

# UNIVERSITY OF DELHI

## Estate Section

Room No: 110, 1<sup>st</sup> Floor, New Administrative Block, University of Delhi,  
Delhi-110007  
Tel-Fax: 011-27662451 and  
Email: dr\_estate@admin.du.ac.in

### E-PROCUREMENT TENDER NOTICE

Ref.No.ESTATE/075/2018/

University of Delhi invites tenders under Two Bids System (Technical and Financial) from reputed & registered Housekeeping agencies having experience in cleaning and housekeeping services and which are engaged in public service, for Providing Cleaning & Sanitation Services through e-procurement for Providing Cleaning & Sanitation Services at North Campus, University of Delhi.

Item	Details / Date
EMD (Earnest Money Deposit)	Rs.18,00,000/-
Bid Document Download Starts Date	30.11.2018, 10.00 A.M.
Online Bid Submission Start Date	30.11.2018, 01.00 P.M.
Online Bid Submission End Date	27.12.2018, 03.00 P.M.
Bid Opening Date	28.12.2018, 03.00 P.M.

#### Notes:

- (i) All details regarding the subject tender are available on our websites [www.du.ac.in](http://www.du.ac.in) and <https://eprocure.gov.in/eprocure/app>. Bidders are therefore, requested to visit our websites regularly to keep themselves updated.
- (ii) Manual bids shall not be accepted.**
- (iii) For submission of E-Bids, bidders are required to get themselves registered with <http://eprocure.gov.in/eprocure/app>.
- (iv) The EMD and sample of cleaning material (As per Financial Bid Form Part-II) should reach the **Estate Section, Room No: 110, 1<sup>st</sup> Floor, New Administrative Block, University of Delhi, Delhi-110007** before the closing date i.e. **27.12.2018** and time of bid submission, failing which offer will be rejected. Bidder, however, have to attach scanned copies of and EMD documents along with their e-tender.
- (v) Clarifications/ queries, if any, can be addressed to the Assistant Registrar, Estate on telephone no. 011-27662451 & 011-27666794 and email: dr\_estate@admin.du.ac.in

**REGISTRAR**

**INFORMATION & INSTRUCTIONS FOR BIDDERS**

Earnest Money Deposit (EMD)	Rs.18,00,000/-(Rupees Eighteen Lakh Only) in the form of Demand draft / Pay Order/ Fixed Deposit Receipt (FDR)/Bank Guarantee in favour of Registrar, University of Delhi, Payable at Delhi and valid for a period of six months. EMD should reach the <b>Estate Section, Room No:110, 1<sup>st</sup> Floor, New Administrative Block, University of Delhi, Delhi-110007</b> , before the closing date and time of bid submission, as specified below. Bidders, however, have to attach scanned copies of EMD documents alongwith the e-tender (technical bid).
Samples of cleaning materials	Samples of cleaning material (As per the Financial Bid Form Part-II) should reach the <b>Section Officer, Estate Section, Room No.110, 1<sup>st</sup> Floor, New Administrative Block, North Campus, University of Delhi</b> , on or before the end date and time of bid submission i.e. .
Issue of Tender Document	Tender Document may be down- loaded from the University website <a href="http://www.du.ac.in">www.du.ac.in</a> . and CPP portal <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> as per schedule provided below:
Bid Document Download Starts Date	30.11.2018, 10.00 A.M.
Online Bid Submission Start Date	30.11.2018, 01.00 P.M.
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# **UNIVERSITY OF DELHI**

## **TENDER DOCUMENT FOR THE CONTRACT FOR PROVIDING CLEANING & SANITATION SERVICES AT UNIVERSITY OF DELHI**

- |                 |   |   |
|-----------------|---|---|
| 1. Annexure I   | : | Technical Bid form                          |
| 2. Annexure II  | : | Financial Bid form                          |
| 3. Annexure III | : | Undertaking                                 |
| 4. Annexure IV  | : | Contract Agreement                          |
| 5. Annexure V   | : | Tentative Requirement of Sanitary Personnel |

**University of Delhi**  
**Delhi – 110007**

**TERMS & CONDITIONS**

**1.0 About the University**

- 1.01 The University of Delhi is a premier university of India and is known for its high standards in teaching and research and attracts eminent scholars to its faculty. It was established in 1922 as a unitary, teaching and residential University by an Act of the then Central Legislative Assembly. The President of India is the Visitor, the Vice President is the Chancellor and the Chief Justice of the Supreme Court of India is the Pro-Chancellor of the University.
- 1.02 The University of Delhi is seeking sanitation provider through e-tendering who shall provide trained sanitation workers to carry out sanitation and housekeeping of the building, equipment, materials etc., as specified in the scope of work. The same sanitation provider shall provide cleaning and sanitation services in University departments.

**2.0 Scope of Work**

The list of location/building including open space with tentative requirement of the sanitary personnel is mentioned at Annexure-V.

- 2.01 Cleaning of floor areas, vertical finishes (walls) roof and false ceilings, glass areas, doors and attached fixtures, windows with attached fixtures and frames, rolling shutters, railings, mirrors aluminium grills, pillars, curtains, slabs, cabinets, almirah with attached fixtures, etc. All the covered area including all rooms, corridors, staircase, associated bathrooms and toilets of office on all floors.
- 2.02 Cleaning of all open areas between the building and boundary walls including sweeping of roads, lawns, paths, cleaning open drains, main gates, generator areas, electrical penal, roofs and terrace, including overhead water tanks etc., if any.
- 2.03 Washing, cleaning and maintenance of indoor and outdoor artificial decorative plants, flower pots etc.
- 2.04 Sanitation of bathrooms and *toilets including supply of necessary items* to maintain hygienic atmosphere.
- 2.05 *Material will be used in bathrooms and toilets should be branded and ISI marked.*
- 2.06 Cleaning and maintenance of all the drains within the compound. It is the responsibility of agency, to keep round the clock sanitation/ housekeeping workers who are expert in the clearance of chocking of sinks, wash basins, floor traps, nahani traps, EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines etc.
- 2.07 Cleaning of dustbins and removal/disposal of collected garbage to an approved location, clearance of segregated waste as per the prescribed norms of waste disposal at designated places as set out by the appropriate government/its local body.

- 2.08 Pest control, termite control, mosquito control including winged pests, larva control and rodent control etc. of the entire campus in all covered and open area.
- 2.09 Cleaning of all equipments available in the rooms including telephone sets and accessories, computers and accessories, furniture, signage boards, notice boards, switch boards, Air-conditioners, etc. with dusting or wet mopping or vacuum cleaning.
- 2.10 Cleaning of all lighting, indoor as well as outdoor, and electrical fixtures.
- 2.11 Cleaning of drinking water coolers, water filters, Desert coolers, etc.
- 2.12 Cleaning of lifts (all components).
- 2.13 Cleaning of fire-fighting equipments, CCTV and public address systems, etc.
- 2.14 Cleaning of all miscellaneous equipments as available or being provided from time to time.
- 2.15 The cleaning of carpets, etc. with modern gadgets shall be done once a week.
- 2.16 The Housekeeping and Sanitation service provider should ensure to instruct their workers to clean the toilet and sweep and mop the floors of the Faculty/Department/Hostel and other building of the University at least four times daily.
- 2.17 A chart depicting the works to be performed is to be pasted on the backside of the door and signed by the sanitary worker after every cleaning of the toilet and inspected by the sanitary supervisor.
- 2.18 The sanitary worker posted in various Faculties/Departments/Hostels and other buildings of the University are required to sweep the roads twice a day in front of the respective buildings at 11:00 am & 03.00pm.
- 2.19 All the sanitary worker must report for duty in their designated uniform as provided by the service provider company.
- 2.20 Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9:00am in class rooms/ offices where work will start at 9:00am. The Sanitation Provider shall provide full support and cooperation during functions, seminars, conferences etc. organized by the University.
- 2.21 List of machines required in Sanitation & Housekeeping services in the University will be provided by the bidder without any additional charges. The list of machines is given below:-

<b>Machine Required for Cleaning</b>	<b>Quantity</b>
Wet/ Dry Vacuum Cleaner	01
High Pressure Cleaner	01
Ladder (24ft and 12ft)	01
Light Duty machine scrubber	01
Heavy Duty Auto Scrubber dryer	01
Steam cleaning machine	01

- 2.22 Waste Disposal Management:
- 2.22.1 The Sanitation Provider will prepare a flowchart indicating the method of collection /disposal, etc.
  - 2.22.2 The Sanitation Provider will teach and train its sanitary worker for the collection / disposal work.
  - 2.22.3 The garbage will have to be disposed off at least thrice a day.
  - 2.22.4 The Sanitation Provider will make arrangement to collect garbage in specified colour coded bags, as applicable, from all designated area within the University.
- 2.23 The deep cleaning of the entire area will be done by the Sanitation Provider once a week as under :-
- 2.23.1 Dusting of entire area including windows / windowpanes / doors / ledges, etc.
  - 2.23.2 Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
  - 2.23.3 Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
  - 2.23.4 Cleaning of all windows glasses and grill with detergent/cleaning agents.
  - 2.23.5 Washing of outside area with High Pressure Jet Machine.
  - 2.23.6 Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
  - 2.23.7 Thorough cleaning of all switch boards, fittings, lights, fans and ACs.
  - 2.23.8 The Sanitation Provider will make a cleaning program and submit to the Assistant Registrar (Estate), so that the particular area could be made available for the cleaning work.
  - 2.23.9 The Sanitation Provider will work in the specified area mentioned in the scope of work.
- 2.24 **Housekeeping Monitoring and Control:** For better management and smooth services, the following monitoring mechanism will be adopted by the Sanitation Provider:-
- 2.24.1 **Toilets Checklist:** This is to be attached on the back of the toilet door. It is to be filled up by the Sanitation Supervisor on duty daily.
  - 2.24.2 **Management/Housekeeping Services Requirements/Complaints Register:** This is to be filled up by the Sanitation Supervisor of the Sanitation Provider who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or workers deployed by the Sanitation Provider will be recorded in a register. The Sanitation Provider will take immediate action to resolve the same, failing which the penalty clause will be invoked.



2.24.3 This register shall also have entries of the complaints received from DU Officials after the inspection of the site, material on site, attendance sheet of the staff, weekly report etc.

2.25 **Periodic check of cleanliness:** The cleanliness will be periodically checked by the concerned HoD, Director etc. and Assistant Registrar (Estate) or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the Sanitation Provider has to abide by those criteria. These are as follows:-

2.25.1 Shine level, presence of dust, pan and gutka stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.

2.25.2 Dust or cobwebs etc. on roof, window grills etc.

2.25.3 Finger or palm marks, dust and gutka stain on glass panes of windows or doors and mirrors.

2.25.4 Dirt marks, dust, dryness and odor in Wash-basin, WC Seats, floors etc. in toilets/bathrooms.

### **3.0 Minimum Eligibility Criteria**

3.01 The bidder must be registered in appropriate class under relevant act/ rule of the State/Central Government or any other statute/act as required in force or as the case may be (**To be enclosed as a proof**).

3.02 The bidder must comply with the Government statutory requirements, such as registration with Employee State Insurance Act (ESIC), Employee Provident Fund (EPF), PAN/TIN/TAN and all relevant provisions mandated by State and Central Government, etc. required for running an organization legally and in compliance. (Self-attested copies of the relevant documents are to be enclosed as proof).

3.03 The bidder must have a minimum 03 crore annual turnover in last three financial years i.e. 2015-16, 2016-17 and 2017-18. (Appropriate document/Income Tax Returns filed to be enclosed as a proof).

3.04 The bidder should possess a relevant **ISO certification i.e. 9001-2015, ISO Certification in Quality Management System or OHSAS certification i.e. 18001:2007 or equivalent** in the field of sanitation work. (Self-attested copy is to be enclosed).

3.05 Satisfactory work performance report for a period of last two financial years i.e, 2016-17 and 2017-18 issued by Govt. Organizations/PSUs/Autonomous bodies/reputed Private organizations where the bidder has provided the housekeeping services (**to be enclosed as a proof**).

3.06 Solvency certificate of minimum **2** crore duly issued by the relevant bank.

### **4. BID SUBMISSION**

4.1 "Technical Bid" shall comprise of all documents as per **Annexure-I**.

4.2 "Financial Bid" shall comprise of the price bids of the items included in **Annexure-II**.

- 4.3 Tender acceptance letter must be signed by the authorized signatory of the bidder with seal.
- 4.4 Conditional tenders will be rejected.
- 4.5 Manual bids shall not be accepted.
- 4.6 Bids shall be submitted online only at CPP portal: <https://eprocure.gov.in/eprocure/app>.
- 4.7 Bidders are advised to follow the instructions provided in the 'Instructions to the bidder for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>.
- 4.8 Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4.9 Bidder who has downloaded the tender from the University website [www.du.ac.in](http://www.du.ac.in) & Central Public Procurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and earnest money deposit (hereinafter referred to as 'EMD') would be forfeited and tenderer is liable to be banned from doing business with Delhi University.
- 4.10 Intending bidders are advised to visit again the University website [www.du.ac.in](http://www.du.ac.in) and CPP Portal <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

## 5. OPENING OF FINANCIAL BID AND EVALUATION

- 5.01 After the Technical evaluation of the bids, the University will open on a notified date and time, the 'Financial Bids' of all those tenderers who qualify the technical bid. **The financial bid with respect to all the items taken together shall be considered.**
- 5.02 In case the date of technical bid opening is declared a holiday, the bids will be opened on the next working day at the same time.
- 5.03 The financial bids of those bidders shall be opened whose samples are found suitable (As per the Financial Bid Form Part-II). The financial bids of those bidders whose samples are not found suitable shall not be opened at all.
- 5.03 **Date of Financial Bid Opening:** The date will be intimated subsequently only to those tenderers who qualify the technical bid.
- 5.04 Tenderers are requested to study the terms and conditions of the tender carefully, and submit their tenders accordingly. Any tender/quotation received against this tender and any contract resulting from this tender shall be governed by the terms and conditions indicated in the tender document and all the tenderers quoting against this tender shall be deemed to have read, understood and accepted the same. No clarification shall be entertained after receiving the bids.
- 5.05 Quotation must be submitted giving complete details as sought in the enclosed Annexures.
- 5.06 The wages *and other statutory emoluments* quoted for the Sanitation Workers and Sanitation Supervisors shall not be less than the minimum amount laid down as per norms by the Govt. of NCT of Delhi (and/or by other relevant acts/statutes as in force) for corresponding category of workers, as applicable at the time of filling up of tender document.

- 5.07** The total amount quoted should be written both in figures and in words. In case of any discrepancy between the two, the amount mentioned in words will prevail.
- 5.08** Bids, which do not comply with the conditions laid down in the tender document, or are unrealistic, will be rejected.
- 5.09** The scope of services proposed should not be altered and if found altered, the tender bid shall be rejected.
- 5.10** The University of Delhi is under no obligation to accept the lowest tender bid. The tender may be awarded to the tenderer/bidder whose bid is most affordable keeping in view the quality of goods and services offered in the tender. The University shall be entitled to reject any tender without assigning any reason whatsoever.

## **6 Criterion for Evaluation of Tenders**

- 6.01** The evaluation of the tenders will be made by a Tender Evaluation Committee first on the basis of technical information furnished in form given in Annexure–I, which is an eliminatory round, then only financial bid will be opened. The financial bids shall be evaluated on the basis of commercial information furnished in form given in Annexure–II, for each item.
- 6.02** As per the notification issued by Ministry of Finance, Dept. of Expenditure, vide OM No.29(1)/2014/2014-PPD dated 28.01.2014, if a firm quotes “Nil” their bid will be treated unresponsive and will not be treated unresponsive and will not be considered.
- 6.03** The financial bids shall be evaluated on the following criteria:
- 6.03.1 A notional value of engaging 12 Sanitation Supervisors and 265 Sanitation workers shall be calculated and taken into account as per the rates quoted in Part–I.
- 6.03.2 Combined value of the grand totals shall be taken into account from the rates quoted in Part–I and Part–II.
- 6.03.3 In case total cost quoted by more than one firm is at par with L1 cost then L1 will be decided further on the criteria of average maximum turnover of the firm in last three years (i.e. 2015-16, 2016-17, 2017-18).
- 6.04** The University of Delhi will award the contract to the tenderer:-
- 6.04.1 Whose tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid amongst comparable bids, computed on the overall value of all men and quality of material.
- 6.04.2 The tenderer is determined to be competent in all respects to perform the contract satisfactorily.
- 6.04.3 The tenderer shall have no civil or criminal case(s) pending against its firm or its Directors/Partners/Owners etc. including any FIRs, Police Complaints or Vigilance Complaints or related ones.
- 6.04.4 The University of Delhi does not bind itself to accept the lowest or any tender bid, wholly or in part.

## 7 General Terms & Conditions

- 7.01 Tenderer must submit an **EMD of Rs.18,00,000/-** (Rupees Eighteen Lakhs only) in favour of **Registrar, University of Delhi** along with the technical bid. EMD in the form of Demand Draft/ Pay Order/FDR/Bank Guarantee should be valid for 6 months which can be, if required, further renewed for 3 months. **The EMD is payable by all categories of tenderers and no exemption is permissible. EMD in the form of cheque /cash will not be acceptable. Technical Bids without EMD shall be rejected.**
- 7.02 The EMD should reach to the Estate Section, Room No: 110, 1<sup>st</sup> Floor, New Administrative Block, University of Delhi, Delhi-110007, before the closing date and time of bid submission. Any quotation received against this tender shall be governed by the terms and conditions indicated in the tender document.
- 7.03 The tenderer's EMD amount will be forfeited by the University of Delhi on the happening of any one or more of the following events:-
- 7.03.1 If, after submission of the quotation, the tenderer fails to honor the contract, if awarded, or refuses to comply with any/all of the terms and conditions of the tender.
- 7.03.2 If the tenderer withdraws the offer during the validity period of the quotation.
- 7.03.3 If the successful tenderer fails to commence the contract at the stipulated time in accordance with the terms and conditions of the tender.
- 7.03.4 If the successful tenderer fails to submit the Performance Bank Guarantee / Security Deposit within one month of the start of contract. This will also warrant closure or termination of contract.
- 7.04 EMD will be returned interest free, to the unsuccessful tenderers within 6 months or at the time of award of contract, whichever is later, from the closing date of the tender. EMD of the successful tenderers shall be returned after submission of the Security Deposit.
- 7.05 Bid should be complete in all respects and incomplete bids will be summarily rejected. No clarification will be given by the University of Delhi in this regard.
- 7.06 The University of Delhi, being a public organization dealing in providing Education to students, research and related activities, reserves the right to cancel the tender process without assigning any reason whatsoever, at any stage.
- 7.07 The University of Delhi reserves the right to reject/accept or withdraw any part or full tender(s) without assigning any reason whatsoever. The decision of The University of Delhi will be final and binding.
- 7.08 The University of Delhi reserves the right to award the contract to deserving parties either in full or in parts. The decision of the University of Delhi will be final and no enquiry will be entertained in this regard.
- 7.09 The University of Delhi reserves the right to relax/ withdraw any of the terms and conditions mentioned in the tender document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract.
- 7.10 The benefits of ESI, EPF, Bonus etc. will be paid by the University as per the relevant statute/act/notification in force, as amended from time to time.

- 7.11 The bidders are mandated to disclose all the civil and criminal cases pending against the company and/or their Directors/owners/partners including any FIRs, Police/Vigilance Complaints etc. pending against them. Non-disclosure of it would make the bidder liable to be disqualified.
- 7.12 If such mandatory disclosure has not been done by the successful tenderer, the contract would be terminated at the option of the University of Delhi, the security deposit shall be forfeited to the extent deemed fit by the University.
- 7.13 The tenderers should quote their most competitive price.
- 7.14 Canvassing in any form entails the tenderer to be disqualified. If any tenderer is found influencing or intimidating other tenderer/tender processes, its tender is liable for disqualification.
- 7.15 Please note that any falsification/suppression of information could lead to tenderers' disqualification. Bidders are also to ensure that the Tender Documents are filled without any errors or mistakes, failing which, the decision of the University on the subject matter will be final.
- 7.16 Where counter terms and conditions of business have been offered by the tenderer, the University of Delhi shall not be deemed to be governed by these unless specific written acceptance thereof has been given by the University of Delhi.

## **8 Price and Validity**

- 8.01 The rates must be quoted as detailed in Annexure-II covering the entire activity as per the scope of the contract. Rates agreed upon shall remain same throughout the period of contract.
- 8.02 Offer quoted should be valid for a minimum period of 6 Months from the date of opening of Technical Bid. The rates should be quoted in words as well as in figures and in INR only.
- 8.03 For the purpose of comparison of the rates, conditional discounts, if any, offered will not be taken into account. However, the University of Delhi reserves the right to avail of the same as part of award of the contract.
- 8.04 Tenderers are advised to understand the magnitude of the work involved for Cleaning & Sanitation Services before submitting their bids. They may visit the North Campus, University of Delhi during working hours with prior appointment from Estate Section at Ph. No.011-27666794. No clarification will be entertained after receiving the bids.

## **9 Duration of the Contract**

- 9.01 The contract will be valid for a period of two years w.e.f. the date of commencement of services.
- 9.02 The University of Delhi reserves the right to extend the validity of contract on mutual consent on the same terms & conditions for a maximum of two more years, one year at a time, upon the satisfactory functioning of the agency. In this case, the agency may ask for revision of the wages paid to its workers and supervisors, which shall not be more than the minimum wages duly notified by the Govt. of NCT of Delhi. The University of Delhi shall consider such proposal and approve an appropriate amount as wages.

- 9.03 In case the contract is extended beyond the initial period, the agency may ask for revision of rates of chemicals, consumables and rental charges, which shall not be more than 10% of the previous year's rate. The University of Delhi shall be free to accept or reject the proposal and approve an appropriate amount.
- 9.04 The University of Delhi reserves the right to terminate the contract at any time by giving 30 days' prior notice to the agency.

## **10 Agreement**

The successful bidder shall sign an Agreement in accordance with the form of Agreement given at Annexure IV on a stamp paper of appropriate denomination and submit the same to the Registrar, University of Delhi within 15 days of the receipt of award of contract.

## **11 Other responsibilities of the Agency.**

- 11.01 Arrange for a garbage disposal rickshaw, and other equipment required for segregation and disposal of waste in a professional manner to designated place as earmarked by the civil administration.
- 11.02 The bidder will also ensure that the garbage should be disposed separately i.e. dry and wet garbage in the marked disposal area in proper and eco-friendly manner.
- 11.03 The bidder will arrange required resources, including machinery, disposables etc. which is used by the sanitation workers. The agency will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the agency to their sanitation workers, if required.
- 11.04 The bidder will ensure that the sanitation workers engaged by it shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the Assistant Registrar (Estate). Adequate supervision will be provided to ensure proper performance of the said sanitation services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the sanitation workers deployed, the sanitation supervisors will be constantly on the move in their areas of responsibility.
- 11.05 The bidder will ensure that 100% manpower as per agreed deployment should be available at all times.
- 11.06 All deployed staff should be above 18 years old.
- 11.07 All should be in uniform.
- 11.08 Daily log of complaints lodged, resolved and pending should be maintained.

## **12 Timings**

- 12.01 The sanitation workers shall be available on all days of the month except the weekly off day (i.e. Sunday) and Gazetted Holidays. The Assistant Registrar (Estate) shall operate the contract on behalf of the University of Delhi. The working hours are from

7.30 am to 4:00 pm with half an hour lunch time. The timings are liable to be changed at the discretion of University of Delhi.

### **13 Payment Schedule**

- 13.01 The agency should submit its claim on the last day of every month for the services rendered, showing distinctly the charges payable.
- 13.02 Payment will be made once a month through NEFT transfer/ cheque after ascertaining the satisfactory performance of contractual responsibility carried out in the previous calendar month.
- 13.03 No advance payment claims or running bills will be entertained.
- 13.04 Income Tax and any other statutory levies will be deducted at source as per the rules in force from time to time.
- 13.05 It is obligatory for the bidder to make payments to its workers latest by 07th of every month or make payment in their Bank account and furnish proof thereof along with next bill. Further, the work awarding agency is under obligation to provide/furnish copy of the EPF Challan, PF, ESI receipts, etc. (showing the names and contributions) along with the next bill as a proof of depositing the same with the concerned authorities in respect of their sanitation worker deployed at the University, North Campus.
- 13.06 All charges including sales tax, duties for materials obtained for work etc. or any statutory tax will be paid by the bidder.

### **14 Security Deposit**

- 14.01 The successful bidder should provide the Performance Bank Guarantee/ FDR for a sum of Rs 36,00,000/- (Thirty Six Lakhs only) (which shall be the 'security deposit') from any nationalized bank. The above Bank Guarantee should be submitted within 02 weeks from the date of award of contract and should be valid for over three months after the expiry of the period of the contract and extended in case of further renewals of the contract. The University of Delhi will be free to in cash this Bank Guarantee in the event of any failure on the part of the bidder to meet its obligations under the contract or in the event of any demand by the concerned Statutory Authorities for the dues from the concerned agency at its sole discretion.
- 14.02 After acceptance of the contract if any/all the terms and conditions of the contract is/are violated, the University of Delhi reserves the right to terminate the contract. In such cases, the security deposit will be forfeited by the University of Delhi at its discretion.

### **15 Terms and Conditions of Contract**

- 15.01 The successful tenderer should commence the services within fifteen days from the receipt of the award of contract or from the date as decided by the University of Delhi and this will be binding on the bidder.
- 15.02 All the sanitation workers deployed at University of Delhi, North Campus by the successful bidder will be first screened and interviewed by the University of Delhi officials. Only selected person(s) will be allowed to be posted.
- 15.03 The sanitation workers can be deployed in any of the campuses of University of

Delhi, depending upon the requirement. University reserves the right to place order for supply of material/ performance of services in any other campus on the same terms and conditions.

- 15.04 The University of Delhi reserves the right to increase / decrease the quantity of sanitation workers and material, depending upon the prevailing situation. In this case, the addition/ deduction will be calculated on pro-rata basis.
- 15.05 If any loss or damage is caused to the University of Delhi property by any workmen of the agency, the cost of the same will be recovered from the concerned agency.
- 15.06 At any time the University of Delhi can ask for replacement of any sanitation worker due to any reason. Replacement must be done within 2 days' time.
- 15.07 The bidder shall be entirely responsible for the materials, tools & equipment handed over by the University of Delhi and brought by the agency. These should be kept in the custody of its Supervisor and kept in a room allotted for the same. The University of Delhi shall not be responsible for any loss/theft of the same.
- 15.08 The successful bidder shall provide uniform for both summers and winters, identity card etc. to all its workers, in absence of which they shall not be allowed inside the University of Delhi premises. The Identity Card issued by the agency/firm for its workers will be counter signed by an officer nominated by the University of Delhi, and should be carried in person by the sanitation workers during working hours.
- 15.09 The successful bidder will provide a list of its workers to Assistant Registrar (Estate) (an employee nominated by the University). The concerned agency/firm will be under obligation to inform the Assistant Registrar (Estate), any change in its workers. The agency's workers shall be allowed to work inside the University of Delhi Campus during the specified hours only. However, if need be, agency/firm may obtain permission from the Assistant Registrar (Estate) for detaining its workers beyond specified hours as a special case. All the Sanitation workers will maintain discipline.
- 15.10 The successful bidder shall not sublet the cleaning and sanitation work.
- 15.11 The successful bidder shall work co-operatively and amicably with the Assistant Registrar (Estate), staff members and other agencies, which are working in the Campus.
- 15.12 In the University of Delhi, North Campus, smoking and chewing tobacco etc. is prohibited. All workers employed by the bidder shall abide by it.
- 15.13 The successful bidder should ensure that its sanitation worker uses proper safety measures while performing their duties to avoid any accidents. Any loss or injury sustained due to the act or omissions of the sanitary workers will be borne by the successful bidder.
- 15.14 The University of Delhi has the right to reject any substandard and unspecified material supplied by the work awarding agency for cleaning and sanitation work. The University also reserves the right to seek the replacement of defective work and materials as per the terms and conditions of the tender.

## **16 Statutory Obligations**

- 16.01 All applicable laws, ruled, regulations and statutory orders or guidelines on the sanitation and housekeeping shall be fully complied with by the service provider except where it is duly exempted from such compliance.



- 16.02** The bidder shall be solely responsible for any failure to fulfill the statutory obligations and all other necessary statutory requirements. All necessary statutory documents, records like logbook, wage registers, attendance registers etc. should be maintained and produced on demand.
- 16.03** In case the worker suffer any injuries/damages or meet with an accident in the Delhi University premises or outside Delhi University premises, during discharge of duties, the entire cost of compensation should be borne by their respective agency.
- 16.04** In case of any accidents, the agency to who contract is awarded will be solely responsible for the statutory/financial obligations. The University of Delhi will not enter into any litigation whatsoever under any circumstances.
- 16.05** The bidder shall be responsible for all claims from third parties (including the staff of Delhi University) in the event of any liability arising from accident involving third party.

## **17 Manpower**

- 17.01** The bidder must employ adults only as sanitation worker. Employment of child labour will lead to the termination of contract. The bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.
- 17.02** An attendance registrar shall be signed by the sanitation workers and their supervisor every day.

## **18 Penalty**

- 18.01** Suitable penalty will be levied for the faults mention below. For any other fault which is not explained exhaustively, suitable penalty will be decided by the Competent Authority of the University.
- 18.01.1 In case any of sanitation worker(s) deployed under the contract is (are) absent without prior permission, a penalty equal to 25% of the corresponding wage value shall be levied by Delhi University and the same shall be deducted from the bills of the agency/firm.
- 18.01.2 In case any of sanitation workers deployed under the contract fails to report on time and the contract awarding agency is unable to provide suitable substitute in time for the same, it will be treated as absence, and penalty as mentioned in sub-para above shall be levied.
- 18.01.3 If cleanliness is not maintained up to the satisfaction of the University, a penalty of a minor fine of Rs.2000/- per day or a major fine of Rs.5000/- per day will be imposed on the agency depending on the objective criteria.
- 18.01.4 In case any public complaint is received attributable to misconduct/misbehavior of any sanitation worker, a penalty or Rs.1000/- for each such incident shall be levied and the same shall be deducted from bill of the agency/firm.
- 18.01.5 In case the bidder fails to commence/execute the work as stipulated in the

agreement or in case of unsatisfactory performance or if it does not meet the statutory requirements of the contract, the University of Delhi reserves the right to impose the penalty.

## **19 Force Majeure**

**19.01** If, at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations.

**19.02** The performance of the obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist.

## **20 Settlement of Disputes**

**20.01** The University of Delhi's decision in respect of any dispute arising out of the Cleaning & Sanitation Services shall be final.

**20.02** Any dispute, difference or disagreement between University of Delhi and the agency to whom this contract has been awarded, concerning the existence, validity, interpretation, performance, termination or breach under this Contract, shall be amicably resolved in good faith. Failing which, the matter shall be referred for settlement by arbitration in accordance with provisions of Indian Arbitration & Conciliation Act, 1996, as amended from time to time. Either Party may refer the dispute to the Sole Arbitrator, to be nominated by the Vice Chancellor, University of Delhi. The language of arbitration proceedings shall be English and the venue and jurisdiction of the arbitration shall be New Delhi. The arbitration award shall be final and binding on both the Parties.

**TECHNICAL BID**

1. PROFILE OF THE housekeeping agency	
2. Name of the housekeeping agency& Address	
3. If registered as a Company/proprietorship, please indicate if copy of certificate of incorporation is enclosed.	YES / NO
4. Name of Chairman/ Managing Director	
5. Is a copy of registration enclosed?	YES / NO
6. What is the annual Turnover of the Agency/ Firm for the years, 2015-2016 2016-2017 2017-2018 (copy enclosed)	
7. Permanent Account Number	
8. Registration with EPF authorities (Attach a copy).	
9. Registration under ESI Act (Attach a copy).	
8. Banker's name and address.	
9. Sample of cleaning material (As per the Financial Bid Form Part-II)	YES / NO
10. No. of years' experience in the field of Cleaning & Sanitation Services.	
11. Is there any litigation of whatsoever nature in respect of the contracts executed. If yes, give details.	YES / NO
12. Has your organization been placed in defaulter category by any Govt. Department/PSU/ Autonomous bodies etc.?	YES / NO

13. Who are your major corporate clients? Furnish Name & Telephone No. Of the Officer, who controls the Cleaning & Sanitation Services provided for. Please provide minimum three references.	Client's Name	Contact person & No	Contract Value
14. The bidder must have at least 3 crore annual turnover in last three years i.e. 2015-16, 2016-17 & 2017-18 (Attach copies)	YES / NO		
15. Details of satisfactory work performance report for a period of last two years issued by previous organizations (Attach copies).			
16. Solvency certificate of minimum 2 crore duly issued by the relevant bank	YES / NO		
17. ISO certification i.e. 9001-2015, ISO Certification in Quality Management System or OHSAS certification i.e. 18001:2007 or equivalent in the field of sanitation work (Copies enclosed).	YES / NO		
18. Details of EMD of ₹ 18,00,000/- (Eighteen Lakhs only) in the form of Demand Draft/Banker's cheque/FDR/Bank Guarantee from a Nationalized Bank.			
19. Is the tender document <b>duly signed on each page</b>	YES / NO		

I certify that all the information furnished above is true to my knowledge.

Date : \_\_\_\_\_ Signature: \_\_\_\_\_

Place : \_\_\_\_\_ Name & Designation : \_\_\_\_\_

Seal of the Firm/Agency : \_\_\_\_\_

**FINANCIAL BID**

I/We.....  
.....of ..... hereby agree, subject to acceptance of this tender by University of Delhi, to carry out the following works and to provide the following sanitation worker per month in accordance with the specifications, terms and conditions of the contract as stated in the tender document at the rates and prices given below:

**Part I (Financial Price Schedule )**

**For mechanized housekeeping workers deployment required:**

**Name of the Bidder:-**\_\_\_\_\_

<b>S.NO.</b>	<b>Particulars</b>	<b>Sanitary Supervisor (Skilled)in ₹ per month)</b>	<b>Sanitary worker (Un-Skilled) in ₹ per month)</b>
1.	Minimum wages Per Person Per month as to provided by the Agency/ Contractor (Minimum wages must be as per the prescribed by the Labour Department, GNCTD under the Minimum Wages Act, 1948 as applicable from time to time	Rs.10764.00 PM	Rs.9724.00 PM
2.	ESI Contribution @4.75% of the Minimum wages	Rs.511.29 PM	Rs.461.89 PM
3.	EPF Contribution @13% of the Minimum wages (Ceiling Limited Rs.15000/-)	Rs.1399.32 PM	Rs.1264.12 PM
4.	Bonus @8.33% of Rs. 7000/- or Minimum wages whichever is higher	Rs.896.64 PM	Rs.810.01 PM
	<b>Sub Total</b>	Rs.13571.25 PM	Rs.12260.02 PM
6.	Service/Administrative charges		
7.	<b>Total</b>		
8.	Number of workers (tentative)	12	265
9.	Grand Total		

In Figures (Rs.).....

In words (Rupees).....

**Part II**

1. Cleaning material (should be branded and ISI Mark or equivalent required per worker in North Campus, University of Delhi. Please fill up Column No.3 & 4:-

S.No.	Description of cleaning material required  (1)	Estimated Required Quantity per worker (per month)  (2)	Cost per item of Column No.2 (incl. of taxes) Rs. (filled by bidder)  (3)	Name of the Brand of the Material  (4)
1.	Bucket Plastic 16 ltr.	01 nos.		
2.	Toilet Cleaner	01 nos.		
3.	Lathi Standard size	01 no.		
4.	Mug 1.5 ltr	01 pcs		
5.	Wiper Iron road (Big) with Handle	01 no.		
6.	Phenyle	05 ltr.		
7.	Road Broom	01 pcs		
8.	Soft Broom 500 gm.	01 pcs.		
9.	Hockey Brush Unique	01 nos.		
10.	Duster White (20x20)	03No.		
11.	Duster Floor (30x30) Special	03No.		
12.	Urinal Cube 400 gm.	01 pcs		
13.	Glass Cleaner 500 ml.	01 nos.		
	Total			
	Total Number of sanitation worker	265		
	Grand Total			

In Figures (Rs.).....

In words (Rupees).....

**Note :** The quoted rates shall include all taxes, duties, VAT, insurance, custom duty etc. as applicable and no extra shall be payable on this account. Vague offers such as custom duty extra, cartage extra, tax extra etc. shall not be accepted. Any extra taxes, duties, levies not written in the above table but written separately at any other place in the bid document shall not be considered and the tenderer shall bear it.

The above quantities, wherever indicated are only for the purpose of evaluation. The requirement may increase or decrease and the decision of the Delhi University in this regard shall be final and bidding on the contract awarding agency.

Signature :  
 Name & Designation :  
 Name of the Housekeeping agency :  
 Seal of tenderer :  
 Date :

**UNDERTAKING**  
**(To be submitted with Technical Bid)**

It is certified that I/ my Firm/ company has/ have never been **black listed** by any of the Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or reputed private institutions and no criminal case is pending against the said firm/ agency as on \_\_\_\_\_.

Signature of the Tenderer \_\_\_\_\_

Name of the Signatory \_\_\_\_\_

Name of the Firm/Agency \_\_\_\_\_

Seal of the Firm/Agency \_\_\_\_\_

Place:

Date:\_\_\_\_\_



**Agreement to be signed for Providing Cleaning & Sanitation Services**

<Stamp paper of requisite amount>

**Agreement for providing Cleaning & Sanitation Services**

This agreement is made on \_\_\_\_\_ 2018 between the University of Delhi, Delhi-110007

and

M/s \_\_\_\_\_, with registered office at \_\_\_\_\_, hereinafter referred to as "Contractor",

and both the parties as mentioned above set forth and agree to abide by the following terms of this agreement.

WHEREAS the Contractor has tendered for providing Cleaning & Sanitation Services to the Delhi University, North Campus as per the terms and conditions mentioned in the tender document. Whereas such tender has been accepted and the Contractor has deposited with the Tendering Authority the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as security for the fulfillment of this Agreement.

NOW IT IS HEREBY AGREED between the parties hereto as follows:

1. The Contractor has accepted the contract on the terms and conditions set out in the tender notice no. \_\_\_\_\_ dated \_\_\_\_\_, which shall hold good during period of this agreement.
2. Upon breach by the Contractor of any of the conditions of the agreement, the Tendering Authority may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the Delhi University to claim damages for antecedent breaches thereof on the part of the Contractor and also to reasonable compensation for the loss occasioned by the failure of the Contractor to fulfill the agreement as certified in writing by the Tendering Authority which certificate shall be conclusive evidence of the amount of such compensation payable by the Contractor to the Delhi University.
3. Upon the determination of this agreement whether by effluxion of time or otherwise, the said deposit shall after the expiration of two months from the date of such determination be returned to the Contractor but without interest and after deducting there from any sum due by the Contractor to the Government under the terms and conditions of this agreement.
4. This agreement shall remain in force until the expiry of the agreement entering between the Delhi University and M/s \_\_\_\_\_ but the Tendering Authority

may cancel the contract at any time upon giving one month notice in writing without compensating the Contractor.

5. The Tendering Authority may give notices in connection with the contract. In consideration of the payments to be made by the Delhi University to the Contractor as hereinafter mentioned the Contractor hereby covenants with the Delhi University to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract.

6. The Tendering Authority hereby covenants to pay the Contractor in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

7. If subject to circumstances beyond control (Force Majeure) the contract fails to deliver the services in accordance with the conditions mentioned in the tender, the Tendering Authority shall be entitled to render services from else other organization after giving due notice to the Contractor on the amount and at the risk of the Contractor without canceling the contract in respect of the consignment not yet due for delivery, or to cancel the contract.

8. In the event of action to be taken, the Contractor shall be liable for any losses, which the Tendering Authority, may sustain on that account. The recovery by way of penalty shall be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose.

IN WITNESS WHEREOF the parties have caused this Agreement to be executed by the hands of duly authorized representatives on the day, month and year first before written.

Signed:

For and on behalf of  
The University of Delhi, Delhi

\_\_\_\_\_  
Authorized Signatory

Witness 1 \_\_\_\_\_

Witness 2 \_\_\_\_\_

For and on behalf of  
M/s \_\_\_\_\_

\_\_\_\_\_  
Authorized Signatory

Witness 1 \_\_\_\_\_

Witness 2 \_\_\_\_\_

(Annexure-V)

**TENTATIVE REQUIREMENT OF SANITARY PERSONNEL**

SNO.	LOCATION/ BUILDING/DEPARTMENT POINT	TOTAL
1.	Supervisor	12
2.	University Stadium	12
3.	Department of Education	13
4.	A.R.C. Building	11
5.	F.M.S.	09
6.	Central Library including Tutorial Building	22
7.	Faculty of Law	10
8.	Faculty of Arts	22
9.	Maths Building	08
10.	Social Science	10
11.	W.U.S. Health Centre	08
12.	Students' Activity Centre	02
13.	Proctor's Office	01
14.	DUSU	01
15.	Conference Centre	03
16.	Sir Shankar Lal Concert Hall	01
17.	Administrative Block (New Building)	11
18.	Department of Zoology	08
19.	Department of Geology	04
20.	University Science Instrumentation Centre	01
21.	Department of Anthropology	03
22.	Department of Environmental Studies	02
23.	Department of Botany	08
24.	Department of Chemistry	12
25.	Department of Physics & Astro-Physics	11
26.	Backside of Social Science Building (Bamboo Structure)	02
27.	Utility Centre	02
28.	Old Vice-Regal Lodge	11
29.	New Examination	06
30.	Social Science Extension	08
31.	New Botany Department	06
32.	Old Examination	05
33.	Umang Bhawan Building	27
34.	DUWA	01
35.	Delhi University Computer Centre	04
	<b>TOTAL</b>	<b>277</b>

\* Numbers are indicative only.

- The locations are subject to change as per requirement of the University.
- Out of the total deployed sanitary personnel, 20% shall be females.