

## **Housekeeping Services:**

1. The sealed bids will be received by National Law University, Assam upto 15 (fifteen) days. Any bid received after the prescribed date shall not be considered irrespective of rates quoted.
2. Earnest Money (EMD) of Rs 27500/- 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, alternation 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 alternations 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) VAT 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
3. NLUA's Girls Hostel
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 area at Guwahati

#### 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 mopping to be done of the reception floor and other floors during office hours(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.
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 engaged only such workers whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to NLUA.
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
- b) Liquid Soap
- c) Cleaning Powder
- d) Detergent powder
- e) Toilet Tools
- f) Toilet Cubes
- g) Naphthalene Balls
- h) Air Freshener
- i) Toilet Cleaner
- j) Glass Cleaner
- k) Room Freshener
- i) Floor Duster
- m) Toilet Brush
- n) Steel Wool
- o) Sink Opener
- p) Carpet Brush
- q) Hard Broom
- r) Carpet Brush
- s) Soft Broom
- t) Cobweb remover/ Wall Cleaner

Replacement of electronic items such as bulbs, switches etc. would be done by the contractor against the fused/damaged items.

**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.