



IISER Mohali

# भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

मानव संसाधन विकास मंत्रालय, भारत सरकार द्वारा स्थापित  
सेक्टर 81, नॉलेज सिटी, पी. ओ. मनाली, एस. ए. एस. नगर, मोहाली, पंजाब –140306  
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH MOHALI  
Sector-81, Knowledge city, P.O.-Manauli, SAS Nagar Mohali-140306, Punjab  
PAN NO. - AAAAI1781K TAN NO. PTLI10692D

• Phone : +91-172-2240124 • Fax : +91-172-2240124, • <http://www.iisermohali.ac.in> • Email: [registrar@iisermohali.ac.in](mailto:registrar@iisermohali.ac.in)

## NOTICE INVITING TENDER

On behalf of Director, IISER Mohali invites 'Sealed Bids' for Cleaning & Housekeeping services from reputed / registered agencies/contractors having experience in carrying out similar work with Central Govt./State Govt./Autonomous bodies under Central/State Govt./Local authorities and holding valid License under the provision of Contract Labour (Regulation & Abolition) Act, 1970. The job specifications and scope of work are given in **Annexure-1** of the tender documents. Only those agencies, who fulfills the criteria as laid down in bid format at **Annexure-2**, may apply and submit their rates in the format for Financial Bid enclosed at **Annexure-4 and 4 A** of the tender documents.

The contractors shall make payment to workers, deployed by him as per Minimum Wages as notified by Ministry of Labour, Government of India from time to time. In addition to the wages, the contractor shall be liable to make payments of all the statutory benefits (viz. ESI, EPF, etc.) admissible to his workers as per the laws applicable.

Jobs and Scope of Work	Cost of Tender Documents	Earnest Money Deposit (EMD) in Rs.	Last Date and Time of Submission of Tender Document	Date of Opening of Technical Bid.
As mentioned in the Annexure – 1 of the Tender Documents	<b>Rs. 500/-</b>  (By DD/Banker's Cheque from a Nationalized / Scheduled Bank  (Non-refundable)	<b>Rs. 200000/-</b>  (By DD/Banker's Cheque from a Nationalized / Scheduled Bank	15.05.2017 till 1.00 PM	15.05.2017 at 4.00 PM

Tender Documents may be downloaded from our website : [iisermohali.ac.in](http://iisermohali.ac.in) ⇔ Advertisements ⇔ Tenders.

The bids will be submitted in SINGLE PART – one sealed envelope superscribed as '**BID FOR CLEANING & HOUSEKEEPING SERVICES**'. The bids shall be signed by the proprietor of the firm/agency or a person duly authorized on behalf of the agency. In case, any authorized person is signing the bids, the authorization letter with attested signature of the signatory should be submitted along with the bids. The bids, complete in all respects should be sent to "**The Registrar, IISER Mohali, Sector-81, Knowledge city, PO-Manauli, SAS Nagar Mohali-140306, Punjab**"

Tenders received after the due date and the scheduled time, incomplete in any respect etc. will be rejected summarily.

However, Director, IISER, Mohali reserves the right to accept or reject partly or fully or all the Tenders without assigning any reason thereof.

**Registrar  
IISER, Mohali**



# भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

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IISER/REG-17-18/Admn./Contr(b)/1

18<sup>th</sup> April 2017

## **NOTICE INVITING TENDERS FOR CLEANING & HOUSEKEEPING SERVICES**

On behalf of Director, IISER Mohali invites 'Sealed Bids' for Cleaning & Housekeeping services from reputed / registered agencies/contractors having experience in carrying out similar work with Central Govt./State Govt./Autonomous bodies under Central/State Govt./Local authorities and holding valid License under the provision of Contract Labour (Regulation & Abolition) Act, 1970. The job specifications and scope of work are given in **Annexure-1**. Only those agencies, who fulfill the criteria as laid down in bid format at **Annexure-2**, may apply and submit their rates in the format for Financial Bid enclosed at **Annexure-4 and 4 A**.

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 contractors shall make payment to workers, deployed by him as per Minimum Wages as notified by Ministry of Labour, Government of India from time to time. In addition to the wages, the contractor shall be liable to make payments of all the statutory benefits (viz. ESI, EPF, etc.) admissible to his workers as per the laws applicable.

### **TERMS AND CONDITIONS :**

1. The bids will be submitted in SINGLE PART – one sealed envelope superscribed as '**BID FOR CLEANING & HOUSEKEEPING SERVICES**'. The bids shall be signed by the proprietor of the firm/agency or a person duly authorized on behalf of the agency. In case, any authorized person is signing the bids, the authorization letter with attested signature of the signatory should be submitted along with the bids. The bids, complete in all respects should be sent to :-

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

2. **The sealed bids will be received by IISER Mohali up to 15.05.2017 up to 1.00 p.m.** Any bid, received after the prescribed deadline shall not be considered. The bids will be opened on the same date at 4.00 PM in the presence of the representatives of the bidders. Bids, incomplete in any respect such as unsigned bids, bids not supported by Tender fee/EMD etc. shall be rejected summarily.
3. Earnest Money (EMD) of Rs.2,00,000 (Rupees two Lakh only) and Tender Fee of Rs 500/- ( Non-refundable) should be submitted along with the **Bid**. The EMD shall be paid in the form of Demand Draft/Banker's Cheque from a nationalized bank/Scheduled Bank in favour of "**The 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.

4. 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.
5. 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.
6. The bid shall remain valid for a period of 3 months from the date of receipt of the bid.
7. 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.

## **8. RATES AND PRICES**

- 8.1 **Bidders should quote the rates in the format given at Annexure-4 and 4 A.** Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder duly stamped 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.
- 8.2 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 render forfeiture of the EMD.

## **9. TERMS OF PAYMENT**

- 9.1 Payment will be released on monthly basis within 10 (Ten) working days from the date of receipt of bill completed in all respects and supported by the relevant documents such as Muster Roll, Proof of payment, proof of submission of statutory liabilities like EPF, ESI, Service Tax etc. and on certification by Administration that the services provided during the month are satisfactory.
- 9.2 The contractor will be liable for the deduction of TDS @ 2% on the total bill as Income Tax as per provision of the Income Tax Act, or at the rates as made applicable from time to time.

## **10. 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 not found satisfactory 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 to the outgoing contractor.

## **11. 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 bill amount'.
- ii) Not properly carrying out the job as defined for 'weekly' - 3% (each exception) on 'monthly bill amount'.

However, if the exceptions become general practice, action will be initiated as per clause 10 above.

## **12. PERFORMANCE GUARANTEE**

- 12.1 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 award of the contract for due and proper fulfillment of obligations of the contract.
- 12.2 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.
- 12.3 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 18 (Eighteen Months) from the date of award.
- 12.4 The bidder has to submit an undertaking as per **Annexure-3**.

## **13. CONCILIATION/ ARBITRATION**

- 13.1 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.
- 13.2 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.
- 13.3 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.
- 13.4 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.

- 13.5 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.
- 13.6 The arbitrator will give the speaking and the reasoned Award. The parties will not be entitled to any pendent-lite interest during arbitration proceedings.

14. **FORCE MAJEURE**

- 14.1 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.
- 14.2 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.
- 14.3 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.
- 14.4. Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

15. **APPLICABLE LAW AND JURISDICTION**

All matters connected with this contract, 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.

16. No alternative offer shall be considered.
17. 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.
18. 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.
19. Any clarification on the documents may be obtained from:-

<p><b>The Registrar</b> <b>IISER Mohali, Sector-81, Knowledge city, PO-Manauli,</b> <b>SAS Nagar Mohali-140306, Punjab</b> <b>Ph- 0172 - 2240124</b></p>
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20. The Contractor is required to enter into a contract agreement with IISER Mohali on the terms & conditions as detailed in the tender document within 15 days from the date of acceptance of award of the contract.

### **OTHER CONDITIONS :**

1. In case, the integrity, character and behaviour of any of the contractor's worker is found doubtful, he should be replaced immediately by the contractor on receiving instructions from any authorized Officer of IISER, Mohali.
2. It shall be the sole responsibility of the contractor to ensure security and safety of all the property and assets movable and immovable of the Institute while working in the office premises and if there is any loss to the Institute on account of dishonesty, connivance, negligence on the part of its workers and/or due to any cause, the contractor shall make good on demand the loss to the Institute. The contractor shall report promptly to the Institute any theft or pilferage that takes place or where any attempt is made to that effect and loss, if any, shall be recovered from the contractor.
3. The Contractor will be responsible to make the payments to the workers deployed by him on or before 7th of each month. He will also be responsible to comply with all legal provisions of relevant Acts in respect of payments and other statutory benefits.
4. All documents including details of payment made by the contractor to the workers deployed by him shall be open for inspection by the Registrar, IISER, Mohali or any person authorized by him. **Payments to workers deployed by contractor shall be made directly in to the bank account of the contract labourers.**
5. Any compensation of disengagement on account of death, disability of any workers engaged by the contractor at IISER, Mohali even though such disability manifests after the termination of the contract, shall be contractor's exclusive liability.
6. The rates as quoted above would be applicable for entire period of the contract and the contractor will not make any claim for additional charges under any circumstances unless any revision made by the appropriate Government Authority in the wages and statutory benefits. If an additional demand for labourer made by authorized representative of the Institute through the Registrar during existence of the contract, the same shall be provided by the contractor and the amount for additional deployment will be paid to the contractor on pro-rata basis.
7. The contract workers are the employees of the contractor and work under the supervision/control/ discipline of the contractor/his representative. Moreover, the workers engaged by the contractor do not have any vested right for any regular employment in the Institute.
8. The decision of the Director, IISER, Mohali, regarding any disputes whatsoever arising out of the contract will be final and binding on the contractor.
9. While submitting the tender, the contractor should attach experience certificates and also a list of addresses where his agency was/is working as contractor for the advertised work along with a copy of registration certificate as mentioned above.
10. Canvassing in connection with the tender is strictly prohibited and the tender submitted by the contractor who resorts to canvassing will be liable for rejection.
11. Tenders which do not fulfill all or any of the above conditions or incomplete in any respect are liable for rejection.
12. The Director, IISER, Mohali, reserves the right to accept or reject any tender partly or fully without assigning any reason, whatsoever.

13. The contractor shall declare in writing if he is related to any of the officers/employees of the Institute with details of relationship thereof.
14. Agencies/Contractors must have a well-established Office/Branch Office at Tricity of Chandigarh/Mohali/Panchkula so that the authorized person of the agency may be made available within a short notice during exigencies.

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

1. Bids are invited for the cleaning and housekeeping job at 4 Nos. of Hostels i.e.(5,6,7,8), Academic Block-I, Academic Block – II, Lecture Hall Complex, Animal House, Administrative Block, CAF, Health Centre, Community Centre, Visitor's Hostel, Engineering Building, Residential Blocks-MJ, ME, MI, MK (common areas) and Roads. Total coverage area is approx. 1.10 Lakhs sq. mtrs.

**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 7.00 AM (for Hostels, Work to be started at 6.00 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, and insects' 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 suitable 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.

## **Details of works to be carried out at each of the four the hostels.**

### **1. Daily Work**

1. Cleaning work done all days of a week by proportionately deploying the workers all the days duly allowing weekly off/holidays as per the rules/acts on the subject. No overtime allowances will be paid /reimbursed to the contractor on account of this.
2. Work to be started at 6.00 am for mess and ground floor; by 7:00 am for the rest of the hostel.
3. Every day all the following need to be cleaned as described below- rooms, toilets, mess, corridors, washbasins, reading hall, TV room, Gym, quadrangle, Canteen, music room, stair cases, roof top and area surrounding the hostels.

#### **1.1 Cleaning of rooms:**

1. Each hostel has eight levels. There are 24 rooms in level 1, 32 rooms in 2<sup>nd</sup> and 3<sup>rd</sup> levels, 34 in 4<sup>th</sup> level and 36 rooms per level in 5<sup>th</sup> to 8<sup>th</sup> levels. Therefore, there are 266 rooms per hostel.
2. Cleaning of rooms includes sweeping, emptying of waste baskets, mopping and dusting.
3. Floor to be mopped using approved cleaning agents (phenol, Lizol, surf and water).
4. The balcony area of each room also to be cleaned in a similar way.
5. Wiping of windows.
6. Ventilator and door to be dusted.

#### **1.2 Cleaning of Washrooms :**

Each hostels has 48 washrooms. Each washroom has two shower stalls, two water closets and two washbasins.

The washroom is to be cleaned three times in a day (7.00 am, 12.00 noon and 3.00pm).

**1.2.1 Shower Stalls** to be cleaned with approved cleaning agents (phenol, lizol, acid , Vim bar and surf). The floor and wall has to be scrubbed clean.

**1.2.2 Water closet** to be cleaned with approved cleaning agents (Harpic and acid) using a toilet brush. Toilet seat of western type toilets to be cleaned with suitable detergent. Flushing system of toilets to be checked and to be cleaned. The floor to be mopped.

**1.2.3 Urinals** to be cleaned with approved cleaning agents (Harpic and acid). Naphthalene balls to be put in and refreshed regularly. Flush system to be checked and cleaned.

**1.2.4 Washbasins** to be cleaned by approved cleaning agents.

**1.2.5 Mirrors** to be cleaned by approved cleaning agents (Colin).

- a) Soap dispensers to be cleaned and refilled. Refills should be of approved soap.
- b) The floor of the common area of the Washrooms to be swept, mopped and cleaned using approved cleaning agents (phenol, lyzol and Acid).
- c) All walls to be dusted, cobwebs to be removed.
- d) Waste baskets to be emptied.
- e) All light fittings to be cleaned.
- f) Water heater to be dusted.
- g) Storage area to be cleaned.
- h) Ducts in the wash room to be cleaned.
- i) Air purifiers to be put in and regularly changed.
- j) Washrooms to be inspected on an hourly basis by the supervisor and cleaned more frequently if necessary.

#### **1. 3 Common Areas:**

- a) Common areas include corridors, common balconies, mess hall, canteen, gym, all roofs etc.
- b) Partitions to be dusted and wiped.
- c) Dusting of fire extinguisher.
- d) Removal of cobweb from all hostel areas like common area, mess hall, canteen, gym, all roof etc.
- e) Stair case to be cleaned with approved cleaning agents (lyzol, acid, surf).

- f) Laundry area to be cleaned with approved cleaning agents (lyzol, acid, surf). Mirrors to be cleaned with approved cleaning agents (Colin).
- g) Lift Area to be cleaned and dusted. Lift walls, floor to be cleaned with suitable cleaning agents. Lift glass to be cleaned with approved cleaning agents.
- h) Corridors and common balconies to be cleaned with approved cleaning agents (lizol, acid, surf).
- i) Reading halls, TV room, Gym, quadrangle, Canteen, music room, roof top- Floor, windows, ventilators etc. in these areas are to be cleaned with approved cleaning agents.
- j) Area of surrounding the hostels to be swept and cleaned.

#### **1.4 Mess Area and Level 1:**

- a) Mess to be cleaned thrice a day (6 am, 10.30 am and 2.45 pm). Mess area and surroundings to be inspected on a regular basis by the supervisor during meal service and cleaned more frequently if necessary.
- b) Mess floors to be cleaned with approved cleaning agents (lizol, acid, surf).
- c) Hand wash area floors to be cleaned with approved cleaning agents.
- d) Wash basins in the hand wash area to be cleaned.
- e) Mirrors to be cleaned.
- f) Area around the water coolers to be cleaned.
- g) Cobwebs to be removed, waste baskets to be emptied.
- h) Hostel offices to be cleaned and dusted with lizol, surf and water. Mirrors to be clean with colin.

#### **1.5 Details of works to be carried out in Sports Complex**

- i) Cleaning of 6 washrooms Twice a day
- ii) Cleaning of 2 changing rooms, offices and stores, Once in a day

#### **1.6 Garbage collection**

- Garbage to be collected from all floors of the hostel. Garbage should be segregated and disposed as per approved practice.

### **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.
- iv) **Details of works carried out at each of the four the hostels:**

These jobs are to be performed at a frequency described below or as required by the wardens.

- a) Cleaning of water coolers thrice in a week (Wednesday, Friday and Sunday).
- b) Washing mess floors thrice in a week (Wednesday, Friday and Sunday).
- c) Washing of floors in reading room, music room, gym, terrace and corridors thrice in a

week (Wednesday, Friday and Sunday).

- d) Cleaning of fans on a monthly basis.
- e) Sporadic cleaning: The wardens might require the staff to clean incidental spillage etc. These jobs will be done by the cleaning staff as required by the wardens.

v) **Shifting and other miscellaneous jobs:**

- Housekeeping staff is expected to help in miscellaneous chores like shifting of materials (beds, chairs, mattress, study tables, mess tables etc) from one hostel to another etc.

vi) **Additional requirements**

- i) Cleaning of blockage in sewer and pumping lines in and around the hostels as and when required.
- ii) Removal of beehives etc from the building and its premises

vii) **Details of works to be carried out in Sports Complex**

iii) Cleaning of the Gallery (1200 seater) Once in Week

iv) Cleaning of synthetic Courts

- (a) Basketball - 2 nos- Once in the week
- (b) Volleyball - 2 nos- Once in the week
- (c) Lawn Tennis - 2 nos- Once in the week
- (d) Practice wall- 1 nos- Once in the week

**To use soft brooms and washing with water only for the following work in Sports Complex**

Maintenance of Football/Cricket field (100m X 160m)- 1 Number

- (a) Grass cutting and removal of weeds- As and when necessary
- (b) Irrigation- As and when necessary
- (c) Repair by moving small quantities of earth- As and when necessary

**E. JOBS TO BE CARRIED OUT FORTNIGHTLY 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 – 80-90 approx. (Only women are to be deployed for cleaning the area of Hostels where girls are staying)

The bidder must employ adult and suitable 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.

### **Workforce:**

- i) A minimum of 1.5 persons per level (per floor) of the hostel are required. The bidder must employ adult and suitable labour only. Only women staff will be employed to work in areas of hostel where girl students stay. Employment of child labour will lead to the termination of the contract. Prior to employment on IISER Mohali hostel site, for every worker, the successful bidder shall provide proof of verification of antecedents including character and police verification and other formalities. The Dean Students and Wardens reserve the right to reject any worker who they are not satisfied with, without assigning any reason. The successful bidder is bound to replace the worker whose services have been rejected by the council of Dean Students and Wardens.
- ii) All workers will adhere to behavioural standards set by the committee of Dean Students and wardens. Smoking, consumption of alcohol, drugs, any form of tobacco products is strictly prohibited and will lead to immediate termination of services.
- iii) Since this is a hostel with minors, girls and students, behavioural integrity is of utmost importance. Any form of mis-behaviour as determined by the committee of Dean Students and wardens will lead to immediate termination of services.
- iv) Male workers are strictly prohibited from entering the girls' wing of the hostel. Services of any male worker found entering the girl's wing of the hostel will be terminated.
- v) Staff assigned to the hostel will not be changed without prior permission from the committee of Dean Students and wardens.

### **Monitoring of work.**

- i) In all issues concerning cleaning of the hostels, the successful bidder, all supervisors and all workers assigned to hostel cleaning will report to and are answerable to the Committee of Dean Students and Wardens. This committee will monitor the cleaning work and will decide whether it is satisfactory or not as per the conditions laid out in sections I and II for hostels. In all matters of cleaning, the decisions of this committee will be final. The successful bidder is bound to take corrective measures as and when directed by this committee.
- ii) The continuation of the contract beyond a period of one year will be dependent on the decision of this committee.

## **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.

## HOUSEKEEPING SERVICES – PREQUALIFICATION BID

### 1. THE COMPANY

a) Name \_\_\_\_\_

b) Regd. Address

\_\_\_\_\_

c) Address of Office at Tri-city (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 40.00 lakh)

2013-14 \_\_\_\_\_

2014-15 \_\_\_\_\_

2015-16 \_\_\_\_\_

(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.25 lakh in a single order; or (ii) Rs. 15 lakh each in two orders ; or (iii) Rs. 10 Lakh 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 80 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.2,00,000/-  
Drawn on \_\_\_\_\_

**Signatures of authorized signatory**  
Name \_\_\_\_\_  
Designation \_\_\_\_\_

**Seal:**

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

**UNDERTAKING**

1. 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 are not Black listed/Debarred/Suspended by any Government Department or an autonomous body for last three years.
2. 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.
3. I will obtain valid license from the respective competent authority of the State, and comply with the statutory conditions.
4. I agree to the deduction of Income Tax at source @2% on gross amount of the bill per month or at any modified rate notified under Income Tax Act by the Govt. of India, from time to time
5. I agree to provide separate documentary evidence about the remittance of ESI, EPF etc. in respect of workers deployed by me at IISER, Mohali.
6. Service Tax will be initially paid by me and got reimbursed by submitting the proof of remittance every month. I agree to provide separate receipt of Service Tax deposited by me in respect of payments received from IISER, Mohali in the following month.
7. The rates quoted by me are valid and 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. I/we will not make any claim for additional charges under any circumstances unless any revision made by the appropriate Government Authority in the wages and statutory benefits.
8. I/We give the rights to IISER Mohali to forfeit the Earnest Money/Performance Security Deposit by me/us in case of breach of conditions of Contract.
9. I/We hereby undertake to provide the housekeeping services as per the provisions in the tender document/contract agreement.
10. I/We abide by the provision of Minimum Wages Act, Contract Labour Act and other statutory provision like EPF, ESI, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. All the cleaning personnel provided for housekeeping services shall be paid Minimum wages as per Government of India/Central Labour Commissioner, EPF, ESI and all statutory recovery & remittance shall be taken care by me/us.
11. I/We shall provide trained sanitation/housekeeping staff. No worker less than 18 years of age will be deployed by me.
12. 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:**

### HOUSEKEEPING SERVICES - FINANCIAL BID

Sl. No.	Details of Scope of work	Amount/Rs. per month (lumpsum inclusive of all)
1.	Carrying out the Cleaning & Housekeeping work as per the scope of work/requirement shown in <b>Annexure - I</b> by deploying appropriate man power & equipments including consumables.	Rs. _____
2.	Any other charges (if any)  Please specify	
<p>Total <span style="float: right;">Rs. _____</span></p> <p>In word (Rupees _____ _____ )</p>		

**Signatures of authorized person**

Name \_\_\_\_\_

Designation \_\_\_\_\_

Seal

**Break-up / Calculation for arriving at the figures mentioned in the FINANCIAL BID**

The rates for undertaking the Job Contract for Activities mentioned the agency is as under;  
**Schedule of Wages/Rates (Item wise as under)**

<b>Sr. No.</b>	<b>Description</b>	<b>Rate per day per labour</b>
1.	Current Basic wages + VDA (Minimum wages)  under schedule of employment “Cleaning & Sweeping”. (As per the Gazette of India, Ministry of Labour & Employment Notification No. 173 dated 19.01.2017	
2.	EPF 13.36% (Employer’s Contribution)  (As per the provisions of “Employees Provident Fund and Miscellaneous Provisions Act, 1952”).	
3.	ESIC 4.75%  (As per the provision of “Employees State Insurance Act, 1948”).	
4.	Service Tax ..... % (as applicable)	
5.	Service charges ----- % (only on minimum wages at Sr. No. 1)	
<b>Total Rate per day per labour</b>		
6.	Expected numbers of labourers to be deployed by the contractor (Numbers should be mentioned after assessment of the activities to be carried out)	

1. The service charge should be quoted both in words and figures to avoid any ambiguity.
2. The rates should be quoted only for the items mentioned. No deviations should be there in the rates of statutory liabilities from the rates/percentage decided by the central government.
3. Service charge should not be less than or equivalent to the rates of TDS, if quoted less than the TDS percentage, the tender is liable to be rejected. In case, any exemption is granted towards payment of Income tax or exemption granted in percentage of TDS, the same should specifically be mentioned supported by relevant documents as a proof.
4. The % of Service charge may be quoted considering the fact that all the Statutory liabilities, Other benefits, Uniforms, Cleaning materials and equipments required etc. will have to be provided by the contractor at his own cost.
5. Payment against item no. 2, 3 and 4 will be made to them as at actuals and on reimbursable basis as per the supporting receipts / challans, documents.

**Signature with date & seal of the contractor**  
**(Name in Block Letters & Address)**

**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 later.

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----- (18 months from the date of award of the contract).  
\_\_\_\_\_. 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

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

-----  
(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)