

**TENDER DOCUMENT FOR HOUSEKEEPING SERVICES**  
**IN THE NATIONAL LAW UNIVERSITY, ASSAM**  
**TERMS AND CONDITIONS OF CONTRACT**

**1. SCOPE OF WORK:**

The National Law University and Judicial Academy, Assam functions in a four storey Administrative Building, Five storied Academic Building, Six storey Girls Hostel and a six storey Boys Hostel. The Housekeeping Services is required for maintenance and upkeep of the above mentioned buildings of the National Law University, Assam. Building wise areas which need to be provided the housekeeping services are as under:-

- A. Administrative Building (Ground to Fourth Floor)**
- B. Academic Building (Ground to Fourth Floor)**
- C. Girls Hostel (Ground to Fifth Floor Including Canteen, Dinning Hall, Common area, Gymnasium and Seminar hall etc.)**
- D. Boys Hostel (Ground to Fifth Floor Including Canteen, Dinning Hall, Common area, Gymnasium and Seminar hall etc.)**
- E. Main Gate Area, Common Area of all aforesaid buildings etc.**
- F. Campus of NLIJAA**

**HOUSE KEEPING**

Complete housekeeping and maintenance of all the premises as mentioned above to be provided with requisite norms by the housekeeping department as follows:

- 1.1 Weekly application of Liquid disinfectant and other pest control measures for mosquito/ cockroach/ termite and as and when required.
- 1.2 Complete cleaning, sweeping and swabbing of academic bldg., offices, hostels, common areas, reception passage, and open areas.
- 1.3 General cleaning including cleaning of toilets with liquid disinfectant / Dettol round the clock and provide air freshener and naphthalene balls twice daily.
- 1.4 Dusting, cleaning and brushing of furniture, carpets, widows & doors normally as well as vacuum cleaning on daily basis.
- 1.5 Collection, carrying and dumping of sweeping garbage and kitchen wastes daily at a place decided by NLUJA, Assam.
- 1.6 Changing bath towels, bed sheets and pillow covers with washed ones once in two days when the room is occupied by the same person. Changing complete Linen, i.e. bed sheets, pillow covers and towels immediately when a new person occupies the room.
- 1.7 Cleaning and washing of curtains of windows/door once in six months.
- 1.8 List of inventories of linen etc provided to the contractor shall form part of the agreement.
- 1.9 Polishing of entire tiled and marble areas of all the University's buildings

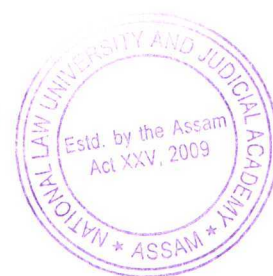
**2. ITEMS TO BE PROVIDED BY THE CONTRACTOR**

2.1 The undermentioned items to be provided by the housekeeping department: -

- i. Soap case
- ii. Waste paper baskets and dustbins in every office
- iii. Hand towels in every bathroom

And also the following items to be kept up to date for daily use: -

- |                         |                      |
|-------------------------|----------------------|
| (a) Liquid Disinfectant | (c) Cleaning Powder  |
| (b) Liquid Soap         | (d) Detergent Powder |



- |                       |                                   |
|-----------------------|-----------------------------------|
| (e) Toilet Tools      | (n) Floor Duster                  |
| (f) Toilet Cubes      | (o) Steel Wool                    |
| (g) Naphthalene Balls | (p) Toilet Brush                  |
| (h) Air Freshener     | (q) Sink Opener                   |
| (i) Toilet Cleaner    | (r) Carpet Brush                  |
| (j) Glass Cleaner     | (s) Hard Broom                    |
| (k) Room Freshener    | (t) Soft Broom                    |
| (l) White Duster      | (u) Cobweb Remover / Wall Cleaner |
| (m) Yellow Duster     |                                   |

**CONTRACT PERIOD:**

Contract for rendering housekeeping services in NLUJA, Assam, will be for one year which can be further extended on mutual consent basis for a further period of one year.

**3. MANPOWER DEPLOYMENT AND OFFICE MANAGEMENT**

The Proprietor has to deploy the following man power everyday including Sunday and Holidays. However, there will be no housekeeping services during semester break for the hostels. But housekeeping services for offices and guest house will be kept continue. And a moderate estimate of shall have to be submitted with consultation of engineering department for the period of semester break.

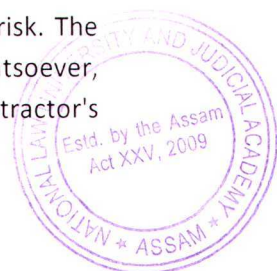
**Manpower:**

- a) 05 workers in Boys' Hostel and Girls' Hostel each, and 02 workers in V. C. 's Residence and Guest House, NLUJAA .
- b) 05 workers each in the Administrative and Academic Block.
- c) 01 Supervisor
- d) 04 Sweepers

3.1 In case, the number of workers engaged on any day is found to be less than the aforesaid requirement, proportionate deductions will be made from the monthly bill. NLUJAA In-Charge will maintain an attendance register for the purpose, which will be submitted along with the monthly bill. In case of special events/Official functions, the contractor shall arrange additional manpower so as to see that no inconvenience is caused during the special events/ official functions. Such additional deployment of the manpower shall be within the overall tariff quoted by the contractor and NLUA will in no way be liable for any additional charge.

3.2 The Contractor or his authorized representative shall employ only adult labourer / workers for this work and those staff acceptable to NLUJA, Assam as per Govt. rules applicable from time to time. Before engagement, the Contractor shall at his cost get all the workers engaged by him, medically examined as directed by NLUJA, Assam and get their fitness certificate which will be handed over to the NLUJAA-In-charge for records. The Contractor shall also arrange police verification of all the employees to be deployed by him and submit such verification report to NLUJA, Assam.

3.3 The contractor shall recruit his labourers / workers for the contract at his own risk. The contractor's staff shall not be treated as NLUJA, Assam staff for any purpose, whatsoever, and facility/benefits applicable to NLUJA, Assam staff will not be applicable to contractor's



employees. Any dispute connected with the contractor's staff shall be settled by the contractor at his own cost and risk.

- 3.4 No free accommodation will be provided to the contractor or his employees.
- 3.5 The contractor shall be responsible for fulfilling the requirement of all the statutory provisions. .
- 3.6 The Contractor shall be responsible for his employees to observe the security and safety regulations of this Centre.

#### 4. OTHER TERMS AND CONDITIONS

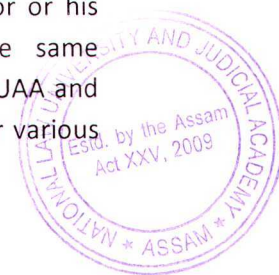
The housekeeping have to provide and maintain the following tools and equipment for satisfactory day to day housekeeping:

- a) Floor polishing Machine
- b) Vacuum Cleaner
- c) Grass cutter
- d) Hard brush
- e) Soft brush
- f) Wiper
- g) Drill Machine
- h) Cramping Tool
- i) Crowbar
- j) Chisel

- 5.1. The interested parties are requested to submit the technical bid and financial bid separately. The bids in Sealed envelope-I containing "Technical Bid" and Sealed envelope envelope - II containing "Financial Bid" should be placed in a third sealed cover super scribed "Tender for Housekeeping" duly indicating "Tender number and date" should reach the office of the Registrar, NLUJA, Assam, up to **15:00 hrs.** on **10-10-2018** along with demand draft. The Technical bid will be opened on the same day at **17:00 hrs.**

After evaluation of Technical Bids Financial Bids will be opened for which intimation regarding date, time and venue will be intimated to successful bidders whose Technical Bids are accepted.

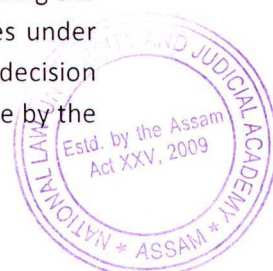
- 5.2. The contract shall be valid for a period of one year. The period of contract can be extended for a further period of one year on mutual agreement. In case the Contractor wants to discontinue the contract for any reason, before completion of the contract period, the Contractor shall give 3 months advance notice to NLUAA. Similarly if NLUAA, Assam wants to discontinue the Contractor for any reasons, it shall give one month advance notice to the Contractor.
- 5.3 The rates quoted by the contractor shall be firm and inclusive of all housekeeping and other services, consumables, labour, equipments, tools appliances and any other expenses that the contractor may incur in executing the job and include all contractual obligations to carry out the above job. Further the rates would be inclusive of all taxes including GST, if any.
- 5.4 The rates for housekeeping services shall remain fixed during the period of the contract.
- 5.5 The contractor shall not appoint any sub-contractor for the work assigned to him.
- 5.6 In case the' furniture/ furnishing are damaged due to misuse by the contractor or his employees except normal wear and tear, he will be liable to get the same exchanged/repaired at his cost failing which the same would be got done by NLUAA and the cost will be debited to the contractor. The contractor shall be responsible for various



items provided in the Building including electrical and electronic items. In case, NLUJA, Assam suffer any loss of whatever nature on account of the contractor or his staff by not following the security/safety regulations/ instructions the contractor shall be liable to bear all such losses as may be determined by NLUJA, Assam at its sole discretion and NLUJA, Assam shall have the right to recover all such losses from the monthly bill/dues payable to the contractor.

## 6. PAYMENT TERMS

- 6.1. Payment of the housekeeping bill will be made through NEFT/RTGS or cheque every month within 15 days of the receipt of the bills. The bank details, i.e., Name of Bank, IFSC code, place of bank, nature of account etc. are to be provided. However, payment to the housekeeping workers should be made on the first week of every month irrespective of bill payment.
- 6.2 The Contractor will submit monthly bill on or before 1st day of each month along with the following documents:
  - (a) Documentary proof of having paid the wages to the employees.
  - (b) Attendance sheet duly signed by the Officer-in-charge, NLUJA, Assam.
  - (c) Bill for housekeeping duly signed by Officer-in-charge, NLUJA, Assam .
- 6.3 Income tax will be deducted from housekeeping bills as per income tax rules applicable from time to time.
- 6.4 If the contractor fails to provide proper service as agreed upon or neglects to comply with any directions given to him, authority of NLUJA, Assam shall be liable to terminate the contract and security deposit by the contractor will be forfeited. Further, it may also be noted that in case the party does not turn up to take-up the daily work or any assigned work, the work will be entrusted to any other party at the cost of the contractor. And in such cases no bill payment will be made for the current month or the cost will be adjusted from the security deposit and fixed security deposit against equipment etc. placed with the NLUJA, Assam.
- 6.5 The contractor shall be liable to pay for any expenses, loss or damage, which NLUJA, Assam may incur or sustain for reason attributable to contractor's lapses if it exceeds the amount of security deposit.
- 6.6 The contractor is liable for payment of penalty for unsatisfactory services, inadequate deployment of staff, poor washing of linen, failure to control insects by suitable pest control measures, bed bugs in the house on the discretion of Authority, NLUJA, Assam.
- 6.7 The contractor's personnel will not engage themselves in any business activities in the premises of the NLUJA, Assam.
- 6.9 The contractor's personnel will not carry out any transaction i.e. collection of room rent issue of cash receipt etc.
- 6.9 The contractor is required to give a list of all his employees in advance to Authority, NLUJA, Assam, and submit an extract of the same along with the monthly bill. For day-to-day maintenance the Contractor/his personnel staff shall report to the In-Charge NLUJA, Assam.
- 6.10 The Registrar, NLUJA, Assam or his authorized representative reserves the right to enter into a parallel contract with any other party as and when considered necessary during the currency of the contract. If the contractor fails at any time to render the services under this contract satisfactorily in the opinion of The Registrar, NLUJA, Assam, whose decision shall be final and binding on the contractor, he may at his option get the work done by the



other parties at contractor's risk and cost. In such an event the contractor is liable to reimburse the loss/extra expenditure incurred by The Registrar, NLUJA, Assam on this account.

- 6.11 The receptionist / waiters engaged by the contractor will wear uniform regularly. The uniform of Supervisor and cleaning and cosmetic workers uniform should be in different colour.
- 6.12 The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover super scribed "Tender for Housekeeping Services" duly indicating "Tender number and date". In case the quoted rates are less than the NLUJA, Assam estimated minimum rates, the tenders will be rejected straightway.
- 6.13 Anybody not having experience will be summarily rejected.

## 7. JURISDICTION

The courts of law situated in Guwahati alone shall have jurisdiction to adjudicate on matters arising out of this contract.

## 8. GENERAL

- 8.1. If the above conditions are satisfactory and acceptable, the contractor shall submit the technical bid and financial bid for housekeeping services in the prescribed format.
- 8.2. The contractor may inspect the site at NLUJAA Complex, Hajo Road, Amingaon, Guwahati after .....

## 9. ELIGIBILITY CRITERIA

- 9.1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted possessing the required licenses, registrations etc as per law valid at least for 12 months from the date of the opening of tender.
- 9.2 The tenderer shall have minimum one year experience of providing Housekeeping Services in Academic Institution/Govt. organisation.
- 9.3 Having successfully completed or running minimum one similar housekeeping service works each of value not less than Rs. 6.00 lakhs.
- 9.4 Average Financial Turnover during the last 3 years, ending **31st March 2018** should be at least Rs. 12.00 lakhs per year. Documentary evidence to be provided duly attested by Chartered Accountant.
- 9.5 There should be no case pending with the police against the Proprietor/ Firm / partner or the Company (Agency).
- 9.6 Preferably the tenderer should have experience of educational related business i.e. educational Institute etc.
- 9.7 The bidder shall have the following Registrations and details of the same be provided in the Technical Bid:
  - (a) Valid License, issued by labour Commissioner, Govt. of India/Govt. of Assam.
  - (b) GST Registration.
  - (c) Latest income tax returns and Permanent Account Number allotted by Income tax Department.
  - (d) Relevant trade license or registration Certificate.



## Housekeeping Services:

1. The sealed bids will be received by National Law University and Judicial Academy, Assam up to 15 (fifteen) days. Any bid received after the prescribed last date shall not be considered irrespective of rates quoted.
2. Earnest Money Deposit (EMD) of Rs 40,000/- should accompany the Techno-commercial bid document. The EMD shall be paid in the form of Demand Draft/Banker Cheque from a Nationalized bank/scheduled commercial bank in favour of the Registrar, National Law University and Judicial Academy, Assam, payable at Guwahati. Such EMD shall not carry any interest. Any bid not accompanied by requisite EMD shall be deemed to be invalid and will be rejected by the University.
3. The EDM shall be forfeited:
  - a) If the bidder withdraws his bid during the period of bid validity.
  - b) In case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit.
4. The EMD of successful bidder shall be retained towards making of the security for the performance of the contract and shall only be discharged after submission of the required Performance Guarantee.
5. The bid shall remain valid for a period of 15 (fifteen) days from the date of receipt of the bid.
6. The bidders 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, alteration and as per details given in other clauses giving hereunder. The requisite details shall be filled in by the bidder in the Tender Document whatever required.

### **7. Rates and Prices**

- a) Bidders should quote the rates in the format giving at Annexure-3. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the bidders with date.
- b) All statutory duties and taxes (including excise and custom) GST and other may be clearly specified. Price quoted shall be firm and any variation in rates, price or terms during validity of the offer shall require forfeiture of the EMD.
- c) No additional freight or any other charges etc. would be payable.

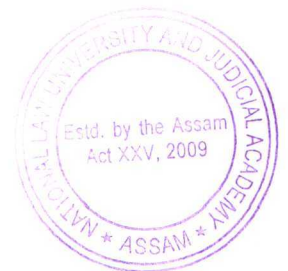
### **8. Terms of Payment:**

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

### **9. Liquidated Damages**

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

### **10. 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 NLUA in writing.

- i) Not properly carrying out the job as defined for 'daily' – 2% (each exception)
- ii) Not properly carrying out the job as defined for 'weekly – 3% (each exception) 'fortnightly' or 'monthly'

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

11. Performance Guarantee

11.1 The successful bidder shall furnish a performance guarantee for an amount equal to 10% of the yearly awarded value, within 10 calendar days from the date of acceptance of the bid for due and proper fulfilment of contract.

11.2 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.

11.3 The performance guarantee provided by the successful bidder may be in the form of a bank guarantee from a Nationalized Bank which should be valid for the period of guarantee from the date of issue or Demand Draft in favour of National Law University and Judicial Academy, Assam.



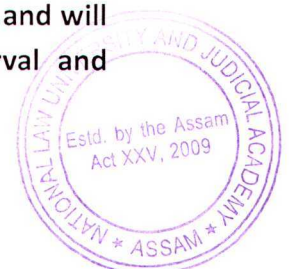
## Terms and conditions of Job

### Area coverage for housekeeping services

1. National Law University, Assam premises including Administrative and Academic Block at Amingaon
2. NLUA's Boys hostel with Canteen area & outside drainage
3. NLUA's Girls Hostel with Canteen area & outside drainage
4. Maintenance of the lawns and the outdoor area of NLUA's academic and administrative building premises.
5. VC's Residence cum Guest House and the outdoor complex
6. Maintenance of outdoor campus of NLUJAA.

### A. Broad Details of Scope of Work:

1. Cleaning, sweeping, mopping and wiping of floor and furniture of all rooms, dining space, gymnasiums and staircase on daily basis including Saturday or as required by Office-In-Charge. Cleaning activity shall start in the morning at 7:00 AM so as to complete all the dusting/cleaning/mopping work before 8:30 AM.
2. Continuous moping to be done of the reception floor and other floors during office hours between 9:00 AM to 4:30 PM
3. Through cleaning of all toilets using required detergent by putting naphthalene balls and air-purifier in all urinals, wash basins and WC area twice daily.
4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, computers, telephone, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
5. Cleaning of any choking's in the drainages, manholes etc.
6. Removal of beehives and cobwebs/honey webs from the office building and its premises.
7. Cleaning and sweeping of open area including balconies and roof tops with brooms.
8. Maintenance of lawns and surroundings, cutting of hedges, cutting/shaping of plants by gardener and removal of garbage wherever necessary in respect at University campus.
9. The bidder shall also be responsible for pest control in the office and shall carry out spray etc. minimum once of Mosquitoes, Cockroach, Silver fish, crawling insects at library and carpeted rooms, rats etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is inefficient the firm shall have to carry out operation more than once in a month.
10. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of contract. The successful bidder shall engage only such workers whose antecedents have been thoroughly verified, including character and police verification and other formalities.
11. **Proper register/records for the job carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will countersigned by the University Officer-In-Charge at regular interval and finally at the end of each month.**





12. 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 the University.

**Items to be provided by the Contractor:**

The undermentioned is items to be provided by the housekeeping department:

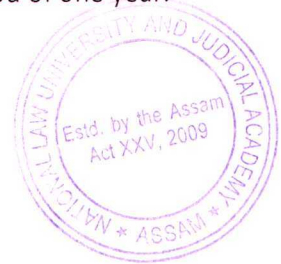
- i) Soap case
- ii) Plastic water bucket and mugs in every bathroom
- iii) Waste paper baskets and dustbins in every office
- iv) Hand towels in every bathroom
- v) Bed sheets, pillow covers, pillow and blankets in health centre

And also the following items to be kept up to date for daily use:

- |                        |                                 |
|------------------------|---------------------------------|
| a) Liquid Disinfectant | i) Floor Duster                 |
| b) Liquid Soap         | m) Toilet Brush                 |
| c) Cleaning Powder     | n) Steel Wool                   |
| d) Detergent powder    | o) Sink Opener                  |
| e) Toilet Tools        | p) Carpet Brush                 |
| f) Toilet Cubes        | q) Hard Broom                   |
| g) Naphthalene Balls   | r) Carpet Brush                 |
| h) Air Freshener       | s) Soft Broom                   |
| i) Toilet Cleaner      | t) Cobweb remover/ Wall Cleaner |
| j) Glass Cleaner       | u) Bleaching Powder             |
| k) Room Freshener      |                                 |

**Contract period:**

Contract for rendering housekeeping services in NLU, Assam will be for one year which can be further extended on mutual consent basis for a further period of one year.



**CHECK-LIST FOR PRE-QUALIFICATION BID FOR HOUSE KEEPING SERVICES**

Sl. No	Documents asked for	Page number at which document is placed
1.	Tender Fee of Rs. 1000/- in the form of FDR/DD/ Bank Guarantee by any scheduled commercial bank in favour of Registrar, National Law University and Judicial Academy, Assam valid for ..... days beyond the tender validity period.	
2.	One self-attest recent passport size photograph of the Authorized person of the firm, address and office telephone numbers. If the bidder is a partnership firm , name designation, address and office telephone number of Director/Partner also	
3.	Self-attested copy of the PAN Card, Trade License and Income-Tax Return of the last financial year.	
4.	Self-attested copy of GST Registration No.	
5.	Self-attested copy of valid Provident Fund Registration number	
6.	Self-attested copy of valid Registration number of the firm/agency.	
7.	Self-attested copy of valid ESI Registration No.	
8.	Self-attested copy of valid License No. under Contract Labour (R&A) Act, 1970	
9.	Proof of valid DGR sponsorship or proof of being run by Ex-Servicemen/ Ex-Paramilitary man (as applicable)	
10.	Proof of experience of last five financial years as specified in clause 2.0 of the NIT along with satisfactory performance certificates from	
11.	Proof of having License under Private Agencies (Regulation) Act. 2005	
12.	Annual returns of previous five years supported by audited balance sheet	
13.	Any other documents, if required	

Signature of Bidder:

Name :

Address :

Telephone No.



**NATIONAL LAW UNIVERSITY AND JUDICIAL ACADEMY,  
ASSAM**

Amingaon, Guwahati-781031, Assam

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**TENDER FORM FOR PROVIDING HOUSEKEEPING SERVICES**

1. Cost of tender : Rs 1000/-
2. Due date for tender : 15 Days
3. Opening time and date of tender:.....
4. Names, address of firm/Agency and Telephone numbers:.....
5. Registration No. of the Firm/Agency :.....
6. Name, Designation, Address and Telephone No. of .....  
Authorized person of Firm/Agency to deal with.....
7. Please specify as to whether Tenderer is sole  
Proprietor / Partnership Firm .....
8. Name and Address and Telephone No. of  
Directors/Partners should specified .....
9. Copy of PAN card issued by Income Tax and  
Copy of previous Financial Year's Income Tax Return .....
10. Provident Fund Account No. ....
11. ESI Number .....
12. License number under  
Contract Labour (R&A) Act, 1970 .....
13. Documentary proof of having  
License under Private Security Agencies .....

Affix duly  
Attested P.P.  
Size recent  
photograph of  
the  
prospective  
bidder



(Regulation) Act, 2005

14. Details of Bid Security deposited:

(a) Amount : .....

(b) FDR No. or DD No. or Bank Guarantee in favour of :.....

.....

(c) Date of issue:.....

(d) Name of issuing authority: .....

15. Any other information:

16. Declaration by the bidder:

This is to certify that I/ We before signing this tender have read and fully understood all the terms and conditions contained herein myself/ourselves abide by them.

(Signature of the bidder)  
Name and address  
(With seal)



**PROFORMA FOR FINANCIAL BID (on letter head)**

**(House Keeping Services)**

**To be filled by the Contractor:**

**Supply of Manpower on Contractual basis for Housekeeping service:**

Sl No	Category	Quoted Rate of Monthly Wages (Per Head)
1	Supervisor	
2	Cleaning Worker	
3	Sweeper	

(N:B: Quoted Rate of Monthly Wages is inclusive of all taxes, the contribution to ESI/EPF/NPS etc. any other allowances)

**Date:**

**Signature of the Tenderer with Seal and Address**

