deployed in accordance with the provisions of the Minimum Wages Act, 1948, and the latest minimum wage rates and other statutory liabilities as notified by the Labour Department, Government of NCT of Delhi. The Contractor shall ensure disbursement of wages for each preceding month on or before the 7th day of the succeeding month. Payment of wages shall be made only through electronic transfer to the respective employees' bank accounts.

Proof of such wage disbursement, including bank transfer statements and duly signed wage sheets, shall be furnished along with the monthly bills/invoices raised by the Contractor. The said bills/invoices shall be subject to scrutiny by the Finance Section of Jamia Hamdard on a monthly basis.

The Contractor shall issue salary slips to all staff engaged at Jamia Hamdard.

9. LABOUR AND MANPOWER:

Adequate manpower for housekeeping services will be deployed by the agency for the job. In case, the agency fails to maintain the aforesaid strength of the manpower for housekeeping, Jamia Hamdard shall have the right to inflict and impose penalties as deemed fit and reasonable.

10. PERFORMANCE EVALUATION:

Jamia Hamdard reserves the right to satisfy itself about the quality of the Housekeeping Services provided by the Agency. In the event, the agency does not achieve the level of

satisfactory performance, the tenderer /agency is liable to be penalized by the deduction in the bill(s) once this fact is approved by the Competent Authority only. The decision of the Jamia Hamdard will be final in this regard. Also, Jamia Hamdard shall have the sole right to terminate the contract in such default(s).

11. INSTRUCTIONS TO THE BIDDERS/OBLIGATIONS:

1. The Contractor shall abide by all laws and rules and regulations framed thereunder or any other statutory obligations which are in force from time to time in respect of worker(s) deployed. The contractor undertakes to indemnify Jamia Hamdard from any such claims, defaults, negligence, non-compliances etc., in this regard at the sole costs and risks of the Contractor purely.
2. The contractor will submit the pre-receipted duly stamped bill in prescribed format for payments on account of reimbursement of services covered under the contract in triplicate of preceding month, & duly signed. Each Monthly bill must accompany the following:-
 - a. Satisfactory active duty/attendance certificate issued by concerned Officer Incharge.
 - b. Certificate to the effect that no Labour Laws or any other applicable Laws/provisions governing the worker(s)/employees deployed by the contractor have been violated and that there are no disputes related to this against the contractor. Any claims arising out of this, shall be the sole responsibility of the Contractor only.

12. PAYMENT OF BILLS:

1. Payment of bill(s) will be made by Jamia Hamdard within thirty (30) days from the date of submission of the Bills in respect of undisputed bills. The agency while offering the bill for payment will have to certify that the wages (as per Minimum Wages Act and other Statutory Liabilities) of the employees deployed on site, for the month for which the bill pertains have been disbursed. GSTIN No. should be quoted on the body of the bills.
2. Wherever any over payment comes to the notice of Jamia Hamdard, the same shall be deducted by Jamia Hamdard from any sum due or which at any time thereafter may become due to the agency under this tender/ agreement/ contract, and failing that, under any other contract/agreement with Jamia Hamdard or from the Performance Security Deposit of the Agency.
3. Jamia Hamdard reserves the right to carry out payment audit and/or technical examination of the final bill including all supporting vouchers, abstract etc. Jamia Hamdard further reserves the right to enforce recovery of any overpayment whenever detected.
4. If as a result of such audit and technical examination, any overpayment is discovered in respect of any work done by the agency or alleged to have been done by the agency under the contract/agreement, it shall be recovered by the Jamia Hamdard from the agency by any or all of the methods prescribed above or through a court of law as the situation warrants. Jamia Hamdard also reserves its rights to encase the BG/PG and EMD to the tune of overpayment or other adjustments, recoveries etc., to be made from the contractor.

5. If any underpayment is discovered, the amount shall be duly paid to the agency by the Jamia Hamdard as and when pointed out and found justified.
6. The Contractor shall abide by and comply with all the relevant laws and statutory requirements with regard to the staff deployed in the Jamia Hamdard.

13. NOTICE OF THE JAMIA HAMDARD:

Subject to as otherwise provided in this tender, all notices to be given on behalf of the Jamia Hamdard and all other actions to be taken on its behalf may be given and taking by the Registrar, or any authorized official by the Jamia Hamdard.

14. NO LIABILITY OF THE JAMIA HAMDARD:

1. The Jamia Hamdard will be under no obligation to provide employment to any of the employees of the agency during or after expiry of contract/ agreement period and Jamia Hamdard recognizes no Employer- Employee relationship between Jamia Hamdard and the employees deployed by the Agency.
2. The Jamia Hamdard shall not provide any residential accommodation to the personnel employed by the Agency.
3. The Jamia Hamdard shall not be responsible financially or otherwise for any injury to the personnel/workers in the course of performing the duties/ functions in and out of the campus. This liability shall be of the service providing Agency in terms of Workmen's Compensation Act, 1948.
4. The full and final payment of the agency/contractor shall be released only upon submission of an indemnity bond indemnifying Jamia Hamdard against all liabilities related to wages, ESI, or EPF after the completion of the contract.

15. TERMINATION/CANCELLATION OF CONTRACT/TENDER:

1. If the Agency, at any time, defaults in executing the contract with due diligence and care and continues to do so, and/or commits any breach in complying with the terms and conditions of the tender, and fails to take remedial or effective corrective action, or fails to complete the work in accordance with the terms and conditions within the period specified in the notice issued to it, Jamia Hamdard may, without prejudice to any other rights or remedies available to it, cancel the contract/agreement after giving one month's notice. In such an event, the security deposit shall be liable to forfeiture by Jamia Hamdard.

Upon such cancellation, Jamia Hamdard shall be entitled to get the work carried out/executed through any other agency by any means, at the risk and cost of the defaulting Agency.

2. The Jamia Hamdard reserves the right to terminate the contract, without assigning any reason, by giving to the tenderer one-month notice of its intention to do so and on the expiry of the said period of notice, the contract/agreement shall come to an end.

3. If any information furnished by bidder is found to be incorrect or false at any time, the tender/contract/agreement is liable to be terminated, and all deposits will also liable to be forfeited by the Jamia Hamdard.
4. In case the agency wants to terminate the contract/agreement, it shall have to give (30) thirty days' notice in advance to this effect to the Jamia Hamdard. However, decision of Jamia Hamdard in this regards shall be final & binding on the agency.
5. Jamia Hamdard also reserves the right to cancel the contract/tender process without assigning any reason. However, some of the ground on which contract can be cancelled are detailed below. (This list is only illustrative and not exhaustive).
 - i. Serious discrepancy in the provision of the required services by the agency.
 - ii. Breach by the Bidders/Agency of any of the terms and conditions of the tender.
 - iii. Any action by the Bidder which is in breach of law or accepted practices in the financial transactions.
 - iv. If the Agency goes into liquidation voluntarily or otherwise.
 - v. In addition to the cancellation of award of contract, Jamia Hamdard reserves the right to forfeit the Performance Security Deposit.
 - vi. If the staff of Agency/contractor are found involved in any Dharna/ Pardarshan/ Strike in and around the campus of Jamia Hamdard with a financial penalty upto 25% of monthly bill and shall be deducted from the same.
 - vii. Any attempt to influence the decision of the Jamia Hamdard officials through direct/indirect methods/means.

16. ARBITRATION/DISPUTE RESOLUTION:

The resultant contract will be interpreted under Indian Laws. In the event of any dispute arising out of this tender/contract/agreement or in connection with the interpretation of any clause in the terms and condition of the tender/agreement/contract or otherwise, the matter shall be referred to the arbitrator appointed by the competent authority of Jamia Hamdard with the mutual consent of the contractor and the seat and venue of the arbitration proceedings shall be New Delhi/Delhi only.

Courts at Delhi/New Delhi shall have jurisdiction in connection with any disputes/litigations arising between the parties concerned to the given Contract/Agreement.

Authorized Signatories
(Name and Designation, seal of the Firm/Bidder)

Dated:

TECHNICAL BID / EVALUATION MATRIX FOR ELIGIBILITY

Name of the bidder _____

(To be filled by the agency/contractor)

TOTAL 100 Marks

S. No.	Description	Documentary Proof attached at Page No.	Marks
1.	Certification and Credentials		(50 Marks)
(a)	Company Incorporation (i) Public/Cooperative/Corporation/Society/Trust (ii) Partnership firm/ Private Limited company - (iii) Proprietary firm		(15Marks) (15/15 Marks) (12/15 Marks) (10/15 Marks)
(b)	Assessment of average turnover for the Last Five financial years for manpower for housekeeping contracts only on the basis of audited balance sheets and copy of ITRs in case of sole proprietary firm or Certificates from Chartered Accountant.		(35 Marks)
	(i) Turnover <= Rs. 5 Crores (ii) Additional Marks (Beyond 14 Marks) for Additional Turnover beyond Rs. 5 Cr. - 4 Marks for each additional Rs. 1 Cr. Turnover (Maximum 35 Marks including 14 marks for sr.no. (b – i).		(14/35)
2.	Worker strength and Experience in large volume, multi-state relevant assignments		(50 Marks)
a)	Total housekeeping workers continuously on rolls for supply to the Clients		(15 Marks)
	I. ≤100 workers		0/15
	II. 101-200 workers		08/15
	III. 201-300 workers		12/15
	IV. 301-400 or more workers		15/15

b)	Experience of having executed housekeeping work should be in the name of same [applying] firm. Value of largest single contract executed/under execution in last three years with reputed institution/universities and large public/private sector organizations	20 Marks
	i. Having largest single contract with annual value above Rs.2.0 Crore OR Two contracts each with annual value more than Rs.1.5 Crore.	5/20
	ii. Having largest single contract with annual value above Rs.4.0 Crores OR Having two contracts each with annual value more than Rs.3Crore.	10/20
	iii. Having largest single contract with annual value above Rs.6.0 Crores OR Having two contracts each with annual value more than Rs.4Crore.	15/20
	iv. Having largest single contract with annual value above Rs.8Crores OR Having two contracts each with annual value more than Rs.5Crore.	20/20
c)	Experience in relevant field i.e. supply of Manpower for Housekeeping in Govt./Semi Govt./Universities/Higher Education Institute or State Govt. etc.	15 Marks
	i. Experience of 3 or more years	5/15
	ii. Experience of 5 or more years	10/15
	iii. Experience of 7 or more years	15/15

Note:

- A. A committee constituted by the University will examine the entire proposal on the basis of Credentials, past experiences and financial turnover of the agency.
- B. The Bidder who qualifies in the technical evaluation stage shall only be called for opening of the Financial Bids. Minimum Technical Score to Qualify for Financial Bids is 65 Marks. Jamia Hamdard shall intimate the Bidders, the time/venue for the Financial BID opening in written/through telephone/e-mail communication or web notice
- C. The Financial bid of such firms found valid based on technical parameters/ technical evaluation stage will be opened on the date, time and venue to be announced after opening of the Technical Bid. The agency who quoted the lowest service charges and fulfilling other conditions shall be considered for award of work. In case, the lowest rates quoted by two or more bidders will be same, the bidder having more scores in technical bid will be considered for award of work. In case, Technical Score of 2 or more bidders are found same, then the decision of Competent Authority of Jamia Hamdard shall be final on the basis on performance, experience, annual turnover and no. of manpower engaged in last three years.

Approximate numbers of Housekeeping staff required in each categories

S.N.	Category	No. of Employees	Wages/Rates (latest)	Remarks (if any)
1.	Skilled (Supervisor)	2		
2.	Semi-Skilled	04		
3.	Un-Skilled (Male & Female)	74		
	Total	80		

Note:

1. ESI, EPF of Employer share and GST extra applicable as per rule.
2. The number of housekeeping staff may be increased or decreased as per requirement of Jamia Hamdard

Annexure – III

(On the Letterhead of Service Provider Agency/contractor)

The
Registrar
Jamia Hamdard
Hamdard Nagar
New Delhi-110062

Dear Sir,

Sub: NIT for providing Housekeeping Services in the Jamia Hamdard.

With reference to the above Notice Inviting Tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for the provision of Housekeeping Services and other related activities in the Jamia Hamdard as per details in your above referred tender.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred tender and enclosures. We also understand that the Jamia Hamdard is not bound to accept the offer either in part or in full and that the Jamia Hamdard has a right to reject the offer in full or in part without assigning any reasons whatsoever.

We enclose the requisite Earnest Money Deposit of Rs. 3, 00, 000/- & Tender Fee of Rs. 5, 000/- respectively in the form of A/c Payee Demand Draft in Favour of "Registrar, Jamia Hamdard" payable at New Delhi, drawn on Bank _____ DD No(s) _____ Dated. _____.

Yours faithfully,

**Authorized Signatories
(Name and Designation, seal of the Firm/Bidder
Mobile No. and email)**

Dated:

PROFORMA FOR TECHNICAL BID

S. No.	Item	Details	Page No(s)
1.	Name of Firm/Contractor /Company		
2.	Name of Owner(s)/Partner(s)		
3.	Regd./Mailing Address/Email		
4.	Telephone and Fax numbers /Email IDs		
5.	Registration Certificate of the Firm/ Company (Enclose attested copy of the Registration Certificate)		
6.	Memorandum, incase of Company & Partnership Deed in case of Partnership Firm, to be provided.		
7.	Name and Designation of the person authorized to make commitments to the Jamia Hamdard		
8.	Contact details of the person authorized to make commitments to the Jamia Hamdard		
9.	Reference cost of Tender form Rs. 2,500/- (Rupees Two Thousand Five Hundred only)	DD No _____ Date _____	
10.	Reference of Earnest Money Deposit Rs. 1,00,000 (Rupees One Lakh only)	DD No. _____ Date _____	
11.	PAN No.		
12.	GSTIN No.		
13.	Labour License No.		
14.	EPF Registration Certificate (Enclose attested copy)		
15.	ESI Registration Certificate (Enclose attested copy)		
16.	Turnover of the last 03 FY in crores. Enclose duly certify copies from CA)	FY-2022-23- Rs._____ Cr. FY-2023-24 -Rs.-----Cr. FY-2024-25 -Rs._____ Cr.	

17.	Minimum 05 years of experience in similar works of Housekeeping services		
18.	Declaration Regarding Blacklisting duly notarized (Annexure-III).		

Authorized Signatories
(Name & Designation and seal of the Firm/Bidder)

Dated:

**DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING
PART IN THE TENDER**

(On Rs.100/- non judicial Stamp Paper)

(To be executed & attested by Public Notary / Executive Magistrate)

I/We _____ (Tenderer) hereby declare that the firm / agency namely M/s. _____ has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India and should not have any litigation in any of the labour court(s).

Or

I/We _____ (Tenderer) hereby declare that the Firm / agency

namely

M/s. _____ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of _____ years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false, I / we are fully aware that the tender/contract will be rejected / cancelled by the Jamia Hamdard, and EMD / SD shall be forfeited.

In addition to the above, the Jamia Hamdard shall not be responsible to pay the bills for any completed /partially completed work.

DEPONENT

#Strike out, whichever is not applicable.

FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

(Solvency Certificate from Bankers of the Company in the following format)

This is to certify that to the best of our knowledge and information M/s.....
..... Having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement upto a limit of Rs. (Rupees)

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature)

For the Bank

NOTE:

1. Bankers certificate should be on letter head of the Bank, sealed in cover addressed to tendering authority,
2. In case of partnership firm, certificate should include names of all partners as recorded with the bank.

Signature of Chartered Accountant with seal

Signature of Bidder(s) with seal

PERFORMANCE REPORT OF EACH COMPLETED WORK

1. Name of Client and address with
Contact details :
2. Agreement No./ work order No. :
3. Value of work as per work order/
Award :
4. Total Value of actual work done :
5. Date of start :
6. Date of completion :
7. Nature of Service Provided(Pls specify) :
8. Total No(s). of Persons deployed under
different Category :

Performance Report (Pls. tick one) : Outstanding/Very Good/
Good/ Satisfactory/Poor

(Signature & Stamp of Director/Registrar/Admin. Officer/Estate officer or Equivalent)
with Phone No./ Mob. No. & E-mail address

Dated:

Note:

1. This Annexure shall be submitted separately for each other work completed by the Bidder. Attach last ten (10) work orders.
2. This Annexures shall be signed & stamped by the Bidder's Client not below the rank of Manager/Director/Admn. Officer or equivalent.
3. The Name, Address, Contact details (Mobile, Fax, E-mail, and Landline Phones) of Client should be indicated to facilitate confirmation of work.

Dated:

Authorized Signatories
(Name and Designation, seal of the Firm/Bidder)

CHECK LIST

S.No.	Particulars	Yes/NO	Page No(s)
1.	Duly completed covering letter on letterhead of the Firm/Company		
2.	Earnest Money Deposit: Demand Draft of Rs.3, 00,000/- (Rupees Three Lakhs Only).		
3.	Tender Fee: Demand Draft of Rs. 5,000/- (Rupees Ten thousand only).		
4.	Registration No. of the Company (under Companies Act, 1956)/ Partnership Deed, as applicable.		
5.	Labour License No.		
6.	GSTIN No.		
7.	PAN No.		
8.	EPF No.		
9.	ESI No.		
10.	The details of the turnover for the year 2022-23, 2023-24 and 2024-25.		
11.	Documents in support of manpower Strength.		
12.	Details of similar work executed by the Tenderer.		
13.	Performance Certificate (attested copies) issued by the clients to the tenderer, (which should have minimum rating of satisfactory).		
14.	Technical Bid Performa		
15.	Financial Bid on the letterhead of the Firm/Company		
16.	Solvency Certificate issued by Bidder's Banker		
17.	Declaration regarding Blacklisting/ Debarring for taking part in the Tenders		
18.	Whether each page of Tender duly signed & stamped.		
19.	Whether Page No. mentioned on each page		
20.	Duly completed Financial Bid Performa		

Note: Please attach the relevant copies of the document

Authorized Signatories
(Name and Designation, seal of the Firm/Bidder)

Dated:

(To be sealed in a separate envelope)

Financial Bid for Hiring of Housekeeping Services at Jamia Hamdard

I/We _____ 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 by the rules and regulations of Jamia Hamdard.

The service charges quoted for housekeeping services at Jamia Hamdard shall include all liabilities/expenses as per terms and conditions other than Minimum Wages, EPF and ESI.

S.No.	Category	Minimum Wages	EPF @13%	ESI @3.25%	Total	Service Charges (in %)	Service Charges (in figure)	Grand Total
1.	Un-Skilled							
2.	Semi-Skilled							
3.	Skilled/Supervisory							

Note:

- Wages, EPF, and ESI shall be payable as per rules as applicable for Manpower Outsourcing Services and in accordance with the prevailing statutory provisions.
- The Service Charges shall be applicable only on minimum wages not on Statutory Compliance i.e. ESI, EPF etc.
- The service charge shall remain uniform for all categories of employees and shall be in accordance with the Office Memorandum of the Ministry of Finance, Department of Expenditure. It is mandatory to indicate the service charge both in percentage and in figures.
- If the agency quotes NIL service charges or less than 0.99%, the bid shall be treated as unresponsive and will not be considered.
- The rate of service charges both in percentage and figure must be mentioned.
- Bidders are advised to quote only the rates of service charges in the above prescribed format, otherwise tender will be summarily rejected.
- GST as per rule.

Authorized Signatories

Dated:

(Name and Designation, seal of the Firm/Bidder)

Annexure – X

UNIFORM FOR THE HOUSEKEEPING STAFF

S. No	Items	Quality (Fabric/Leather etc.)	Rate
1	Shirt		
2	Pant		
3	Kameez (Female staff)		
4	Salwar (Female staff)		
5	Winter Jacket (Male & Female)		
6	ID Card with Lanyard (Orange colour) with name & logo of Agency/contractor		
7	Black Canvas Shoes		
8	Black shocks		
9	Belt black leather		

Note: Fabric should be good quality and mild shining should be press holding.

Authorized Signatories
(Name and Designation, seal of the Firm/Bidder)

Dated: