

**GURUKULA KANGRI (DEEMED TO BE UNIVERSITY),
HARIDWAR**

**TENDER DOCUMENT
FOR
SENITATION / HOUSEKEEPING/
GARDENING SERVICES**

GKV Haridwar & Dehradun Campuses

GKV Haridwar-249404 (Uttarakhand)

Time schedule for tender process:

Date of publication of tender notification on official website and News papers	25.12.2021
Tender document can be downloaded from website	25.12.2021
Last date for download of tender document	10.01.2022, 2:00 pm
Last date for receipt of duly filled in tenders	10.01.2022, 4:00 pm
Date and Time of the opening Technical Bids	15.01.2022, 05:00 pm
Date and Time of the opening Financial Bids	will be notified to the technically qualified tenderers

Note: This tender document contains 23 pages (total no. of pages including Annexures) and tenderers are requested to sign on all the pages.

INTRODUCTION:

NOTICE INVITING TENDER:

The Gurukula Kangri (Deemed to be University) Haridwar (GKV) invites sealed tenders under **"TWO BID SYSTEM"** for selection of an expert agency for the purpose of hiring Sanitation/Housekeeping/ Gardening services at its Campuses in order to maintain the proper housekeeping services at Gurukula Kangri (Deemed to be University) Haridwar, Girls Campus Haridwar, FET Bahadrabad Haridwar, Guest House, Girls Campus Dehradun and at its Boys & Girls hostels.

The details of the tender are given below:-

- a. Closing date & time for submission of bids **10.01.2022 (04:00 pm)**
- b. Date & time of opening of Bid:
 - i. Technical bid: **15.01.2022 (05:00 pm)** (in presence of the tenderers or their authorized representatives.
 - ii. Financial bid: After evaluation of Technical Bid
 - iii. Bid validity upto: 90 days from the date of opening of financial bid
- c. Correspondence Address: The Registrar, GURUKULA KANGRI (DEEMED TO BE UNIVERSITY) HARIDWAR -249404(Uttarakhand)

"TWO BIDS SYSTEM" shall be followed for this tender. Tenderer should take due care to submit the tender in accordance with requirement in sealed covers. Bids received shall be evaluated as per the Criteria prescribed in the tender document. Gurukula Kangri (Deemed to be University) Haridwar will not entertain any modifications subsequent to opening of bids and bids not conforming to tender conditions shall be liable to be rejected. Therefore, bidders are advised to submit their bids complete in all respects as per requirement of tender document specifying their Acceptance to all the clauses of Bid Evaluation Criteria, General terms and conditions and compliance to the Scope of Work requirement etc.

The tender document is not transferable to any other person. The tender document can be downloaded from the GKV's official website www.gkv.ac.in. The tenderers who have downloaded the tender document from the website should send a Demand Draft of Rs. 10,000/- (non refundable) drawn in favour of Gurukula Kangri (Deemed to be University), Haridwar towards the cost of tender document in Technical Bid.

Tender fee (to be attached with tender form) along with EMD draft should be put in the technical bid envelope. In case if it is submitted along with financial bill, the same will be rejected.

The tender fee and the EMD draft should be kept in the Technical Bid Cover. The Technical bid and the financial bid should be sealed by the tenderer in separate covers duly super scribed as **“Technical Bid”** and **“Financial Bid”** respectively. Both these sealed covers should then be kept in a bigger cover which should also be sealed & duly super scribed as **“Tender for Sanitation/Housekeeping/Gardening Services at Gurukula Kangri (Deemed to be University) Haridwar and its Campuses, Guest House & Hostels”**.

Terms and Conditions:

1. Sealed Tenders are invited from established Housekeeping Agencies for **“Housekeeping Services at Gurukula Kangri (Deemed to be University) Haridwar and its Campuses, Guest House & Hostels”** as per the requirements and details enclosed from contractors or agencies who have carried out similar work at least for one year during the period of contract.
2. The Earnest Money in the form of Demand Draft/Pay Order should be after the date of publishing of tender date, payable in favour of **“GURUKULA KANGRI (DEEMED TO BE UNIVERSITY) HARIDWAR”**.
3. Gurukula Kangri (Deemed to be University) Haridwar shall have the authority to cancel the tender process if Gurukula Kangri (Deemed to be University) Haridwar does not find a suitable tender. Gurukula Kangri (Deemed to be University) Haridwar shall have the right to call for fresh tender in such circumstances, wherein tenderers who have bid in the previous tender, shall have the right to participate in the fresh process. The tenderers shall have no right to challenge the authority and decision of Gurukula Kangri (Deemed to be University) Haridwar to cancel the tender process for the reasons deemed fit by GKV.
4. The site can be inspected any time during working hours on any working days. No extra money shall be payable by Gurukula Kangri (Deemed to be University) Haridwar for non-awareness of the site conditions and constraints.

Submission of Bids

- A. The interested contractor/agencies should submit their tender and the bids along with copies of all the relevant certificates, documents, etc. in support of their technical & price bids on or before **10.01.2022 up to 4:00 PM**
- B. Tender documents is also available on the “tenders” link of the Gurukula Kangri (Deemed to be University) Haridwar website i.e. <http://www.gkv.ac.in>
- C. The Firm should ensure that it complies with the requirements as per works before applying for tender. Also, the interested Firms should submit a hard copy of the application with all relevant supporting documents by **10.01.2022 up to 4:00 PM**. Non-submission of hardcopy as directed will lead to rejection of the tender application.
- D. The sealed hard copy of the tender shall be submitted in one big envelope superscripting **“Tender for Sanitation/Housekeeping/Gardening Services at Gurukula Kangri (Deemed to be University) Haridwar and its Campuses, Guest House & Hostels”** containing two separately sealed small envelopes, one for **“Technical Bid”** and another for **“Financial Bid”** superscripting as such and **addressed** to The Registrar, Gurukula Kangri (Deemed to be University) Haridwar. The hard copies of sealed tender’s documents must be dropped in the tender box kept at Registrar office, Gurukula Kangri (Deemed to be University) Haridwar, Uttarakhand, on or before **10.01.2022 at 4:00 PM**

- E. The technical bid envelope must contain the technical bid in prescribed Performa as per **Annexure-IV** along with a demand draft of **Rs. 10,000/-** (Rupees Ten thousand only) towards cost of tender (non-refundable) and Earnest Money Deposit which is (refundable but non-interest bearing) of **Rs. 5,00,000/-** (Rupees Five Lac Only) in favoring Gurul Kangri (Deemed to be University) Haridwar and payable at Haridwar with all relevant documents in support of eligibility and experience criteria. The financial bid envelope must contain only the financial bid (**Annexure V**). Gurukula Kangri (Deemed to be University) Haridwar will not accept any claim other than mentioned in financial bid.
- F. The technical bid will be opened at Gurukula Kangri (Deemed to be University) Haridwar on **15.01.2022 at 5:00 PM** in the presence of the bidders/ their authorized representatives who wish to be present. The Financial bid will be opened on the date which will be communicated to only those bidders who are found to be technically qualified after evaluation of technical bids.
- G. The interested firms are advised to **read carefully the entire tender document before submitting their tender** and the tender documents should in prescribed format and if found incomplete in any respect shall be summarily rejected.

- Earnest Money Deposit : Rs 5,00,000/-
- Cost of tender document Rs 10,000/-
- Commencing date of Tender : **25.12.2021**
- Last date of Submission: **10.01.2022 up to 4:00 PM**
- Date of opening of Tender (Technical Bid): **15.01.2022 up to 05:00 PM**

A. GENERAL TERMS AND CONDITIONS:-

1. Tender shall be submitted in official tender form only. If submitted in any other form the same shall be summarily rejected.
2. Tenders received without prescribed Earnest Money shall not be considered.
3. The schedule issued with the form of tender listing the services to be rendered must not be altered by the tenderer. Any modifications / alterations of the schedule considered necessary by the tenderer should be in the separate letter accompanying the tender.
4. No paper shall be detached from the tender.
5. The name and address of the tenderer shall be clearly written in the space provided and no overwriting, correction, insertion shall be permitted in any part of the tender unless duly countersigned by the tenderer. The tender should be filled in and submitted in strict compliance with the instructions laid down herein; otherwise the tender is liable to be ignored.
6. The tender is liable to be ignored if complete information is not given there-in, or if the particulars and date (if any) asked for in the schedule to the tender are not filled in.

7. Individual signing the tender or other documents connected with the tender must specify whether he signs as
- i) A sole proprietor of the concern or constituted attorney of such sole proprietor.
 - ii) A partner of the firm if it is a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firms. Director or Principal Officer duly authorized by the Board of Directors of the company.
 - iii) In case of (ii) a copy of the Partnership Agreement or General Power of Attorney, in either case attested by a Notary Public should be furnished or an affidavit on stamp paper duly shown or affirmed by all the partners admitting execution of the partnership agreement or the General Power of Attorney should be furnished. The copy of the certificate of registration of firm should be attached along with the tender papers. In case of partnership firm, where no authority to refer dispute concerning the business of the partnership has been conferred on any partner, the tender and all other related documents must be signed by all the partners of the firm. In case of the person signing the tender should be authorized by a resolution attested by the Principal Officer should be attached.
8. **The Tenders should be submitted in Two Sealed Covers:**
- i) The first sealed cover should be superscribed as **“Technical Bid”** duly filled in with supporting documents, the Acceptance of Terms and conditions and Demand Draft for E.M.D.
 - ii) The second sealed cover superscribed as **“Financial Bid”** should contain only rates to be quoted.
 - iii) Both the sealed covers should be placed in the main sealed envelope bearing name & address of the bidder and superscribed with **“Tender for Housekeeping Services at Gurukula kangri (Deemed to be University), Haridwar**
.This should be addressed to the Registrar, Gurukula kangri (Deemed to be University) Haridwar. ***The Tender Box is available at Registrar’s office. Tenders can be submitted on or before 10.01.2022 at 4:00 PM and Technical bid will be opened at 05:00 P.M. on the date of 15.01.2022.***
 - iv) Late tenders (i.e. tenders received after the specified time of opening), delayed tenders (i.e. tenders received before the time of opening but after the due date and time of receipt of tenders) and post tender offer should not be considered at all.
 - v) Financial Bid of qualified tenderers in technical bid will be opened later and the date will be informed accordingly.
9. A Demand Draft of **Rs. 5,00,000/- (Rupees Five Lac Only)** is required to be deposited as Earnest Money Deposit in favour of **Gurukula Kangri (Deemed to be University) Haridwar**. The Earnest Money Deposit of the successful Tender shall be liable to be forfeited if he does not fulfil any of the following conditions:
- i) An Agreement is signed by him in the prescribed form with in 10 (Ten) days of the receipt of letter awarding the contract.
 - ii) The agency is liable to obtain necessary permissions or approval for engaging the House Keeping Supervisors & House Keepers from the competent authority at their own cost.
 - iii) The House Keeping Services will commence within 10 (Ten) days of the receipt of the letter awarding the contract or as decided by the Competent Authority.

10. The bids should be valid in the case of all the tenders for at least 90 days from the date of opening of the tender and if any tenderers withdraws or alters the terms of the tender during the period, the Earnest Money Deposit shall be forfeited.
11. Corrections, if any must be attested.
12. In case of any accident to the personnel employed by the agency during the 24 Hours, the agency alone is liable to pay workmen's compensation and any other statutory dues or payments and the Gurukula Kangri (Deemed to be University) Haridwar is not liable for any payment of such kind.
13. The contractor shall be responsible for engaging adequately trained manpower required for providing good House Keeping service in Gurukula Kangri (Deemed to be University) Haridwar Campuses, Guest House and its hostels.
14. The agency should deploy energetic and experienced housekeeping personnel between the age group of 20-50 years and preferably Hindi speakers. If any person is not suited to the duty, the house keeping agency must replace such person immediately by suitable one.
15. The employees of the contractor should possess sound health and be free from any diseases, especially contagious and frequently recurring diseases and they should be in uniform and photo identity card while on duty.
16. The Contractor will, prior to the commencement of the operation of contract, make available to GKV, the particulars of all the employees who will be employed, such particulars inter-alia should include age, date of birth and permanent address of the employees should be enclosed.
17. The Contractor shall obtain adequate insurance policy/policies in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
18. The Contractor shall be responsible for the safety and security of the Personnel deployed for duty in the office.
19. The Housekeeping Contract shall remain valid for a period of **One Year** and it may be renewed on mutually acceptable terms and conditions for one more year. The contract once awarded can be terminated by either party after giving one month notice to the other party. Nevertheless, Gurukula Kangri (Deemed to be University) Haridwar may terminate the contract of the contractor without any notice in case the contractor commits a breach of any of the terms of the contract. GKV's decision that a breach has occurred will be final and shall be accepted without demur by the Contractor.
20. The Contractor shall be liable with regard to compliance of all the laws regulation, rules and directions given by any statutory authority with regard to safety, labour laws or any other laws both **Central & State in force in the State of Uttarakhand** including registrations with Contract Labour Regulation Act, Workmen's Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, Employees State Insurance (ESI) Act, GST Registration, Municipal Registrations etc., copies of all such statutory registrations shall be enclosed along with the tender document.
21. The Contractor shall, keep necessary records of attendance, duty chart books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of GKV.

22. The Contractor shall be responsible to maintain the equipments and other articles supplied by the Gurukula Kangri (Deemed to be University) Haridwar in good condition. In case of any damage, he shall be responsible to carry out the repairs without any delay to avoid any interruption in service. Cost of repairs shall be borne by the Contractor him-self. The decision of the Designated Officer shall be final and binding on the contractor.
23. Gurukula Kangri (Deemed to be University) Haridwar shall in no way be responsible for any default with regard to any statutory obligation and the Contractor will indemnify Gurukula Kangri (Deemed to be University) Haridwar in case of any damage or liability, which may arise on account of action of contractor.
24. Services to be provided by contractor are indicated in the *Annexure-I* attached.
25. Tender shall be accompanied by the relevant documents including the following:-
 - i) Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the Contractor is currently providing / has provided House Keeping Services.
 - ii) Work-plan indicating the requirement of staff and the deployment pattern of staff proposed and other details for the efficient satisfactory performance of the contract.
 - iii) Certificates in support of all statutory registrations.
26. On termination of the agreement, the contractor will hand over all the equipments / articles as supplied by the Gurukula Kangri (Deemed to be University) Haridwar in good working condition back to GKV.
27. The work shall be carried out so as to keep the premises ready by the office opening time and keep the office clean till and after the closing time of office. (Normal working hours are 9:00 a.m. to 5:00 p.m. for selected group of housekeeping staff).
28. Care must be taken to ensure while carrying out the work so that no fittings, fixtures, furnishings are damaged. Any damages done to the same or any other property will have to be repaired / replaced by the contractor, failing which the same will be got done at his risk and cost. The decision of the Designated Officer shall be final and binding on the contractor.
29. If any theft or loss of property is reported by any Department / Section due to the negligence or improper action of any trespass of unauthorized persons, the house keeping agency shall be responsible and the Gurukula Kangri (Deemed to be University) Haridwar shall have the right to recover damages from the payment dues & the Security Deposit of the agency.
30. All work shall be carried out with due regard to the convenience of GKV. The orders of the concerned authority shall be strictly observed.
31. The Contractor will work in close co-operation and co-ordination with other agencies working at site.
32. The Contractor has to deploy and work during holidays, late hours and Sundays as well according to the requirement and convenience of Gurukula Kangri (Deemed to be University) Haridwar and the occupants, while ensuring weekly offs of his / her employees as per statutory requirements.
33. The contractor will not charge the additional payment to provide the cleaning services on holidays, Sunday and odd hours during Gurukula Kangri (Deemed to be University) Haridwar functions.
34. All the material to be used shall be got approved by the Designated Officer before starting the work.

35. The Contractor shall be fully responsible about the conduct of his employees and shall ensure that their behaviour with the residents, supervisors, officers is always good and cordial. If it is found that the conduct or efficiency of any person employed by the contractor is unsatisfactory, the contractor shall have to remove the person concerned and engage a new one within (48) hours of intimation. The decision of the Designated Officer in this regard shall be final and binding on the contractor.
36. Gurukula Kangri (Deemed to be University) Haridwar is not bound to provide any mode of transport in respect of men or material required for the contract.
37. The Contractor shall submit (in three copies) to GKV, along with the monthly bill, copies of attendance register duly certified by the GKV in-charge officer. Copies of previous month's wage register as well as PF challans and ESI deposits should also be submitted with every bill. Photo copies of annual insurance policy under the Workmen's Compensation Act should be submitted in the first month of award of contract.
37. The payment of wages shall be disbursed by the contractor to his workmen *before 5th of every succeeding month*. Wages will be disbursed in the presence of Gurukula Kangri (Deemed to be University) Haridwar Official or through ECS mode.
38. For attendance purpose Housekeeping Staff have to enter the attendance as per Gurukula Kangri (Deemed to be University) Haridwar Attendance system.
39. The contractor shall at all times indemnify and keep indemnified the Principal Employer the Head of the Office and its Officers Servants and Agents for and against all third party claims whatsoever (including time not limited to property loss and damage, personal accident, injury or death of / or property or person of any sub-contract and or the servants or agents of the contractor any sub-contractor(s) and or the owner and the contractor shall at his own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act / Fatal Accident Act, Personal Injuries, Employees State Insurance Act, PF Act and / or their Industrial Legislation from time to time in force.
40. The payment shall be released on monthly basis after satisfactory completion of the job and for the work actually done on submission of bills in triplicate by the contractor. The bills should be accompanied by same certificate as Gurukula Kangri (Deemed to be University) Haridwar may prescribe from time to time. Income Tax (TDS) as applicable at prevailing rate will be deducted at source. Payments are required to be made within 15 days of the submission of any bill. However, in the event there is any query, objection or dispute with regard to any bill or a part thereof, the contractor shall not be entitled to any interest to be paid for late payment till such time that the query, objection or dispute is resolved. The contractor will be entitled for payment of amount as agreed by Gurukula Kangri (Deemed to be University) Haridwar per month after deducting TDS as per the existing rates including the cost of men and material for performance of the duties mentioned in this contract of one year beginning from the date of awarding the service contract. The payment shall be made by Gurukula Kangri (Deemed to be University) Haridwar every month of the related amount on presentation of bill for such payment by the contractor in the first week of each succeeding month. The payment due to the contractor will be released on monthly basis after satisfactory completion of the job and for the work actually done on submission of bill in Triplicate by the contractor. The bills should be accompanied by such certificates as Gurukula Kangri (Deemed to be University) Haridwar may prescribe from time to time. In the event of failure in maintaining the Housekeeping Services on any day up to the desired standard in part or full, the contractor is liable to be penalized @ **Rs.10,000/-** (Rupees Ten thousand only) per day which shall be recovered from the bills or otherwise deducted out of security deposit. For purpose of imposing penalty, the decision of Registrar / Joint Registrar will be final and binding on the contractor and shall not be subject to dispute or arbitration.

42. The contractor shall deposit **Rs.5,00,000/-** (Rupees Five Lac Only) towards Security Deposit with GKV. No interest shall accrue on this deposit, which will be returned after the successful completion of contract and after adjusting dues if any of the Contractor to GKV. The EMD of successful tender will be converted as security deposit and balance security amount will be deposited within the 15 days after receiving the work order. The EMD of unsuccessful tenders will be refunded within a reasonable time after finalization of the contract.
43. The said EMD submitted by the contractor along with the bid shall be forfeited if he does not fulfil any of following conditions:
- i) This Agreement/Awarding Letter is to be signed by him in the prescribed form within 10 (Ten) days of the receipt of letter awarding the contract.
 - ii) The Housekeeping service is to be commenced within 10 (Ten) days of the receipt of the letter awarding the contract.
44. As per Gurukula Kangri (Deemed to be University) Haridwar policy payments and receipts to Government and Semi Government, Agencies would be rounded off to the nearer higher rupee and in other cases the rounding off will be to nearest i.e. paise 50 or above will be rounded off the near higher rupee and paise less than 50 will be ignored.
45. The workmen employed by the contractor shall be directly supervised and controlled by the Contractor and shall have no relation whatsoever with Gurukula Kangri (Deemed to be University) Haridwar. Gurukula Kangri (Deemed to be University) Haridwar shall have no power to control or supervise such workmen or to take any action against them except as permissible under law. Such workmen shall also not have any claim against Gurukula Kangri (Deemed to be University) Haridwar for service or regularization of services by virtue of being employed at Gurukula Kangri (Deemed to be University) Haridwar against any temporary or permanent posts at GKV.
46. The work executed shall be to the satisfaction of the duly constituted monitoring committee of Gurukula Kangri (Deemed to be University) Haridwar. If works are not satisfactory based on report of the monitoring committee then 15-20% of the payment (bill amount) of that month shall be deducted.
47. The contractor shall ensure that either he himself or his representative is available for proper Administration and supervision at the works.
48. The contractor undertakes to deposit all statutory payments such as EPF, ESI, Service Tax and other dues within the stipulated time as required by law and comply with all other provisions. The agency should give EPF, ESI Cards immediately and shall submit EPF, ESI & Service Tax Challans relating to the previous month to the Indenting Office exclusively along with its bill for the current month and Form-10 and Form-5 shall be filed regularly with PF authorities.
49. All the workers engaged by the Contractor for carrying out tasks under this contract, shall be deemed to be the employees of the contractor's agency. The Agency shall be solely responsible for their wages, fringe benefits, conduct, duty roster, leave-records, relievers etc., The Agency shall also provide its Workers photo -identity cards which shall be checked by the Gurukula Kangri (Deemed to be University) Haridwar officials as and when necessary.
50. Gurukula Kangri (Deemed to be University) Haridwar shall not be responsible for the release of benefits, such as Provident Fund, ESI, Pension benefits or allowances. Any changes in the minimum wages act or in any other labour legislation or other statutory obligations during the validity period of the contract shall be the responsibility of the Contractor.
51. Gurukula Kangri (Deemed to be University) Haridwar shall in no way be responsible for any default with regard to any statutory obligations and the contractor will indemnify Gurukula Kangri (Deemed to be University) Haridwar in case of any loss or damage or liability, which may arise on account of action of the contractor.

52. The Housekeeping contractor shall ensure that the staff engaged by him shall not smoke beedis, cigarettes or take alcoholic drinks and nor they are allowed to chew pan, tobacco items etc.
53. The staff of the contractor should possess sound health and be free from any diseases, especially contagious and frequently recurring diseases. They should be in uniform while on duty.
54. The Registrar, GKV reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders without giving any notice or assigning any reason. The recommendations of the Committee and the decision of GKV shall be final in all respects and will be acceptable to all the tenderers.
55. Any attempt at negotiation direct or indirect on the part of a tenderer with the authority to whom he has submitted the tender or the authority who is competent finally to accept it after he has submitted his tender or any endeavor to secure any interest for an actual or prospective tenderer or to influence by any means the acceptance of a particular tender will render the tender liable to exclusion from consideration.
56. **In case of default**, Contractors who violate the terms of the contract and whose contracts are terminated, should be considered for blacklisting by the Competent Authority for a significant time before they are considered again.
57. The decision of the Vice Chancellor, Gurukula Kangri (Deemed to be University) Haridwar in any matter relating to this contract shall be final.
58. If any relative of the tenderer is an employee of the Gurukula Kangri (Deemed to be University) Haridwar, the name, designation and relationship of such employee shall be intimated to the Registrar, GKV in writing while submitting the tender.
59. The contractor shall be responsible for the payment of wages and allowances as per **Government of Uttarakhand Minimum Wages Act** (employment of sweeping and cleaning excluding activities prohibited under the employment of manual sewages and construction of dry latrines (prohibition) Act and all statutory dues to the persons employed by him for providing the housekeeping services. The contractor shall be further responsible for proper discipline of the employees engaged by him and their work, besides observing other obligations.
60. Sub-contracting of the contract is strictly prohibited.
61. Any other payments likewise Uniform, Shoe, Leave Salary, Bonus, etc., should be met by the contractor only. Gurukula Kangri (Deemed to be University) Haridwar has no liability towards the above.
62. Smoking, use of alcohol, will be strictly prohibited in all premises of Vishwavidyalaya . Hence, all employee of agency strictly follows all the Arya Samaj principles & rules and regulation of Vishwavidyalaya.

JOB SPECIFICATIONS AND SCOPE OF WORK:**A. AREA COVERAGE FOR HOUSEKEEPING SERVICES**

1. Rendering continuous service in Gurukula Kangri (Deemed to be University) Haridwar Haridwar and its Campuses as per the area indicated below including Buildings (Class Rooms, Labs, bathrooms, Hostel rooms, Corridors, Compound etc.), Gurukula Kangri (Deemed to be University) Campuses, Boys Hostels & Girls Hostel (inside & Outside), Resource Centre (Library), Guest Rooms, Open Common Areas, Canteen & Canteen Premises, Sporting Areas, Machinery Areas & Other Equipments (D.G. Sets, Fire Extinguisher, etc.), Substation, Garden Area, Open Premises, etc.

S.No.	Particular	Open Area(sq.m)	Bath rooms(sq.m)	Covered Area (sq.m)
1.	Gurukula Kangri (Deemed to be University) Haridwar Main Campus , VC office, Central Office, Central library, other Buildings etc)	361055	968	56459
	Departments(Class Rooms, Labs, bathrooms, Hostel rooms, Corridors, Compound etc)			
	Hostels(rooms, bathrooms, corridors etc)			
	Guest House(rooms, bathrooms, corridors etc)			
2.	Kanya Gurukula Parishar Haridwar (Departments, Class Rooms, Labs, bathrooms, Corridors, Compound etc)	10105	250	5032
3.	FET Bahadrabad (Departments,Class Rooms, Labs, bathrooms, Hostel rooms, Corridors, Compound etc)	39153	396	13233
4.	Kanya Gurukula Parishar Dehradun (Departments, Class Rooms, Labs, bathrooms, Hostel rooms, Corridors, Compound etc)	100	130	4169

B. BROAD DETAILS OF SCOPE OF WORK:

1. Cleaning, sweeping, moping and wiping of floors, staircase on daily basis from Monday to Saturday or as required by Officer-In-charge. Cleaning activity shall start in the morning at 8:00 AM so as to complete all the dusting/ cleaning/ moping work before 9:30 AM.
2. Continuous moping to be done at Administrative Buildings floor and other Department floors during office hours.
3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.

5. Lifting, carrying and disposing the dead bird's animals, rats, insect's etc. if found in and around the office building.
6. Clearing of any choking's in the drainages, manholes etc.
7. Removal of beehives and cobwebs/honey webs from the office building and its premises.
8. Cleaning and sweeping of open area including balconies and roof tops with brooms.
9. Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants/looping of trees by mali and removal of garbage from the office building and its premises.
10. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to GKV.
11. Proper registers/records (Attendance, Wages, etc.) for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the Gurukula Kangri (Deemed to be University)Haridwar nominated officer-in-charge by vishwavidyalaya at regular intervals and finally at the end of each month.
12. The Contractor shall submit to Gurukula Kangri (Deemed to be University)Haridwar a list of all workers engaged to carry out the contract work, indicating name, age, home address, qualifications, etc., and would also intimate as and when any change takes place.
13. Maintenance of the shrubs, trees and other plants will include watering them daily or when necessary depending upon the season keeping the lawn area around trees and shrubberies free of weeds, earthing up the basins, trimming of the tree and shrubs depending on the seasons as directed, top dressing with manure, fertilizers and need cake on a routine basis. Monthly once sprays shall be given to all garden areas.
14. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by GKV. The agency should have all the necessary & suitable instruments for cleaning/ sanitation & Gardening.

Such as:

Sl. No.	Equipment	Specification
1.	Single Disc Scrubber	Working width : 430 mm, Net weight :40 kg, Brush Speed : 160 rpm, Transmission : Gear Box, Motor: 1100 W, Dim. LxHxW: 567X1200x450 mm
2.	High Pressure Jet Cleaner	Voltage – 230/50 V/Hz Pressure : 150 bar, RPM – 2800, Water Flow : 600 ltr/hr, Absorbed Power – 2.9 kw, Detergent Tank – 4 ltr. Weight – 36 kg. Dim. LxHxW: 440x940x420 mm
4.	Rikshaw / Garbage Trolley	For garbage lifting
5.	Glass Cleaning Kit	Glass cleaning Kit cum caddie.
6.	Vacuum Cleaner	For carpet/ sofa set cleaning.
7.	Brush Cutter	Grass cutter machine.

C. JOBS TO BE CARRIED OUT DAILY

- i) Cleaning of general toilets at least three times daily (at 9:00 AM, 12:00 Noon & 2.30 PM) with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets is to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- ii) Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier; toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- iv) Cleaning & moping of pantries and electrical rooms once in a day during office hours.
- v) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
- vi) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
- vii) Cleaning of carpets by soft brush.
- viii) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- ix) Cleaning of chokage in sewer and pumping lines within premises as and when required.
- x) Cleaning gulley trap and manholes within and surrounding of premises as and when required.
- xi) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xii) Cleaning of chokage in sewer and pumping lines within premises as and when required.
- xiii) Cleaning gulley trap and manholes within and surrounding of premises as and when required.
- xiv) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xv) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- xvi) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- xvii) Cleaning of carpets in rooms by vacuum cleaners.
- xviii) Room fresheners in all office area to be used daily in the morning. Room freshener should be of standard Make.
- xix) Maintenance of lawns & surroundings, cutting of hedges, cutting / shaping of plants by mali and removal of garbage from the office building and its premises.

D. JOBS TO BE CARRIED OUT WEEKLY

- a. Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals.
- b. Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.

E. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS

- i) Polishing of brass items with approved brass cleaning material.
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- iii) Dusting of false ceiling etc. with soft broom and cloth.
- iv) Cleaning of sofa sets with soap water/ vacuum cleaners.
- v) Washing and cleaning of driveways, parking areas and roads within the office premises.
- vi) lobby and all toilets floors and other areas, as may be directed by Officer In-charge, shall be cleaned with floor scrubbing machine.

F. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:

1. All floors in common area floors including staircases shall be cleaned thoroughly with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.

G. PROVIDING WORKFORCE;

The bidder has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Officer-In-Charge. Tentative requirement of workforce to be deployed is given here under:-

a) Sanitation/House Keepers – 45 approx. Nos

b) Mali (Gardener) – 22 approx. Nos

The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder may rotate the staff once in six months with prior written intimation to GKV.

The bidder shall ensure that all the workforce deployed wear uniform while on duty.

a. WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, mechanized screening/ segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by Haridwar Municipal Corporation/ Vishwavidyalaya.

b. SUPPLY OF MATERIAL AND CONSUMABLES:

All materials/consumables other related item is to be provided by the Agency have to be of reputed brands or in conformity with the specification/makes keeping in view good quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used and supply them in advance and store them at Gurukula Kangri (Deemed to be University)Haridwar on fortnightly basis.

J. EVALUATION OF TECHNICAL BID:

- a. Before evaluation of the technical bid, bidders are expected to meet the Qualifying criteria (Requirements). Bidders failing to meet these criteria or not submitting requisite supporting documents / documentary evidence for supporting the eligibility criteria, are liable to be rejected summarily.
2. The technical bids must be complete in all respects and should cover the entire scope of work as stipulated in the tender document.
3. The details of evaluation of technical bid submitted by security agency will be as follows:

Total marks for Technical Bid is 100	
I.	Strength of agency: Total marks: 40
	<p>No. of running housekeeping/Cleaning Services Contracts in Govt. department, State Government, PSU, autonomous Body, University/Educational Institution, Bank, Hotel, Hospital, reputed Private corporate entity (10 Max. Marks)</p> <p>(i). At least One housekeeping/cleaning services contract of value not less than Rs.4.00 Crores/Year OR</p> <p>(ii). At least Two housekeeping/cleaning services contract of value not less than Rs.2.00 Crores/Year each OR</p> <p>(iii). At least Three housekeeping/cleaning services contract of value not less than Rs.1.35 Crores/Year each</p>
	<p>No. of Manpower (Housekeeping/mali) deployed for the contract (15 Max. Marks)</p> <p>(i). Below 150=5; 150-200=8; 200-250=10, 250 and above= 15</p> <p>Copy of ECR of EPF/ESIC in support to establish the strength to be submitted.</p>
	<p>Amount/Value of Running Housekeeping contract per month (Rs.in Lakhs): (15 Max. Marks)</p> <p>(i). 10-15 Lakhs=5; 15-20 Lakhs= 10; 20 Lakhs and above= 15</p> <p>Must attach copy of work order/contract agreement/labour license</p>
II.	Financial Ability Total marks: 15
	<p>A. Give details of annual turnover of the organization for the following financial years (Max. 10 Marks)</p> <p>(i). 2021-20, (ii). 2020-19, (iii). 2019-18</p> <p>(a). Rs.5.0 Cr to 8.0 Cr= 5 Marks</p> <p>(b). 8.0 Cr to 12.0 Cr= 10 Marks</p> <p>(c). 12.0 Cr and above= 15 Marks</p> <p>B. Should not have incurred loss in more than 01 year in last 03 financial years ending 31st march'2019. A certificate of chartered accountant for Profit/loss in last Three years to be submitted- 05 Marks</p>
III.	Machinery and equipment Total marks: 05
	<p>Single Disc Scrubber</p> <p>High Pressure Jet Cleaner</p> <p>Rickshaw / Garbage Trolley</p> <p>Glass Cleaning Kit, Vacuum Cleaner etc.</p>
IV.	Office in Haridwar/Uttarakhand Total marks: 10
	<p>(i). Office with high official of the rank of Branch manager and above at Haridwar- 10 Marks</p> <p>(ii). Office with high officials of the rank of Branch manager and above at Dehradun-</p>

		8 Marks (iii). Office with high officials of the rank of Branch manager and above at Roorkee- 5 Marks (iv). Office with high officials of the rank of Branch manager and above at other places- 2 Marks	
V. Claims about Company Technical and Liability Compliance management			Total Marks:20
	1.	Company profile & technical management	10 Marks
	2.	Financial ability & liability compliance management- Should have minimum Solvency issued by a Nationalized/Scheduled bank of Minimum Rs.3.00 Crores at the time of filing the tender. Must submit original Solvency certificate to establish the claim in support.	05 Marks
	3.	Providing claims about trained supervisors /Sweeper /Mali/services	05 Marks
	VI	Quality Related Marks	Total Marks: 10
		ISO 9001:2015	05
		ISO14001:2004	03
		OHSAS 18001	02

K. FINANCIAL BID OPENING PROCEDURE

- a. The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.
2. All the technically qualified bidders/their authorized representatives present at the time of opening of the Financial Bids shall be required to submit the Authorization letter from their Companies and shall be asked to sign on all the sealed envelopes containing the Financial Bid.
3. Any bidder objecting to the same shall be disqualified and his financial bid shall be returned on the spot.
 - a. Absence of bidders or their authorized representatives shall not impair the legality of the process.
 - a. The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.
 - a. Mere becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the lowest bidder to claim that he is successful in the bidding process. The successful bidder (L1) shall be decided only after following due procedure as explained below:

K. DETERMINATION OF SUCCESSFUL BIDDER:

1. The calculation will be based on the evaluation 70% from Technical Bid and 30% from price bid to determine the successful bidder.
2. The following formula will be applied to determine lowest bidder. Highest marks obtained in the Final Calculation (F) will be the lowest bidder:

$$F=[(CL / C) \times 30 + 0.70 \times T]$$

As an example, suppose A got 70 out of 100 in the Technical bid; so $0.70 \times T$ will be 49, its price bid is Rs. 1,20,000/- whereas, Rs. 1,00,000/- is the value of CL i.e. the price bid of the lowest bidder; in that case, $F=[(100000/120000) \times 30 + 49] = 74$

Legends:

C= Current Price Bid (Grand Total price),
CL=Price Bid of the Lowest Bidder,
T=Technical Bid score out of 100 ,
F=Final Evaluation.

3. The selection of successful tenderers will be based on highest marks obtained in the Final Calculation (F) will be the lowest bidder.
4. On the basis of final calculation (F), the Registrar , GKV,Haridwar will announced the name of successful tenderer and letter will be sent by registered post.
 - a. The decision of registrar will be final and every tenderer should be accepted. Latter on any claim by any tenderer will not accepted.

**List of Housekeeping Materials: Department wise/ Hostel/
Campus/office wise etc.**

S. No.	Particulars	Quantity/per month
1.	HAND WASH	12 Packs
2.	HARPIC	05 bottle
3.	ACID	2 lts
4.	COLIN	5 bottle
5.	GARBAGE BAGS	As per Actual
6.	PRESSER PUMP	06 Nos
7.	TOILET BRUSH	6 Nos
8.	URINAL CUBES	10 Box
9.	NEPHTLIN BOLLS	1 Kg
10.	SOFT BROOM	4 Nos
11.	WIPER (BIG & LONG SIZE)	2 Nos
12.	ODONIL (ORIGINAL)	08 Pics
13.	WET MOPS	02 Nos
14.	WHITE DUSTER	18 Nos
15.	ROOM FRESHNER	04 Nos
16.	SCOTCH BRITE	12 Nos
17.	HIT (RED)	02 pacs
18.	HIT (BLACK)	02 pacs
19.	VIM/RIN/SURF	03 Kg
20.	DUST PAN (Supali)	03 Nos
21.	DRY MOPS	02 nos
22.	BATHROOM WIPER	02 Pics
23.	GLASS DUSTER	06 Nos
24.	MISTER TOLL BRUSH	02 Nos
25.	HARD BROOM	02 Nos
26.	SMALL PRESHER PUMP	02 Nos
27.	HARD BROOM WITH BAMBOO	04 nos
28.	CHUNA	1 Kg
29.	FLOOR CLEANER LIQUID	03 lts
30.	HAND GLOVES	06 Pair
31.	MASK	06 Nos
32.	CENI CUBES (Cent Cubes)	02 Pkts
33.	R1,R2,R3,R4,R5,R6,R7&R9 (Tasky/Diversey Make)	As per actual (vc & central office etc.)
	Any other item	As per actual.

Name & Signature of House Keeping Contractor:

Address: _____

Seal of Agency _____

UNDERTAKING BY THE HOUSE KEEPING CONTRACTOR

I/We have carefully gone through the various terms and conditions listed in the above for provision of Contract for Housekeeping Services at Gurukula Kangri (Deemed to be University) Haridwar on monthly basis. I/We agree to all these conditions and offer to provide Housekeeping Services at GURUKULA KANGRI (DEEMED TO BE UNIVERSITY) Campuses, Guest House & Hostels. I/We are making this offer after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. I/We have acquainted ourselves with the tasks required to be carried out, before making this offer. I/We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Name & Signature of House Keeping Contractor:

Address: _____

Seal of Agency_____

Phone No. (O): _____

I: _____

(M): _____

Place: _____

Dated: _____

TECHNICAL BID FOR PROVIDING HOUSEKEEPING SERVICES

1. **Name of the Tenderers firm** : _____
2. **Office Address** : _____
- : _____
- Telephone No. Fax _____
- No. : _____
- E-mail Address : _____
3. **Name & Design. Of authorized representative(s) with Ph. No.** : _____
- : _____
4. **Type of Firm** : Proprietor/ Private Ltd. / Public Ltd. / Cooperative /
NGO / PSU (Please tick and enclose copy of
Memorandum / Articles of Association / Certificate of
Incorporation)
5. **Registration Certificate (Please enclose photo copies)** : _____
- i) E.P.F. Regn. No. : _____
- ii) E.S.I. Regn. No. : _____
- iii) GST Regn. No. : _____
- iv) Labour License (Central) Regn. No. _____
- v) PAN CARD / GIR No. _____

7. Details of minimum Three years of experience of similar works in Government / Public Sector undertaking / Registered Societies / Universities / Research Institutions / Educational Institutions / IT Industries as per the attached format **(Please use separate sheet, if required)**. Out of that the agency is having at least one housekeeping related work currently in his hand.

(Pl. submit copies of evidence i.e. Work Orders, corresponding satisfactory job, completion certificates from clients specifying value and period of work order enclose) (Pl. specify) **(MANDATORY)**.

Year	Name of the Employer, Address, Contact Person Name with Tel. No. & Mobile No.	Type of Institution / Industry	Details of Experience, Similar works period of Contract with dates of Commencement and Termination covering last 3 years	Total No. of Supervisors	Total No. of Cleaners / Sweepers	Nature of Work (House Keeping Works Only)

1. Validity:

The Tender shall be valid for a period of 90 days from the date of opening of the tenders for the purpose of evaluation of tender.

2. Additional information, if any (attach separate sheet if required):

Signature of Authorised person of the Firm/Agency with stamp

Dated: _____

Place: _____

FINANCIAL (PRICE) BID

(CONTRACT FEES FOR HOUSE KEEPING SERVICES)

(should be sealed in separate covers dully superscripted)

a)

**Break-up of wage component along with unit price (in Rs) for Cleaning services
Housekeeping Services GKV and its Campuses**

Sl. No.	Category	Salary (Basic)-A1	DA-A2	ESI -A3	EPF-A4	BONUS-A5	Weekly off/ Releivingcharge- A6 .	Total wage per month(Pm=A1+A2+...+A6)	% of Service Charges	Total (in Rs)
01	Supervisor									
02	Sweeper (Male)									
03	Sweeper (Female)									
04	Mali									
Grand Total (in figures)										
Grand Total (in words)										

Note:

1. The service charges will be calculated only wages in basic and daily allowance, when the tenderer quoted the rates as price calculation.

- (i) Gurukula Kangri (Deemed to be University) Haridwar Main Campus , VC office, Central Office, Central library, other Buildings etc.) .
- (ii) Departments(Class Rooms, Labs, bathrooms, Hostel rooms, Corridors, Compound etc.)
- (iii) Hostels(rooms, bathrooms, corridors etc.).
- (iv) Guest House (rooms, bathrooms, corridors etc).
- (v) Kanya Gurukula Parishar Haridwar (Departments, Class Rooms, Labs, bathrooms, Corridors, Compound etc.).
- (vi) FET Bahadrabad (Departments,Class Rooms, Labs, bathrooms, Hostel rooms, Corridors, Compound etc.).

- (vii) Kanya Gurukula Parishar Dehradun (Departments, Class Rooms, Labs, bathrooms, Hostel rooms, Corridors, Compound etc).

AFFIDAVIT

I/We (Name) _____

Contractor/Partner/Sole Proprietor (strike out which is not applicable of
(Firm) _____ do hereby solemnly affirm and declare that the
individual/firm/companies is/are not black listed by any Government
Department or an autonomous body.

DEPONENT

Date,

ADDRESS _____

Place

VERIFICATION

Verified that the content of above affidavit is true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been concealed therefrom.

DEPONENT

Date,

Place

(NOTE : *To be furnished on non-judicial stamp paper duly attested by a Magistrate/Notary Public*