

Cost of the Tender Document: Rs 500/-
(Rupees Five Hundred only)



CENTRAL UNIVERSITY OF KASHMIR

Transit Campus : Sonwar, Near G.B. Pant Hospital, Srinagar- 190 004

Tel: 0194-2468354, Fax: 2468351

www.cukashmir.ac.in

(TENDER NOTICE FOR HOUSEKEEPING AND GENERAL SERVICES)

Tender No.: CUKmr/HK/001/13

Dated: 03-04-2013

1. Name of the Agency:.....

2. Address with Telephone No. :

3. Earnest Money Deposit (EMD)

*(To Be Deposited along with the
Tender Document)*

a) Bank Draft No.....

b) Date.....

c) for `.....

d) Drawn on

FOR DOWNLOADED TENDER DOCUMENTS ONLY

Downloaded Tender Applications are required to be accompanied with a separate DD of Rs 500/- drawn from any Nationalized Bank favouring Central University of Kashmir payable at Srinagar (J&K).

4. Cost of Tender Paper:

*(To Be Deposited along
with Downloaded Tender Document)*

a) Bank Draft No.....

b) Date.....

c) for `.....

d) Drawn on

Tender Notice for Housekeeping & General Services

Sealed tenders under two bid system are invited from reputed and Govt. registered agencies for providing Housekeeping & General Services to the University. Application form and the detailed notification can be had from the Transit Campus of the University – Sonwar, Near GP Pant Hospital, Srinagar – 190 004 (J&K) on payment of Rs 500/ or can be downloaded from the University website: www.cukashmir.ac.in. The downloaded applications should be accompanied by a DD of Rs 500/. Interested parties may submit their applications along with a D.D of Rs.5000/ (EMD) drawn from any nationalized bank favoring Central University of Kashmir payable at Srinagar (J&K) in sealed envelopes on or before **29th April, 2013 (05:00 pm)**. Technical bids will be opened on **30th April, 2013 at 02: 00 pm** at the Transit Campus.

ELIGIBILITY CRITERIA

The applying agency shall possess the following for consideration of their offer:

1. License under Contract Labour Act.
2. Permanent Account Number issued by the Income Tax Department.
3. Service Tax Registration Number, if applicable
4. Registration under ESI Act & EPF Act
5. 3 years of Experience in providing Housekeeping and General Services.

Documentary proof of above must be furnished with the tender document. Absence of any of the above will render the agency in-eligible for the bidding.

NATURE OF SERVICES

- | | |
|----------------------------|--|
| 1. Sweeper | 7. Plumber |
| 2. Chowkidar | 8. Electrician |
| 3. Office/Hostel Attendant | 9. Technical Assistant/ Lab Technician |
| 4. Gardner | 10. Stenographer |
| 5. Typist/Office Assistant | 11. Computer Operator |
| 6. Cook | 12. Receptionist/Telephone Operator |

The number of persons to be deployed from above mentioned categories shall be decided after completion of tendering process. The University reserves the right to fix the number on the basis of actual workload which will be calculated on the basis of 8 hours work-period per day. However, while deciding such number, the selected agency will be given a proper hearing.

For the sweeping & cleaning, all machinery / equipment / material etc. required for the job is to be provided by selected agency within the quoted amount for sweepers.

The agency selected shall have to provide / keep sufficient stock of cleaning items like Dusters, Mops, Brushes, Pans, Detergents, Washing Powder, Brooms, Sponges, Buckets, Garbage Sacks, Polish, Phenyl, Acid, Toilet Disinfectants, good quality Liquid Soap or Small Soap Cakes, Odonil, Fresheners, toilet rolls, hand towels, tissue paper etc. for use in the University.

TERMS & CONDITIONS

1. As per two bid system, the applying agency is required to submit their bids separately in two parts (Part A: *Technical Bid* & Part B: *Financial Bid*), clearly indicating the Tender No. & Type of quotation. Firms not adhering to this will not be considered for further processing of their proposals.
2. Part A should contain covering letter, copies of license under labour Act, PAN card, Service Tax Registration, ESI and EPP registration, experience certificates issued by the clients, agency profile on the prescribed format and the requisite fee.
3. Downloaded forms should be accompanied with a DD of Rs 500/ (enclosed with Technical bid) drawn from any nationalized bank favoring Central University of Kashmir payable at Srinagar (J&K) as cost of tender document. This DD should not be merged with the EMD.
4. The Technical Bid should also be accompanied by EMD in the shape of a Demand Draft drawn for Rs. 5000 (*Rupees Five Thousand Only*) from any nationalized bank favoring Central University of Kashmir payable at Srinagar (J&K). The offers without EMD shall be rejected. EMD will be returned without any interest, to all the participating firms after finalization of the tender process.
5. The bidder must enter the basic salary, ESI, EPF & the Service charges per Group in the prescribed format given in the Part B (Financial bid).
6. The Technical Bid (Part A) will be opened at **30th April, 2013 at 02: 00 pm** at the office of the University by a **Tender Opening and Evaluation Committee** constituted for this purpose in the presence of tenderers and/or their authorized representative who may like to be present on specified date and time.
7. Financial bids of only those tenderers shall be opened, whose Technical Bid is found to be as per the requirements of the University.
8. The successful tenderer/contractor shall have to provide staff as per the agreement made with the University which shall be monitored by the University and if the strength is found less, the proportionate recovery will be made.
9. The University reserves the right to reject any or all Bids/Offer without assigning any reason or cancel the process at anytime.
10. In case, two or more than two bidders have quoted lowest for different categories of staff, the University reserves the right to enter into negotiations with the bidder, declared suitable for the purpose by the University.
11. The whole tender document shall be submitted by the agency with seal and signature on every page expressing their acceptance of terms and conditions. However, bidders may keep a photocopy of the same for their own record.
12. The University will hire the services of a duly licensed agency to provide Housekeeping & General Services on payment of a consolidated amount on monthly basis which should not be less than the prevalent rates of minimum wages as notified by the appropriate Govt agency. All other liabilities as per the existing laws will be borne by the concerned agency without any liabilities on the University. The tenderer/contractor shall inturn make the payment to its employees at not less than the prevalent rates of minimum wages as notified from time to time.
13. The tendered must quote the EPF & ESI as per the prevalent rates as prescribed by the Govt.
14. In case the basic salary or EPF or ESI (mentioned in the Financial Bid) is quoted lower than the rates of minimum wages or prescribed rates, the bid shall be summarily rejected.
15. Quotations received late, improperly sealed, or with incomplete marking or with overwriting/corrections in the quotation document are liable to be rejected.
16. The bid must be valid for a period of 90 days from the last date of submission of the tenders. Beyond this period, the validity of bid may be extended by the mutual agreement of the bidder & the University.
17. The selected agency will be required to enter into an Agreement with the University on a non-judicial stamp paper of Rs.100/.
18. As per GFR 2005, the successful tenderer shall have to deposit Security Deposit in the form of Bank Draft from a Nationalized Bank in favour of Central University of Kashmir payable at Srinagar (J&K) within 15 days of issue of the acceptance letter to the successful bidder/Agency failing which the award/acceptance letter will be treated

as cancelled. The said amount will be refunded without any interest after the successful performance of the concerned firm. However, in case of unsatisfactory service provided by the agency, the Performance Security will be forfeited.

19. Initially the agency selected, will be hired for a period of two years extendable on year to year basis depending on the mutual agreement of the University and the agency with such modifications as necessary. During the period of agreement, the terms and conditions of the contract will not be subject to any change except for the revision of minimum wages & rates of EPF & ESI by the concerned Govt agency.
20. In addition to its rights under any other provision of the Agreement, the University may terminate the contract at any time by giving the Agency two months' written notice without explaining the reason of termination. Upon the expiration of the notice, the contract shall terminate without prejudice to the rights of the parties accrued to the date of terminate.
21. A list of the employees, engaged by the Agency/Contractor, shall be provided to the University at the time of taking over the duties. Any future change in the list shall be communicated immediately to the University.
22. The University reserves the right not to hire the services of particular group of staff or may increase or decrease the staff deployed by the agency as per the requirements, without assigning any reason.
23. The engaged staff shall be issued the nameplates which they shall wear while on duty.
24. The agency/contractor shall provide sufficient sets of neat & clean uniforms to its employees wherever required who shall wear the same during duty/working hours.
25. The contractor will issue identity cards to their staff clearly indicating the place of deployment, failing which no entry will be allowed inside the office. This will be provided by the contractor at their own cost.
26. The tenderer shall be responsible for the conduct and behavior of its employees.
27. In the event of any loss suffered by the University due to negligence of agency/contractor's employees, the agency/contractor shall make good the loss sustained by the University either by replacement, or by payment of adequate compensation as decided by the University.
28. The University shall have the right to ask for replacement of any person without assigning any reason whatsoever and the substitute shall have to be provided by the contractor immediately.
29. The employees employed by the agency/contractor shall be of good character, sound health and shall be in the age of 18 years to 55 years. No criminal case should be pending against any of its staff member.
30. The agency/contractor shall be responsible to the Registrar and/or to an Officer authorized by the University for the execution of day-to-day work.
31. The instructions/orders issued by the University from time to time shall also be followed by the contractor and his employees.
32. The University shall not be responsible for the payment of the wages or any other allowances individually to the staff/employees engaged by the contractor. The agency shall follow all rules, regulations and directions issued by the appropriate Government Agency from time to time as regards welfare of Labour.
33. Leaves/Weekly Offs to the staff engaged shall as per the prevalent norms. However, against such Leaves/Weekly Offs, the agency shall provide alternative staff without any extra costs.
34. The University shall not be responsible for any compensation which may be required to be paid to the worker(s) of the agency consequent upon any injury/mishap.
35. The payment of the contract shall be made on monthly basis against pre-receipted bills in duplicate.
36. TDS as applicable shall be deducted at source and to be deposited with the Govt.
37. The Agency must attach a list of universities/institutions to which they have provided similar services in the last three years along with valid proof.
38. The selected agency shall have to provide the services at different locations in Kashmir valley as decided by the University from time to time.
39. The University shall prepare a panel out of the tenders received and in case the agency selected fails to do the job successfully or leaves the job before completion of the contract period, or decline to accept the award for whatever reason, the agency next in the panel will be offered the job. However, the validity of the offer to the next tenderer/ contractor will be for the remaining period of the contract. In case the successful bidder decline

to accept the award or to provide the services, the EMD made by him shall be forfeited and may also be black listed.

40. The rates/charges for staff shall be revised suitably as and when there is an increase in the minimum wages by the Central Govt. during the validity of contract effective from date so notified.
41. Once the bidder submits the tender, he would be presumed to have understood and accepted all the terms and conditions given in NIT. No inquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the tender.
42. The Contractor shall not engage any sub-contractor or transfer the contract to any other person or agency in any manner.
43. The University will not provide any medical facility and residential accommodation to the staff of the Contractor.
44. In case of exceptional cases, the University at its discretion may relax any of the eligibility condition prescribed in this NIT.
45. The persons deployed by the successful tenderer for services shall have no claim whatsoever to any employment or preference in employment, regularization, absorption, selection to appointment, continuity in services etc. with the University.
46. In case of any dispute arising out of this agreement, the same shall be resolved initially by mutual discussion between the parties with in a period of 60 days failing which appropriate courts at Srinagar will have the jurisdiction to adjudicate upon the matter.
47. The Income Tax or service tax as applicable from time to time shall be deducted from the monthly payment of Agency.
48. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/ organizational matters as all are of confidential/ secret nature.
49. For every 6(six) days of duty of personnel one day off with payment will be given. The tenderer will have to bear cost of providing personnel for this weekly off.
50. The University may at any time vary or add to the service specification in accordance with this condition and no such variation or addition shall affect the continuation of the contract.
51. In case the last date of bid submission or date of opening of bid turns to be off day, next working day shall be deemed to be the effective date for the same.

DUTIES & RESPONSIBILITIES OF THE AGENCY

1. The selected agency shall provide the staff in line with the prescribed qualifications as mentioned in the NIT at Annexure-I.
2. In case the outsourced staff provided by the selected agency does not seem to be fit for the job despite of holding the requisite qualifications/experience, the agency shall immediately replace the staff with the new one.
3. As and when required for any other works related to the University, the contractor has to supply the required labour on day to day basis or on lump sum basis for the additional jobs/ works for which the University shall make payments separately on submission of the bills on successful completion of the jobs/ works by the contractor.
4. The selected agency shall have to provide sweeping & cleaning services in all parts of the Campus which includes various building blocks, their rooms, bathrooms, staircases, corridors and the surrounding areas like lawns, roads and gates.
5. The sweeping services shall include:
 - a) General Cleaning Services to be provided on daily basis:
 - b) Cleaning / Dusting of furniture etc., of the entire office before 9.00 AM
 - c) Removal of waste paper and any other garbage from the entire premises.
 - d) Dusting of cupboards, telephone equipment first with dry cloth and then if required with detergent spray, such as Colin.
 - e) Mopping of common areas.

- f) Cleaning of Planters.
 - g) Air freshener spray in all cabins, toilets and corridors, at least twice in a day.
 - h) Re-stock toiletries in toilets after daily check-ups in the mornings, afternoons and on call basis during day time.
 - i) Cleaning / mopping of sitting area and reception area and passages on a continuous basis.
 - j) Cleaning and refilling of water jugs in all Sections / Officers' Rooms.
 - k) Shifting / adjustments of furniture and other items etc., within the premises.
 - l) Acid cleaning and scrubbing of toilets, washbasins, sanitary fittings, glasses and toilet floor
 - m) Cleaning of window glasses, frames and grills with Colin or any other good quality detergent;
 - n) Vacuum cleaning of carpeted floor, brushing of carpets and the office equipment on every Saturday, as and when required;
 - o) Cleaning of panels, posters and paintings, wooden cupboards including adjustments where needed;
 - p) Removal of cobwebs;
 - q) Window sponging and cleaning;
 - r) Cleaning of dustbins and buckets with detergent;
 - s) Brass polishing of name-plates;
 - t) Disinfectant spray in rooms / cabins on requirement basis;
 - u) Cleaning of roof-tops;
 - v) Vacuuming of curtains / up holdings etc.
6. Office Attendants
- i. To move papers/files, etc. from one destination to another within the university.
 - ii. To serve Water, Tea/Coffee to the employees and visitors of the University, as and when required.
 - iii. To move furniture and other items within premises, as and when required.
 - iv. To help in collection and despatch of various parcels, inventories etc.
- Any other attendance services required by the Officers of the university
7. The Agency shall, wherever applicable, comply with the provisions of the Payment of Wages Act 1936, Minimum Wages Act 1948, Employees Provident Fund and Miscellaneous Provisions Act 1952, ESI Act 1948, Employer's Liability Act 1938, Workmen's Compensation Act 1923, Industrial Dispute Act, 1947, Maternity Benefit Act 1961, and Contractor's Labour (Regulations and Abolition Act) 1970, or the modifications thereof or any other laws relating thereto and the rules made there under from time to time.
8. The agency shall not deploy its staff for more than the prescribed duty hours.
9. Payment of salary and arrears etc to the staff hired by the agency to perform the duties at the University shall be made by the agency through Account Payee Cheque only and provide aquittance roll to the University giving details of contribution/deduction regarding ESI, EPF, etc.
10. The selected agency shall have to provide the proof of deposit of ESIC and EPF to the individual account of the staff deployed each month along with the bill and also to submit copy of annual return giving complete list with all the details of individual EPF contribution with their EPF number.
11. The agency shall provide the services of trained staff, who shall observe discipline, decency, decorum and the code of conduct and mannerism befitting of such personnel.
12. The agency shall be responsible to provide immediate replacement in place of any staff member who is not available for duty, for any reason whatsoever.
13. The agency shall provide staff as may be required by the University for which prior information shall be provided.
14. The agency shall carry out such other duties as may be entrusted to them from time to time by the University.

No.: CUKmr/HK/001/13

Dated: 03.04.2013

Sd/
(REGISTRAR)

6

BIDDER'S PROFILE

(PART -A)

- 1. Name of the bidder/ firm/ agency
- 2. Name of the authorized signatory (whose photograph is affixed)
Mr/Ms/Mrs.....
- 3. Permanent address of the agency.....
.....
- Tel. No. (with STD Code) (O) (Fax)
(R) (Mobile)
- 4. Registration & incorporation particulars of the firm.
6.1 Proprietorship
6.2 Partnership
6.3 Private Limited
6.4 Public Limited
(Please attach attested copies of documents of registration/incorporation of your firm with the competent authority as required by business law).
- 5. Name proprietor/ partners/ directors
- 6. Bidders bank, its address and his current account number.....
.....
- 7. Permanent Account Number, Income Tax Circle (Please enclose details if IT Returns of last three years separately with documentary proof)
.....
- 8. Service Tax Registration No, if any
- 9. License No. under Contract Labour Act.....
- 10. ESI No..... 11. EPF No.....



Note: Documentary proof to be attached for the entries at Serial No. 6,7,8, 9, 10, & 11.

I/We hereby declare that the information furnished above is true and correct and all the terms/conditions are acceptable to me/us in toto. At any stage if the above information is found incorrect, University may cancel my empanelment.

Place
Date:

**Name and Sign. of the Authorized Person
of the Firm along with Seal**

CHECK LIST OF ATTESTED COPIES OF DOCUMENTS TO BE ATTACHED WITH THE TECHNICAL BID

- | | | |
|----|--|----------|
| 1. | PAN Number | Yes / No |
| 2. | Provident Fund Account Number issued by
The competent authority | Yes / No |
| 3. | ESI Registration No. issued by the Competent
Authority | Yes / No |
| 4. | Contract license issued by the Labour Commissioner
Under Contract Labour Act. | Yes / No |
| 5. | Cost of bidding document | Yes / No |
| 6. | Bank Draft (EMD) | Yes / No |
| 7. | Service Tax No. | Yes / No |
| 8. | Proof of Experience | Yes / No |
| 9. | Signature of Tenderer | _____ |

**PROFORMA FOR FINANCIAL BID
(PART -B)**

Name of the Agency:.....

Tel .No.....

Consolidated Rate of wages for Housekeeping & General Services per person/per month with 8 hours duty per day

(Please enter a single rate for personnel in each Group)

S. No.	Category	Basic Salary per person* (Rs)	EPF *	ESI	Service Charges per person***	Total/Person
			Employer's Contribution (Rs)	Employer's Contribution (RS`)	Rs	(Rs)
1.	GROUP-I					
	<ul style="list-style-type: none"> ✦ Technical Assistant/Lab Technician ✦ Stenographer ✦ Computer Operator ✦ Receptionist/Telephone Operator ✦ Typist/Office Assistant 					
3.	GROUP-II					
	<ul style="list-style-type: none"> ✦ Electrician ✦ Plumber ✦ Cook ✦ Gardener 					
4.	GROUP-III					
	<ul style="list-style-type: none"> ✦ Office /Hostel Attendant ✦ Sweeper** ✦ Chowkidar 					

* The employee's contribution for EPF & ESI shall be deducted from the Basic Salary.

**Amount quoted should include the cost of material required for the sweeping & cleaning.

*** To be mentioned as Rupees per person & must be all inclusive of Service Tax etc.

Note: Minimum qualification for the staff to be deployed has been given in the Annexure I.

Declaration:

It is certified that the information furnished above is correct. We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. The signatory to this bid is authorized to sign such bids on behalf of the organization.

Place:.....

Date:.....

Name:.....

Signature:.....

Designation:.....

(Annexure I)**Minimum Qualification for the Staff**

S. No.	Staff Category	Minimum Qualification
1	Sweeper /Chowkidar	Nil
2	Gardener	Five years experience of gardening
3	Office/Hostel Attendant	10 th Pass
4	Receptionist/Telephone Operator	Graduate with good communication skills with one year experience from reputed BPO
5	Technical Assistant (General)	Graduate and Diploma/Degree in Computer Applications from recognized institute
	Technical Assistant (For Media Lab)	Graduate and Diploma in Broadcast/ Electronic/ Telecommunication Engineering from a recognized institute / university.
6.	Stenographer	Graduate and certificate course in English shorthand with typing speed of 40 w.p.m from any recognized institute
7.	Computer Operator	BCA or Diploma in Computer Application
8	Typist/Office Assistant	Graduate and certificate course in English typing with typing speed of 20 w.p.m from any recognized institute
9.	Cook	8 th Pass with 5 years experience of cooking
10.	Plumber	8 th Pass with 5 years experience as Plumber
11.	Electrician	8 th Pass with 5 years experience as Electrician