



THE W.B. NATIONAL UNIVERSITY OF JURIDICAL SCIENCES
'DR. AMBEDKAR BHAVAN' 12, LB BLOCK, SECTOR- III
SALT LAKE CITY, KOLKATA – 700 106
PHONE NO: 033 25694700
Fax- 2335-7422/0511

TENDER FORM

Offer Expires on 25.11.2019 at 16.00 hrs

TenderNo: HK/05/2019

Date of opening of Tender : 29.11.2019 at 12.00 hrs.

Date: 01.10.2019

The bids should be submitted duly gala sealed and addressed to the Registrar, The West Bengal National University of Juridical Sciences, 12 L.B. Block, Sector – III, Kolkata 700 098 and sent by Registered post or delivered in person at Room No. 001 or at the Security Desk in the Main Gate, NUJS Campus, so as to reach the office on or before 16.00 hrs of 25/11/2019 to the above mentioned address. The envelope containing the bid shall be superscribed the name of the work/service.

The West Bengal National University of Juridical Sciences hereinafter called NUJS or The University is *an established* institute of national eminence, imparting specialized study and research in law and related subjects. It is a residential University. For functional and other details, enclosed publications may be referred to.

2. Tenders are invited from reputed firms having adequate trained staff, machinery and financially sound as a pre-qualification who are capable to provide State of the Art **House-keeping** services as per the requirement broadly outlined in the annexed document. Since it is a growing institution, the requirements may vary according to need.
3. Tendered rate, which would be on **Per Square metre** basis, must be quoted both in words and figures and all over-writings/corrections are to be duly authenticated. Tender documents must be addressed to the **Registrar, NUJS** and submitted in gala sealed cover at the NUJS office in tender box (Room no. 001) clearly marked "**Tender for Housekeeping Services**". ***Quoted rates shall include all duties and Taxes except GST, which will be paid extra in concerned cases.*** All tenders should be complete in all respects and must be unconditional. Incomplete tender form is liable to be rejected.
4. Tenderers are required to observe all statutory provisions governing deployment of personnel and payment of minimum wages etc. The University will not bear any responsibility for any lapse on the part of the agency at any point of time.
5. Income Tax shall be deducted at source as per rule in concerned cases.
6. The contract shall be initially for a period of **One Year**, which may be renewed for further period of time on mutual consent, subject to satisfactory performance. Premature termination of the Contract may be ordered by the University authority on violation of any terms of agreement, after having given due opportunity for rectification.


7. No price preference will be permitted. The University is not bound to accept the lowest tender and reserves the right to accept any tender or reject any or all tender without assigning any reason and no correspondence in this behalf shall be entertained. The decision of the University authorities in the matter of selection shall be final and binding to all.

8. Documents to accompany the tender:

- a) Copy of Trade License.
- b) Copy of Central Excise Registration for GST.
- c) Copy of Income Tax clearance certificate with *PAN*.
- d) List of important clients currently being serviced, and
- e) Earnest money of **Rs. 20,000 (refundable)** pledged by means of Account Payee Bank Draft in favour of WBNUJS payable at Kolkata.

9. *Cost of Tender Form is Rs.1,000/- (Rupees One thousand) to be paid by Demand Draft in the name of WBNUJS. Last date of receipt of the tender papers is 25.11.2019 at 16.00 hrs. The tenders will be opened in the University office at 12.00 hrs in the presence of Authorised representatives of the Tenderer.*

10. No interim query shall be entertained.


Smt. Sikha Sen
Registrar (Acting)

SCOPE OF WORK

The Details of the areas for Housekeeping services to be provided is as mentioned below:

Jobs to be carried out Daily

1. Sweeping, cleaning, vacuuming and wiping of floors of different types including carpet surfaces, staircases, corridors, lifts and lobbies , meeting areas, cabins etc.
2. Dusting and polishing/brushing of Low high partitions, Glazed & Paneled partitions glass panes, venetian blinds, door mats, tables, chairs , workstations, cabinets, book racks, all conference room, library, Auditorium.
3. Acid cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floor. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers, etc. Brush thoroughly to include below water level and under rims including area at hinges and cistern handles. Red stock toiletries which include liquid hand soap, toilet soap, air freshener, and Sanitary cubes hand towels and Naphthalene balls in toilets after daily checkups in the morning, afternoons and on call basis during daytime.
4. Dusting of Telephones sets, PC, Printers, Photocopier machines, Fans, Network Equipments, Files, Computers, Scanners, UPS.
5. Fridges, Micro-oven, washing machine, Water Coolers within the Academic and Hostel Block areas should be kept clean inside and out, and defrosted when appropriate.
6. Tea/Coffee Machines should be cleaned every day.
7. Check & clean water dispenser & vending machine
8. Dirty glasses/Cups/Bottles should be removed immediately from conference/meeting rooms/cabins/workstations.
9. Removal of waste papers and any garbage and blockage/choking from the entire area covered under the scope of work.(Two times daily and as and when required)
10. Conference Room/Meetings Rooms/Discussion rooms to be checked on regular intervals/ call basis. Water bottles, tea cups, paper plates, Crockery etc. be cleared regularly so that the area never looks dirty. Tables, cabinets, switches boards, white boards, doors and partitions etc should be cleaned every day, water bottles to be replenished and kept clean, face tissues, notepads to be arranged.
11. Spraying Air Fresheners daily.
12. Shifting of furniture and other items from one floor to another or within floor as and when required by Administration.

Jobs to be carried out Monthly or as and when required

1. Vacuuming, brushing and shampooing of all carpet area, chairs, sofas.

2. **Vacuuming cabinets, PC, Printers, Photocopier machines, Fans, Network Equipments, Files, Computers, Scanners, UPS.**
3. **Cleaning and dusting of electrical switch boards, light fixtures, fans, air conditioner vents, overhead light fixtures, firefighting equipments, artifacts, plant boxes, etc**

Guidelines for Execution of Jobs Responsibilities

1. **Sweeping and Cleaning:** Sweeping and Cleaning is a routine affair of house keeping. Sweeping will be Carried out with Unger Kit such that worker does cleaning in up right position. The Sweeping and Cleaning of following building elements will be done at least once a day. Corridors, staircase, railings, rooms, toilet blocks, ceilings, sidewalls, lofts, weather sheds, windows glass panels. Fixtures, lounge shed, pillars, Columns, exterior walls terraces, ground entrapped within and at least 5 feet outside all around the building with Unger Kit.
2. **Vacuum Cleaning:** Ultra Clean rooms have to be cleaned with the help of vacuum cleaner as sweeping with broom is prohibited in these areas. Vacuum cleaner fitted with HEPA at the exhaust. Vacuum cleaning will be carried out only by the trained personnel well acquainted with the vacuum cleaning.
3. **Mopping:** Mopping will be carried out only after the cleaning/sweeping is over, Mopping will be done by sprinkling water with appropriate detergent solutions/scented phenyl. Rubber broom only will be used for this work. After mopping floor swabbing will be done with dry cloth broom to avoid slippage of anyone. The areas e.g. corners, edges and pockets where rubber broom could not be used mop cloth will be used for manual mopping and swabbing. The elements under mop include as under. Corridors, railings, rooms, toilet blocks, mirrors, ceramics, marble, glazed and mosaic tiles in skirting and side walls, window glass panels, fixtures, decorative pillars & columns, idols and photo frames.
4. **Window glass panel cleaning:** Window frames will be cleaned with detergent. Dust from window platform outside and inside will be removed. Glass will be cleaned with suitable chemicals without any scratch. Use of newspaper and old cloth for cleaning glass will be permitted. Glass panels in will be cleaned very frequently.
5. **Spraying perfumes:** Perfume will be sprayed after routine cleaning work, in the Office Premises everyday in the corridors, office rooms, conference halls etc.
6. **De-dusting of furniture and fixtures:** De-dusting and fixtures will be carried out with clean dhoti cloth everyday morning before office hours. Glass top will be cleaned wet cloth to remove stain. Each room will have furniture like tables, chairs, stools, side tables, computers, office equipments, show cases, cupboards, display board, etc. There will be lighting fixtures, fans, air conditioner and electrical fittings.

- Lighting and decorative fixture, fans, etc. will be cleaned periodically in phased manner with the convenience and requirement of concerned officer sitting in that room.
7. **Stain removal:** Stain accumulates on various water connections fittings near water cooler, sanitary fittings in toilet block on mosaic, marble and ceramic tiles, glass panes, mirrors, etc. Periodic stain removal will be carried out with appropriate anti-stain materials.
 8. **Removing spider webs and cobwebs:** Removing spider and cobwebs will be carried out periodically with broom. This work will be done before sweeping.
 9. **Toilet related specific work:** Each toilet will be provided with liquid or solid soaps at washbasin, naphthalene balls at water outlets, bucket and tumbler or toilet papers and availability of water. Contractor shall ensure that all the consumables are available inside toilet. In case of failure of water supply concerned office will be kept informed. Maintenance of ladies toilets will be done before office hours only. While cleaning toilet, board will be hung on the face of the door to intimate the users about cleaning in progress. Any theft or loss of sanitary fittings, taps, and light bulbs will be brought to the notice of the concerned officer.
 10. **Washing Flushing:** Washing of all floors will be carried out at least once a month to remove accumulated dust or mud in deep corners and tiles joints. During monsoon corridors and floors I am spoiled with mud etc. Washing will be carried out with water pipe and rubber broom/map cloth.
 11. **Dumping/disposing:** Garbage collected after daily sweeping and cleaning will be carried away in suitable manner for disposal.
 12. **Horticulture Cleaning Work:** Cleaning of Lawns including Grass & removal of dried plants, cutting of woods, etc. of the existing WBNUJS CAMPUS.

Hostel Blocks

- | | |
|--|--|
| i) Hostel rooms and
Common passages | : By 09.30 a.m. and 12.00 noon to 4.00 p.m. |
| ii) Hostel toilets
(twice a day) | : From 8.00 a.m. to 9.30 a.m.
and 2.00 p.m. to 3.00 p.m. |
| iii) Hostel dining halls
(thrice a day) | : From 8.00 a.m. to 8.30 a.m.,
11.00 a.m. to 12.00 noon and
3.00 p.m. to 4.00 p.m. |
| iv) Hostel kitchens | : From 12.00 noon to 1.30 p.m. |

Academic Blocks

- i) Office & corridor : From 08.00 a.m. to 2.00 p.m.
- ii) Classrooms : From 8.00 a.m. to 9.30 a.m.
and 2.30pm to 4.00pm
- ii) Toilets : From 8.00 a.m. to 9.00 a.m.
(twice a day) and 02.00 p.m. to 3.00 p.m.

Staff Quarters**Flats (Gents hostel)**

- : From 8.00 a.m. to 4.00 p.m.
- : From 8.00 a.m. to 4.00 p.m.

The contractor will have to ensure the cleanliness of the buildings and University campus at any point of time.

Rates for Housekeeping Services

Rates for the services are to be quoted by the tenderer including material charges.

Conditions

- The agency has to provide floor cleaning machines and well trained operator for building's floor cleaning.
- The agency must provide proper uniform with necessary protective gears to the persons deployed to work.
- Agency's photo-identity card should be on display while the workers are on duty. Complete bio-data with photograph should be furnished to the University office before engaging a person to work.
- The persons should possess impeccable record of integrity – to be guaranteed by the agency.
- The agency must abide by all regulatory instructions and indemnify the University for any lapses on this.
- The University shall **not** provide off-duty accommodation to the personnel engaged.
- The persons working may be available at the University premises for meeting any emergency requirement.
- A lump sum amount would be realised from agency towards electric charges for use electrical gadgets (If the University desires).
- The contractor shall be paid on the basis of contractual area cleaned and swept as per accepted rate.
- Monthly performance report for every section \ office to be enclosed with the monthly bill.
- Minimum wages of the housekeeping personnel are to be followed as per Govt. rules.
- One gents and one lady supervisor are to be deployed for supervising the entire housekeeping job.
- *A list of materials along with quantity available at site for the cleaning of that month to be provided by the agency to the University on every first day of the month. About quality and quantity, the university views will be considered as final.*
- Cleaning work should be done seven days a week.

Pre Qualification:

Cleaning materials: Cleaning materials shall be provided by the agency. The stock for cleaning materials should be maintained by the house keeping supervisors and usages of the materials should be recorded in a stock register to be provided by the University.

Basic Machinery:

1. Floor cleaning machine with back up arrangements.
2. Vacuum Cleaner (Wet & Dry) with back up arrangements.
3. Vacuum Cleaner for Auditorium use.

Experience:

1. Agency should have atleast five years experience for cleaning buildings & campus area. i.e. providing the services of Sweeping, cleaning and Sanitation Services in at least one University other than WBNUJS. The annual turnover of Tenderer should be **Rs. 30 lacs** per annum for three years in the preceding five financial years in the related work
2. Experience and satisfactory work experience (Completion) certificate issued by head of the institution other than WBNUJS, Kolkata should be annexed with Tender.

Minimum requirement of Personnel (for hostel and for academic block)

1. Male housekeeping staff : 9+ 4 + 1 (one) Supervisor
2. Female housekeeping staff : 8 + 4 + 1 (one) Supervisor

Penalty

The personnel on duty shall be under overall supervision and general control of the University authorities. Even though there will be no interference in the normal course, any dereliction from duty will be viewed seriously. Penalty, ranging from Rs. 500 to Rs. 50,000, depending on the gravity of the lapse, of which the University will be the final authority to decide, shall be imposed and recovered from the next monthly payment under intimation to the agency.

Contract Period

Initially for **one year**, subject to extension on mutual agreement. For premature termination of contract, one-month notice will be necessary from either side.

Security Deposit

Agency to pledge in favour of University a lump sum amount of Rs. 50,000.00 or 10% of the total contractual value whichever is less, as security deposit by account payee draft/bank guarantee within 15 days of acceptance of tender. The amount of deposit will be released with no interest after successful completion of the contract.

Payment

The payment will be made on the basis of performance report and as per accepted rate. Bill is to be submitted along with performance report duly certified by all sections/schools/hostel/toilets/campus area certified by the Campus Supervisor. Bills receivable

on monthly basis, the payment will be settled within one months of submission by account payee cheque in favour of the agency subject to satisfactory performance.

SCHEDULE OF QUOTE

Serial No: HK -

NAME OF FIRM:

PAN No.:

**AUTHORISED SIGNATORY:
(NAME AND DESIGNATION)**

ADDRESS FOR COMMUNICATION:

CONTACT TELEPHONE / MOBILE NOS.:

EARNEST MONEY
Rs. 20,000/=

:

Draft No:
Bank :

Date:

RATE PER SQUARE METRE:

i) Daily cleaning

: Rs. /sq. m. for 18000 sq. m.

(Rupees.....)

I accept all conditions stipulated in the tender documents and agree to abide by the norms and procedures as prescribed by the NUJS.

DATE: **/2019**

SIGNATURE OF THE AUTHORISED SIGNATORY

Quotes

For Housekeeping

Pay	Supervisor	Cleaner
Basic Pay for 26 days		
EPF @ of basic (As per Govt. of orders)		
ESI @ of basic (As per Govt. of orders)		
Supervisor Allowance		
Bonus		
Service Charges (% of Basic)		
Service Tax		
Total		

List of Equipments to be used and provided by the agency in the Campus:

Daily Basis :

Weekly Basis :