IISER Mohali

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली
मानव संसाधन एवं विकास मंत्रालय, भारत सरकार द्वारा स्थापित
सैक्टर 81, नॉलेज सिटी, पी. ओ. मनोली, एस. ए. एस. नगर, मोहाली, पंजाब –140306
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH MOHALI
(Established by Ministry of Human Resource Development, Govt. of India)
Sector-81, Knowledge city, PO-Manauli, SAS Nagar Mohali-140306, Punjab

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IISERM(568)15/16-Service 27th July 2015

NOTICE INVITING TENDERS (NIT) FOR HOUSEKEEPING SERVICES

TENDER DOCUMENT

Director IISER Mohali invites **'Sealed Bids'** for housekeeping services from reputed agencies fulfilling the criteria laid down in bid format at **Annexure-2**. The job specifications and scope of work are given in **Annexure-I.** The format for Financial Bid at **Annexure-4.** The contract period will initially be for a period of one year extendable on satisfactory performance and mutual consent on same terms and conditions on yearly basis by another two years.

The bids are to be sent in single part – one sealed envelop mentioned on the top of the envelop as `**BID FOR HOUSEKEEPING SERVICES'.** The bids shall be signed by a person duly authorized on behalf of the bidder firm and shall be sent to :-

The Registrar
IISER Mohali
Sector-81, Knowledge city, PO-Manauli,
SAS Nagar Mohali-140306, Punjab

3. The sealed bids will be received by IISER Mohali up to 17/08/2015 upto 11am. Any bid received after the prescribed deadline shall not be considered irrespective of rates. The bids will be opened on the same date at 12.30 PM in the presence of the representatives of the bidders present.

4. Earnest Money (EMD) of Rs.50,000 (Rupees Fifty thousand only) and tender fee of Rs 500/- (Non-refundable through Demand draft) should submitted along with the **Bid**. The EMD shall be paid in the form of Demand Draft/Banker Cheque from a nationalized bank/Scheduled commercial bank/Bank Guarantee in favour of Registrar IISER Mohali payable at Mohali/Chandigarh. Any bid not accompanied by requisite EMD shall be deemed to be invalid and will be rejected by IISER Mohali

5. The EMD shall be forfeited:
   a) If the bidder withdraws his bid during the period of bid validity.
   b) In the case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit.

6. The EMD of successful bidder shall be returned after making of the security for the performance of the contract and shall only be discharged after submission of the required Performance Guarantee.

7. The bid shall remain valid for a period of 3 months from the date of receipt of the bid.

8. The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions,

alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required.

9. RATES AND PRICES

9.1 Bidders should quote the rates in the format given at Annexure-4. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing or over-writings are permissible. Bidders are responsible for meeting all legal and statutory requirements. No onus lies with IISER Mohali.

9.2 All statutory duties and taxes i.e. Service Tax and other may be clearly specified. Price quoted shall be firm and including all taxes whatsoever may be. Any variation in rates, prices or terms during validity of the offer shall require forfeiture of the EMD.

10. TERMS OF PAYMENT

Payment will be released on monthly basis within a ten working days after receipt of bill and on certification by Administration that the services provided during the month are satisfactory.

11. LIQUIDATED DAMAGES

IISER Mohali reserves the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by IISER Mohali from Security Deposit or pending bill or by raising a separate claim.

12. DEDUCTIONS FOR EXCEPTIONS

The deductions shall be made for the following jobs, if missed as exception. Such exceptions will duly be conveyed to the contractor by IISER Mohali in writing:

i) Not properly carrying out the jobs as defined for ‘daily’ - 2% (each exception) on ‘monthly’.
ii) Not properly carrying out the job as defined for ‘weekly’ - 3% (each exception) on ‘monthly’.

However, if the exceptions become general practice, action will be initiated as per clause 11 above.

13. PERFORMANCE GUARANTEE

13.1 The successful bidder shall furnish a performance guarantee for an amount equal to ten (10 percent of the annual awarded value, within 10 calendar days from the date of acceptance of the bid for due and proper fulfillment of contract.

13.2 EMD of successful bidder shall be discharged after receipt and acceptance of the Performance Guarantee towards full Security Deposit in the valid format. EMD of unsuccessful bidders shall be discharged after award of work to the successful bidder and signing of contract thereof.

13.3 The performance guarantee provided by the successful bidder may be in the form of a bank guarantee from a Scheduled Bank (as per format given in **Annexure-5**) which should be valid for one year from the date of award.

13.4 The bidder has to submit an undertaking as per **Annexure-3.**

14. CONCILIATION/ ARBITRATION

14.1 If any dispute (s) or difference (s) of any kind whatsoever arise between the Parties, the Parties hereto shall negotiate with a view to its amicable resolution and settlement through a committee appointed by the DIRECTOR, IISER MOHALI.

14.2 In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences are detailed above shall be referred to and settled by the empanelled Sole Arbitrator of IISER MOHALI to be appointed by the DIRECTOR, IISER MOHALI.

14.3 Notwithstanding the existence or any dispute or differences and/or reference for the arbitration, the Contractor shall proceed with and continue without hindrance the performance of the work under the contract with due diligence and expedition in a professional manner and the payment due to the Contractor shall not be withheld on account of such difference of arbitration proceedings unless such payment is a subject matter of the arbitration.

14.4 The arbitration proceedings shall be in accordance with the prevailing Arbitration and Conciliation Act, 1996 and Laws of India as amended or enacted from time to time.

14.5 The venue of the arbitration shall be MOHALI PUNJAB. The fee & other charges of Arbitrator shall be determined by the arbitrator in terms of the Act and shall be shared equally between the parties.

14.6 The arbitrator will give the speaking and the reasoned Award. The parties will not be entitled to any pendente-lite interest during arbitration proceedings.

15. FORCE MAJEURE

15.1 In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

15.2 The term “Force Majeure” as employed herein shall mean acts of God, War, Civil Riots, Fire affecting the performance of the Contract, Flood and Acts and Regulations of respective government of the two parties, namely IISER Mohali and the Contractor.

15.3 Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, IISER MOHALI shall have the option of canceling this contract in whole or part at his discretion without any liability at his part.

15.4 Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

16. **APPLICABLE LAW AND JURISDICTION**

All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts at Mohali, Punjab.

17. No alternative offer shall be considered.

18. IISER Mohali reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of IISER Mohali action.

19. IISER Mohali reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.

20. Any clarification on the documents may be obtained from:-

The Registrar
IISER Mohali
Sector-81, Knowledge city, PO-Manauli,
SAS Nagar Mohali-140306, Punjab
Ph- 0172 - 2240124

21. Afterwards of Letter Of Award, the Contractor is required to enter into a contract agreement with IISER Mohali on the terms & conditions as detailed in the tender document.

ANNEXURE – 1

JOB SPECIFICATIONS AND SCOPE OF WORK

A. AREA COVERAGE FOR HOUSEKEEPING SERVICES

1. Bids are invited for the cleaning and housekeeping job at Academic Block-I including Animal House Building, Lecture Hall Complex & Administrative Block. Total coverage area is about 26000 sq. mtr.) w.e.f. 01-09-2015.

B. BROAD DETAILS OF SCOPE OF WORK:

1. Cleaning, sweeping, moping and wiping of floors, staircase on daily basis from Monday to Friday or as required by Officer-In-charge. Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 AM.

2. Continuous moping to be done at reception floor and other floors during office hours (9.00 AM to 5.30PM)

3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area will be inspected hourly basis by the supervisor.

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. 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 IISER Mohali

10. Proper registers/records 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 IISER Mohali officer-in-charge at regular intervals and finally at the end of each month.

11. 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 IISER Mohali.

C. JOBS TO BE CARRIED OUT DAILY

i) Cleaning of general toilets at least thrice daily (at 8.30 AM, 12.00 Noon & 3.30 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/removal of any type of stains of ink etc. from the building premises and staircases.

xiii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.

xiv) Cleaning of carpets in rooms by vacuum cleaners.

xv) Cleaning of lift walls with silver/brass liquid cleaner.

D. JOBS TO BE CARRIED OUT WEEKLY

i) Cleaning of sanitary ware with suitable cleaning material without damaging their shine, scrubbing and cleaning of floors in the suitable cleaning material and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.

ii) Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.

iii) Cleaning of brass letters by brasso (polish), if any.

E. JOBS TO BE CARRIED OUT FORTNIGHTY BASIS

i) Polishing of brass items, if any 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) Lift 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:

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

ii) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

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 hereunder:-

a) House Keepers – 20 approx.

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 IISER Mohali

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

A consolidated per month amount may be quoted. The bidder is responsible for meeting all statutory requirements and IISER MOHALI shall not hold any responsibility.

H. SUPPLY OF MATERIAL AND CONSUMABLES:

All materials/consumables other related item is to be provided by the Agency has to be of ISI marked 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 IISER MOHALI on fortnightly basis. The stores are to be replenished at least 5 days in advance. Consumables shall be issued every morning in presence of an official authorized by IISER MOHALI.

I. 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 Municipal Corporation Mohali.

ANNEXURE-2

HOUSEKEEPING SERVICES – PREQUALIFICATION BID

1. THE COMPANY

a) Name _____

b) Regd. Address

_____
_____

c) Address of Office at Tricity (Mohali/Chandigarh/Panchkula)

_____
_____
_____

d) Contact Person's

i) Name & Design. _____

ii) Tel No. Landline_____Mobile_____

iii) Email ID _____

2. Type of Firm: Private Ltd,/Public Ltd.,/Cooperative/NGO/PSU/Partnership firms/ Proprietorship (Please tick and enclose copy of Memorandum/Articles of Association/ Certificate of Incorporation)

3. PAN/GIR No. : _____
(Please enclose attested photocopy)

4. TIN No. : _____
(Please enclose attested photocopy)

5. Service Tax Regn. No.: _____
(Please enclose attested photocopy)

6. EPF Registration No. _____
(Please enclose attested photocopy)

7. ESI Registration No. _____
(Please enclose attested photocopy)

8. Annual Turnover for the last 3 years:
(Should not be less than Rs 15.00 lakh)

2012-13 _____
2013-14 _____
2014-15 _____

(Please enclose copies of attested audited balance sheet and P& L A/c)
_____enclosed (please specify)

9. Experience of similar work in the field during the last three years

(Should have provided housekeeping services in reputed organizations including at least one PSU/Govt. Deptt. with work order not less than (i) Rs.10 lakh in a single order; or (ii) Rs.5 lakh each in two orders ; or (iii) Rs. 4 each in three orders)

a) **Please submit copies of documentary evidence e.g. work order and corresponding satisfactory job completion certificates from clients specifying value and period of work order _____enclosed (please specify)**

10. Infrastructure Details

i) Workforce (Nos.)_____ (not less than 25 of various category)
(Please enclose the list giving employee-wise name, PF No. ESI No.)

11. Earnest Money Details : **D.D. No. _____Date_____**
Amount - Rs.50,000/-
Drawn on _____

Signatures of authorized signatory
Name_____
Designation _____

Seal:

ANNEXURE - 3

(ON A STAMP PAPER OF Rs. 100/-)

UNDERTAKING

1. I/We, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid an binding upon me for the entire period of contract and period of extension, if any and it is certified that the rates quoted are the lowest rates as quoted in any other organization in India.
3. I/We give the rights to IISER Mohali to forefeit the Earnest Money/Performance Security Deposit by me/us in case of breach of conditions of Contract.
4. I/We hereby undertake to provide the housekeeping services as per the provisions in the tender document/contract agreement.
5. I/We abide by the provision of Minimum Wages Act, Contract Labour Act and other statutory provision like EPF, ESI, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable form time to time. All the cleaning personnel provided for housekeeping services shall be paid Minimum wages as per Government of India/Government of Punjab Minimum Wages Act, EPF, ESI and all statutory recovery & remittance shall be taken care by me/us.
6. I/We shall provide trained sanitation/housekeeping staff.
7. I/We do hereby undertake that neat and clean environment in IISER Mohali shall be ensured by our Agency. Our sanitation/Housekeeping Service shall be covered under "Fidelity Bond" through Insurance Agency for minimum sum of Rs.____ Lakhs (Rupees in words). The insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

Signatures of authorized signatory
Name_____
Designation _____

Seal:

ANNEXURE-4

HOUSEKEEPING SERVICES – FINANCIAL BID

Sl. No.	Details of Scope of work	Amount/Rs. per month (lumpsum inclusive of all)
1.	Carrying out the housekeeping work as per the scope of work/requirement shown in **Annexure - I** by deploying appropriate man power & equipments including consumables.	**Rs. _____**
2.	Any other charges (if any) Please specify	
Total Rs._____ In word (Rupees _____ _____)		

Signatures of authorized person

Name_____

Designation_____

Seal

ANNEXURE-5

Proforma towards Performance Security

Ref. No. _____ Bank Guarantee No _____
Dated _____

To,
The Registrar,
Indian Institute of Science Education and Research Mohali
Sector, 81, Knowledge City, SAS Nagar, Mohali Punjab 140306

Dear Sirs,

1. In consideration of **Indian Institute of Science Education and Research Mohali ,**_____ (hereinafter called the "Owner" which expression shall unless repugnant to the subject or context include its successors and assigns) having entered into a contract No. _____ dated _____ (hereinafter called 'the Contract' which expression shall include all the amendments thereto) with M/s _____ having its registered/head office at _____(hereinafter referred to as the 'Contractor') which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and IISER MOHALI having agreed that the Contractor shall furnish to IISER MOHALI a performance guarantee for Indian Rupees..... for the faithful performance of the entire contract.

2. We (name of the bank) _____ registered under the laws of _____ having head/registered office at _____
(hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any /all moneys to the extent of Indian Rs./-_____ (in figures) [Indian Rupees/- (in words)_____] without any demur, reservation, contest or protest and/or without any reference to the Contractor. Any such demand made by IISER MOHALI on the Bank by serving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator or any other authority and/or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by IISER MOHALI in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the Contractor and shall remain valid, binding and operative against the bank.

3. The Bank also agrees that IISER MOHALI at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the Contractor and notwithstanding any security or other guarantee that IISER MOHALI may have in relation to the Contractor's liabilities.

4. The Bank further agrees that IISER MOHALI shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in IISER MOHALI against the said Contractor(s) and to forbear or enforce any of the

terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of IISER MOHALI or any indulgence by IISER MOHALI to the said Contractor(s) or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the contract and all dues of IISER MOHALI under or by virtue of this contract have been fully paid and its claim satisfied or discharged or till IISER MOHALI discharges this guarantee in writing, whichever is earlier.

6. This Guarantee shall not be discharged by any change in our constitution, in the constitution of IISER MOHALI or that of the Contractor.

7. The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.

8. The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase order has been placed.

9. Notwithstanding anything contained hereinabove, our liability under this Guarantee is limited to Indian Rs. (in figures) _____ [Indian Rupees/- (in words) _____] and our guarantee shall remain in force until _____ . In case of any extension of contract, Performance Guarantee will be suitably extended.

Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of IISER MOHALI under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of IISER MOHALI under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this..... day of ..... 20 at .....

WITNESS NO. 1

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(Signature)
Full name and official
address (in legible letters)

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(Signature)
Full name and official
address (in legible letters)

WITNESS NO. 2

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(Signature)
Full name and official
address (in legible letters)