

# TENDER DOCUMENT

For

“JOB CONTRACT OF SWEEPING, CLEANING & HOUSEKEEPING SERVICES”

Tender No.: NIAMT/EM/Contract/67/2024-25



## IMPORTANT DATES

Publication Date:	18/06/2024
Pre-Bid Meeting:	25/06/2024 at 11:00 AM
Last Date of submission:	29/07/2024 at 03:00 PM

**NATIONAL INSTITUTE OF ADVANCED MANUFACTURING TECHNOLOGY**  
**(FORMERLY NATIONAL INSTITUTE OF FOUNDRY AND FORGE TECHNOLOGY)**  
**(A DEEMED TO BE UNIVERSITY under Ministry of Education, Govt. of India)**

**Hatia, Ranchi, Jharkhand-834003**

**Email: - [estatemangement@niamt.ac.in](mailto:estatemangement@niamt.ac.in)**

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## SECTION - 1

### NOTICE INVITING TENDER

Sealed Tenders are invited under two bid systems (Part- I: Technical Bid and Part -II: Price Bid) from approved eligible agencies holding valid licenses under Contract Labour (Regulation & Abolition) Act, 1970 and having valid registration with EPFO, ESIC, and GST for supply of Goods and Services for Cleaning and House Keeping Work for NIAMT Campus at Ranchi.

Tender documents can be downloaded from the official website of the Institute (<http://niamt.ac.in>) or CPP Portal.

### SCHEDULE TO TENDER

Sl. No.	Publication of Tender	Particulars
1.	Annual Estimated value of Contract	1 Crores
2	Duration of Contract	Initially for one year from the date of award of the Contract. However, the contract may be further extended for two more years not exceeding one year at a time as per the need of the Institute and subject to satisfactory performance.
3	Minimum Validity of tender offer	180 Days
4	Date of Pre-Bid Meeting:	25/06/2024 at 11:00 AM at ILC Room, First Floor, Administrative Building, NIAMT campus, Ranchi
5	Uploading of MOM of Pre-Bid Meeting	29/06/2024
6	Last date and time for submission of Tenders:	29/07/2024 at 03:00 PM
7	Date & Time of Opening of Technical Bid:	29/07/2024 at 03:30 PM
8	Date & Time of Opening of Financial Bid	30/08/2024 at 11:00 AM
9	Expected Date of Award of the Contract	10/09/2024
10	Expected date of commencement of contract	01/10/2024
11	Bid Security Deposit (EMD)	Rs. 4,00,000/- (Rs. Four Lakh only) Proof of deposit. Exempted for bidders having valid MSME Certificate for services.
12	Performance Security/ Guarantee	10% of Contract Value
13	Performance Guarantee Validity	60 days after completion of contract period
14	Bids shall be addressed and sent to:	The Assistant Registrar (EM and S&P) Room No. 101, First Floor, Administrative Building, National Institute of Advanced Manufacturing Technology, Hatia, Ranchi 834003, Jharkhand.

**For any update/amendments/corrigendum/s please follow institute website regularly (<http://niamt.ac.in>)**

## SECTION - 2

### ELIGIBILITY CRITERIA FOR BIDDERS

#### Eligibility Criteria for Bidders:

Sl. No.	Eligibility Criteria	Documents required in support
1	The bidder must be a legally valid entity in the form of a Proprietors/Partnership/Public Limited/Private Limited company registered under the appropriate Act and capable of suing and being Sued in its own name.	Copy of registration under appropriate Act.
2	The Bidder must submit documentary evidence showing their nature, and the requisite licenses for providing sweeping, cleaning and housekeeping services.	Copy of registration under Shops & Establishment Act.
3	Must be registered under The Contract Labour (Regulation & Abolition) Act. 1970 as per applicable provisions.	Copy of Contract Labour Registration Certificate.
4	The Bidder should be registered with EPFO, ESIC, and other Govt. Authorities such as Income Tax and Goods and Services Tax for which the agency has to submit necessary documents	a. Copy of registration with EPF b. Copy of registration with ESIC c. Copy of GST registration certificate d. Copy of PAN
5	The Bidder must have successfully carried out at least one single work order related to housekeeping services of maximum value of <b>Rs. 80,00,000/- [Rupees Eighty Lakhs only]</b> ; or two work orders of minimum value of <b>Rs. 50,00,000/- [Rupees fifty Lakhs only]</b> each; during the last three financial years in any Govt. establishment, Public Sector Undertaking, Institute or Autonomous Body or any reputed private organization/company.	Copies of work order & Satisfactory Performance Report/ Certificate from the organization.
6	The Bidders should have average annual turnover of <b>Rs. 2,00,00,000/- (Rupees Two Crores Only)</b> or more during of the last three financial years <b>(2021-22, 2022-23 &amp; 2023-24)</b> .	Copy of Profit & Loss Account duly audited by a Chartered Accountant.
7	The bidder may preferably have a branch office at Ranchi, Jharkhand or should be in a position to make its authorized representative available in the Institute within 24 hours of receiving intimation.	

### Site Visit & Pre-Bid Meeting:

1. A site visit will be organized on **25/06/2024 (at 11.00 AM- 1:00 PM)** for the bidders interested in familiarizing themselves about the Institution and the work area before the Pre-bid meeting. In case the bidders need more time to visit the work site, they may do so on **22/07/2024 [2:00 – 3:00 P.M]** with prior intimation to Institute's representative.
2. A pre-bid meeting will be held on **25/06/2024 (at 11.00 AM)** at ILC Room, First Floor, Administrative Building, NIAMT for providing clarification on the tender, if any. Participation in the Site Visit & Pre-Bid Meeting is optional but desirable. Only one authorized person from each bidder will be allowed to participate in it. The Bidders interested in participation in this Site visit cum pre-bid meeting may attend the same with proper authorization. If necessary, rectification may be done in the tender document after the pre bid meeting and the same will be published in terms & conditions website on **28/06/2024**.

### Evaluation Criteria for Technical Bid & Financial Bid:

#### 3. BID OPENING AND EVALUATION:

- A) The authorized representatives of the Institute will open the Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the specified place and time as mentioned in the NIT.
- B) The bidder must be present on the date & time of opening of the Technical Bid and will produce all the original documents in support of their eligibility for scrutiny. The bidders fail to attend or produce the original documents for verification; their bids may be rejected and may not be considered for evaluation.
- C) The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.
- D) Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders with prior intimation.

#### 4. Part-A Technical Evaluation (Weightage 50 Marks)

SL. No.	Tender Criteria	Points Calculation
1	At least one contract of Housekeeping of minimum value of 80 lakhs of during last 3 Financial Years <b>(2021-22,2022-23 &amp; 2023-24)</b>	a. 5 points for first contract. b. 2 Points for each additional contract in last 3 Financial Years (2021-22,2022-23 & 2023-24) c. 1 additional Points for each contract in campus-based Institute/ University.
2.	Annual Turn Over of Minimum 2 Crores in last three Financial Years <b>(2021-22,2022-23 &amp; 2023-24)</b>	a. 2 points for each additional 1 crore during last 3 financial years
3.	Branch Office at Ranchi	a. 5 Points

5. Total Technical Bid Points

1. Highest Technical Point bidder (A1+A2+A3) will be given full points, i.e. 50 out of 50.
2. Other bidders will be given proportionate points as per following formula

$$\frac{\text{(Point Earned by Bidder/Highest Point Earned)} \times 50}{}$$

Example: -	Highest Points Scored by any Bidder (say X)	=	82
	Points Scored by Bidder Y	=	74
	Technical Bid Points of Highest Bidder X	=	50 (full points)
	Technical Bid Points for Bidder Y	=	$(74 / 82) \times 50 = \underline{45.12}$

6. Part – B: Financial Bid Evaluation

1. Lowest bidder will be given full points, i.e. 50 out of 50.
2. Other bidders will be given proportionate points as per following formula.

$$\frac{\text{(Lowest Bid Value/Bid Value of the Bidder)} \times 50}{}$$

Example: -	Lowest Bid Value (Service charge rate)	=	3.90%
	Bid Value of Bidder Y (Service charge rate)	=	4.25%
	Financial Bid Points of Lowest Bidder	=	50 (full points)
	Financial Bid Points for Bidder Y	=	$(3.90/4.25) \times 50 = \underline{45.88}$

7. Part – C: Total Points for Evaluation

Total points earned in the Technical Bid Evaluation (Part – A) and Financial Bid Evaluation (Part – B) together will be considered for selection of the successful Bidder.

Example: -	Technical Bid Evaluation (Part – A) in above example	=	45.12
	Financial Bid Evaluation (Part – B) in above example	=	45.88
	Total consolidated point of Bidder in above example	=	91.00

Note – The Bidder in the above example has qualified in both parts of the bid by securing more than 25 points and 30 points, respectively in the Technical Bid and Financial Bid.

**Part – D: Selection of Bidder**

Bidder who earns maximum total points (Technical + Financial) will be awarded the contract at their bid price (not at the lowest bid price, if they are not the lowest bidder). In case of tie in total points, bidder with higher Financial Bid Points will be considered for award of the contract.

## SECTION - 3

### SCOPE OF WORK OF THE CONTRACT SCOPE OF WORK

3.1 The scope of work shall also the following:

The scope of work shall cover:

- I. Indicative list of consumable goods required for undertaking the services of cleaning is given at Appendix-I. The tenderer shall furnish a list of tools, tackles and consumable goods as considered necessary by him and not covered at Appendix-I, in his Tender.

A list of preferred makes for supply under this contract is indicated in Appendix-I itself of this tender document. In the event the contractor is not able to make supply from preferred makes, the contractor will be required to supply alternative make only with a written prior 'Approval' of the Institute.

- II. A fulltime supervisor (Skilled/ Highly Skilled) must be deployed to supervise the work, coordinate with the Institute, and carry out the instructions as may be issued on daily basis.
- III. The Semi-skilled workers should be capable of operating mechanized cleaning equipment and mechanized grass cutting of lawn mowers/ Bush Cutting Machines.
- IV. The working time of workers is as follows: -
- Hostels (regular) -10:00 AM to 02:00 PM, 03:00 PM to 07:00 PM
  - Lecture Hall Complex -10:00 AM to 02:00 PM, 03:00 PM to 07:00 PM
  - Rest of other (Admin, Faculty, Academic, Residential etc.) -07:00 AM to 11:00 AM, 12:00 (noon) to 04:00 PM
  - Guest House, Health Centre, Emergency Service- Round the clock.

3.2 The list of various building/areas to be considered for cleaning and Housekeeping are furnished as follows:

SL. No.	Approx Area wise details of the building	Approx Built up Area ( in sq feet)
1	<b>Admin &amp; Academic Building</b>	
	a. Academic Building	5,40,500
	b. Faculty Building	36,768
	c. Lecture Hall Complex	43,196
	d. Admin Building	59,469
	e. Auditorium Building	2,232
	f. Library Building	16,047
	g. Multi-Purpose Building	27,796
	h. Maintenance Office	2,910
	i. Workshop	14,857
	j. Cafeteria	6,364
	k. 5 Story Laboratory building	1,139
	l. Old Lab Building	24,896
m. Paved Corridor	10,000	
2	<b>Hostels</b>	
	a. Vikram Ambala Sarabhai Chhatrawas	9,925
	b. Nirala Chhatrawas	13,430
	c. Kalpana Chhatrawas	18,587

	d. Homi J. Bhabha Chhatrawas	50,027
	e. Viswasaraiya Wing A & B Chhatrawas	34,856
	f. A.J. C. Bose Chhatrawas	85,088
<b>3</b>	<b>Common Area</b>	
	a. Student Playground	40,000
	b. Roads	1,20,000
	c. Area Besides Library	12,266
	d. Parking Area	12,000
	e. Children Park	7,004
	f. Sharda Udyan and ground in front of Sharda Udyan	9000
	g. Compound attached to quarters	30,000
	h. Common area of quarters (Stairs, approx. out of roof)	35,000
	i. Playground between Residential quarter (A & B)	46,483
	j. Playground backside Residential quarter P Type	20,336
	k. Playground in front of Nirala Hostel	35,981
	l. Playground in front of Vikram Ambala Sarabhai Chhatrawas	23,240
	<b>m. Main Playground</b>	<b>40,000</b>
<b>4</b>	<b>24 hours service</b>	
	a. Health Centre	1,640
	b. Guest House	3,657
<b>5</b>	<b>Others</b>	
	a. Director Bunglow	3,550
	b. Transport Office	1,473
	c. Security Office & ATM	690
	d. Main Gate	1,500
	e. Outside Glass	2,000
	f. Outside wall	10,000
	g. Drains	18,000
	<b>Add Miscellaneous Area</b>	<b>28093</b>
	<b>Total</b>	<b>15,00,000</b>

3.3 The selected Agency must ensure standard cleaning and housekeeping services in the designated areas in the premises round the clock with complete mechanized as well as manual cleaning as required looking at the space constraints:



**CLEANING SCHEDULE AND FREQUENCY  
ADMINISTRATIVE AND ACADEMIC BUILDINGS/OFFICES**

Sl no.	Activity	Method	Frequency	Penalty
1	Rooms/Chambers/Labs/floor cleaning	Sweeping and Mopping	Daily	200
2	Corridor floor cleaning	Dry & Wet moping	Twice daily	200
		Scrubbing and drying with Auto Scrubber	Monthly	1000
4	Staircase Cleaning	Sweeping and Mopping	Daily	200
5	Door handles cleaning	Dry wiping	Daily	200
6	Drinking water area	Wet & Dry wiping	Daily	200
7	Garbage collection and disposal	Manual	Daily	200
8	Glass and glass partition cleaning	Wet & Dry wiping	Monthly	1000
9	Fire Extinguishers/hydrants and hose reels cleaning	Dusting	Monthly	1000
10	Any type of furniture & Doors	Dusting	Daily	200
11	Glasses /Nameplates	Wet & Dry wiping	Monthly	1000
12	Telephone/Computers	Dusting/Vacuumping	Weekly	500
13	Removal of cobwebs and dusting of doormats	Manual	Weekly	500
14	Electric Switches	Dry cleaning	Weekly	500
15	Terrace Cleaning	Wet & Dry Cleaning	Monthly	1000
16	Waste material disposal	Manual	Daily	200

**OUTER AREA OF BUILDINGS**

Sn.	Activity	Method	Frequency	Penalty
1	Paved corridors cleaning	Sweeping	Daily	200
		High Pressure Washing	Monthly	1000
2	Outside glass cleaning	Wet & dry wiping	Quarterly	5000
3	Outside walls	Dusting & Dry Wiping	Quarterly	5000
4	Parking area cleaning	Sweeping	Daily	200
		H.P. Washing	Monthly	1000
5	Garbage/scrap collection	Manual	Daily	200
6	Roads	Sweeping	Daily	200
7	Playground/Park	Cleaning-Sweeping	Weekly	500
8	Other areas	Sweeping--Cleaning	Weekly	500
9	Campus Gates & Security Posts	Wet & Dry wiping	Daily	200

Additional Services				
Sn.	Activity	Method	Frequency	Penalty
1	Grass Cutting	Manual /Mechanized Grass Cutter	As may be required to maintain cleanliness	Height 5.00 CM-10.00 CM-1000/- Height 10.00CM-15CM-2500/- Height $\geq$ 15.00 CM-5000/-

#### TOILETS & WASH ROOMS

Sn.	Activity	Method	Frequency	Penalty
1	Toilet cleaning with toilet cleaning Agents	Washing	Twice daily	200
3	Floor cleaning	Washing	Daily	200
		Scrubbing	Weekly	500
4	Side wall cleaning	Scrubbing	Weekly	500
5	Doors handle cleaning	Wet & dry wiping	Twice Daily	200
6	Wash basin and surrounding area cleaning	Wiping	Twice Daily	200
7	Mirror cleaning	Damp wiping	Once daily	200
8	Commodes cleaning	Washing	Once daily	200
9	Urinals cleaning	Washing	Twice daily	200
10	Dustbin clearance & cleaning	Collection and wiping	Once daily	200
11	Hand drier machine cleaning if any	Dusting	Once daily	200
13	Exhaust Fan cleaning	Wiping	Monthly	1000
14	Tube light or any other light cleaning	Dry wiping	Monthly	1000
15	Electric Board and Switches cleaning	Dry dusting	Weekly	500
16	Spray of Air Freshener	Manual	Twice daily	200

**3.4 Penalty will be on the basis of per reported incident per frequency period per location. For example, if one particular toilet is found not cleaned on Monday & Tuesday, fine for that toilet will be Rs. 200X2= Rs. 400/-. Similarly, if terrace of two building are not cleaned for a month, fine will be Rs. 1000X2=Rs. 2000/-.**

**3.5** The tenderer shall clearly indicate the list and technical details, make and model, of appliances and machinery it will deploy at site on regular basis for undertaking the services, which shall be the property of the Contractor and he shall be able to take back only at the end of tenure of contract and not during the tenure of the contract. The site mobilization shall be deemed to be complete only after the committed appliances and machinery has been brought to site.

## SECTION – 4 INSTRUCTIONS TO BIDDERS

1. **ONE BID PER BIDDER:** Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
2. **COST OF BID:** The bidder shall bear all costs associated with the preparation and submission of his bid and the Institute will in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.
3. **VISIT TO THE INSTITUTE:** The bidder is required to provide Cleaning and House Keeping Services to this Institute and is advised to visit and acquaint himself with the operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the Institute and is aware of the operational conditions prior to the submission of the tender documents.

### 4. CLARIFICATION OF TENDER DOCUMENT

A) The Tender document comprises of:

- Complete Tender document (Section 1 to 5)
- Technical Bid -Bidders Profile (Annexure – I)
- Check List for Technical Bid (Annexure – II)
- Financial Bid (Annexure – III)
- Form of Undertaking (Annexure – IV)

B) The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of his bid.

C) The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document.

### 5. PREPARATION OF BIDS

The bidder shall, on or before the date given in the Notice Inviting Tender, submit **a hardcopy of the bid to The Assistant Registrar (EM and S&P), Room No. 101, First Floor, Administrative Building, National Institute of Advanced Manufacturing Technology, Hatia, Ranchi 834003, Jharkhand.**

A) **One copy of the Tender document and Addenda, if any, thereto with each page signed and stamped shall be annexed to acknowledge the acceptance of the same as uploaded on Institute website and CPP portal.**

B) All the pages of the bid must be serially numbered and duly signed and stamped by the Authorized signatory giving detail of the page numbers in the index of the bid.

C) Self-Attested copy of Memorandum of Understanding (MoU) shall be uploaded in case the Bidder comprises of Joint venture/Consortium/Partnership or relevant document about sole proprietorship.

- E) The bidder must submit an undertaking in non-judicial stamp paper (Rs. 100/-) duly notarized that the Cleaning and House Keeping Service agency has not been blacklisted and no case is pending with the police or in court of law against their name.
- F) Non-submission of these documents will make the bid as un-responsive and such bids shall not be considered as valid.

## 6. SUBMISSION OF BIDS

- A) The bidder shall submit their offer in two separate envelopes i.e. 1. EMD and, Technical Bid, 2. Financial Bid. These two envelopes must be sealed, stamped and put in bigger envelop duly sealed and super-scribed as "Tender for engagement of Cleaning and House Keeping Service" and must be sent by Speed/Registered Post only to the following address:

To,  
The Assistant Registrar (EM and S&P)  
Room No. 101, First Floor, Administrative Building,  
National Institute of Advanced Manufacturing Technology,  
Hatia, Ranchi 834003, Jharkhand

**NOTE: - Tenders received by hand or through Tender Box will not be processed.**

## 7. BID SECURITY/EMD (Non-Interest Bearing):

- A) EMD: EMD of Rs. 4,00,000/- (Rupees Four Lakh Only) is to be obtained from the bidders except those who are registered with MSME. The tenderer should submit EMD amount through NEFT / RTGS as per details below:

- a. Name of Beneficiary: **National Institute of Advanced Manufacturing Technology  
(NIAMT)**
- b. Account No.: **2730101006939**
- c. Name of Bank: **Canara Bank, NIAMT CAMPUS Branch,**
- d. Bank Address: **Hatia, Ranchi – 834 003 (Jharkhand)**
- e. IFS Code: **CNRB0002730**
- f. MICR Code: **834015008**
- g. Swift Code: **CNRBINBBCFD**

The details of transaction for EMD viz. Name of bidder firm, Tender Description, Transaction ID/No. of Transfer, Transaction date, Amount of Transaction, Name of Bank, Address of Bank shall be furnished by the tenderer on their letterhead separately along with their tender.

- B) Bid security of the successful bidder may be adjusted against the Performance Security. And for the remaining amount of Performance Security separate BG/DD shall be collected from the successful bidder.
- C) Bid Security shall be forfeited if the bidder withdraws his bid during the period of Tender validity.
- D) Bid Security shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the Institute.
- E) Refund of EMD: The EMD will be returned to unsuccessful Tenderer only after the Tenders are finalized. In the case of successful Tenderer, it will be retained till the successful and complete installation of the equipment.

11. VALIDITY OF TENDER: The tender must remain valid and open for acceptance for a period of 120 days from the date of opening of the Technical Bid.

12. LATE AND DELAYED TENDERS: Bids must be received in the Institute at the address specified above not later than the date and time stipulated in the NIT. The Institute may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the Institute and the Bidder will be the same.

13. RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS: -

- A) The Institute is not bound to accept the lowest bid or any bid and may at any time by giving notice in writing to the bidders terminate the tendering process.
- B) The Institute may terminate the contract if it is found that the contractor is blacklisted on previous occasions by any of the Institutes/Institutions/Local Bodies/ Municipalities/Public Sector Undertakings, etc.
- C) The Institute may also terminate the contract in the event the successful bidder fails to furnish the Performance Security or fails to execute the agreement.

14. PERFORMANCE SECURITY (PS) (Non-Interest Bearing):

The successful bidder shall be required to furnish a Performance Security (PS) within 21 days of receipt of 'Letter of Offer' for 10% of contract value in the form of an Account Payee DD, or Bank Guarantee from a Nationalized Bank in an acceptable form in favour of the Director, NIAMT and payable at Ranchi. The Performance Security shall remain valid for a period of one hundred and twenty days beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the contractor accordingly.

Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Bid Security.

## SECTION – V

### SPECIAL CONDITIONS OF CONTRACT Execution of work: Agency's Responsibilities

1. The bidder may preferably have a branch office at Ranchi, Jharkhand or should be in a position to make its authorized representative available in the Institute within 24 hours of receiving intimation.
2. The Contractor shall ensure the best quality work in a planned and time bound manner. Any substandard material used and work beyond set out tolerance limits shall be summarily rejected by the Officer-in-Charge.
3. The work shall be carried out in the manner complying in all respects with the requirements of relevant bye laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Officer-in-Charge and nothing extra shall be paid on this account.
4. The Contractor will be responsible for making the payment directly to the supplied manpower by 10th of each month, failing which penalty of Rs. 200/worker/per day will be applicable. In case the Institute fails to release payment within 30 days of submission of bill (compliance in all report), instant @10% will be paid.
5. The Contractor shall dump garbage from the campus at a place designated by the Institute/Local Body.
6. Existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the Agency at his own expense. The Contractor shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operations of such services.
7. The Contractor shall execute his work in such manner that no damage is made to the existing structure or any property of the Institute.
8. The Contractor shall be responsible to arrange at his own cost all necessary tools, plants & machinery and all other cleaning materials/consumables etc. required for execution of the work as per the agreement.
9. No assistance of any kind shall be made available by the Employer for the purchase of equipment, plants, machinery, consumables, materials of any kind or any other items required for execution of the work.
10. Samples, brand, and other specifications of all materials required for execution of the work shall be got approved from the Officer-in-Charge.
10. Work shall be carried out on all days of the week except in the Admin Building or Auditorium Buildings where no service is required on Sunday except when instruction by Institute. Bidders are advised to plan deployment of manpower accordingly taking instant weekly off days and leave of their workers.

11. All staff/employees deployed on duty at Employer's premises shall be properly dressed with Apron and ID Cards. Any failure on this account shall attract penalty.
12. The Officer-in-Charge nominated by Employer shall be authorized to give instructions to the Upkeep Manager/Supervisor(s) of the Contractor at the premises of Employer on all matters relating to this work.
13. The Contractor shall appoint Upkeep Manager /Supervisor(s) as per manpower deployment as per the requirement of the Employer.
14. The Upkeep Manager deployed by the Contractor shall report on all matters concerning the above work to the Officer-in-Charge. The Upkeep Manager deputed by the Contractor will be responsible for detailed planning of work covering allocation of manpower, machinery, and materials required, act as a liaison officer between the Contractor and the Employer. He will be responsible for the day-to-day working of the staff deputed by the Contractor, their attendance, timely payment of salary and wages, compliance to all statutory requirements, and all other relevant jobs.

#### **Other conditions**

15. The Contractor shall stock the cleaning materials, consumables and Chemicals each month and maintain the stock register of receipt and issue. The stock register shall be got verified by the controlling officers of the Institute on a daily basis.
16. The Contractor shall ensure that all the machineries that are deployed in the Institute by the Contractor are always in running conditions. However, in cases of machine break-down, it shall be the responsibility of the Contractor to provide immediate replacement of the machinery with the similar technical specifications /brand.
17. The Contractor shall exercise adequate supervision to reasonably ensure proper performance of Mechanized Cleaning and House Keeping Services in accordance with Schedule of Requirements, failure of which shall attract penalty as stipulated in section 3 of the contract. Multiple failure may head to cancellation of the contract and award to another agency at the risk and cost of the original agency.
18. The Contractor shall ensure that trained Cleaning and House Keeping Service staff is deployed for operating the machineries for cleaning, vacuuming etc.
19. The Contractor shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Institute business or security arrangements (including but not limited to the Assignment instructions, Schedules and other subsequent Arrangements) and/or business of the Institute. The obligation is not limited to any scope and the Contractor shall be held responsible in case of breach of the confidentiality of Institute's information.

20. If the Contractor receives enquiries from Press/Media/Radio / Television or other bodies / persons, the same shall be referred by the Contractor to Institute immediately on receipt of such queries.
21. After expiry of the Contract period of the Contract of 12 months, the Institute may extend the contract for a further period of 12 months or part thereof at a time, on the same terms and conditions, except for value of contract which will be proportionately increased/decreased as per change in concerned price index from the date of award of the contract to date of extension.
22. The Contractor shall not employ any person below the age of 18 years and above the age of 55 years. The Manpower so engaged should have been trained for providing the services required.
23. The contractor shall ensure the compliance of the Contract Labour (Regulation and Abolition) Act 1971 and all other Labour Laws including EPF and ESI compliance.

### **Work Execution and Conduct of the Contractor**

24. The Employer's representative shall be notified to the Contractor in writing with-in 14 days of award of the Contract. The officer-in-Charge shall represent the Employer and act for the Employer at all times during the currency of the Contract. All notices, instructions, orders, certificates, approvals and all other communications under the Contract shall be given by the Officer-in-charge, except the Certificates relating to completion of contract and Performance Report of the Contractor & it's Manager(s)& Supervisor(s) which will be issued by the Director, NIAMT or a person empowered by him.
25. The Contractor's representative (Upkeep Manager) shall be the person who has been named by them in the bid. The Contractor shall not revoke the appointment of the Contractor's Representative without prior written consent of the Employer and placement of an equally competent & experienced person whose deployment shall be with the approval of the Employer.
26. The Employer may by notice to the Contractor object to any representative or person employed by the Contractor in the execution of the Contract who in reasonable opinion of the Employer, may behave inappropriately, may be incompetent or negligent, or may commit a serious breach of the Site rules & regulations. The Contractor on receipt of such notice shall remove such person (s) from the Campus of the Employer. If any representative or person employed by the Contractor is removed in accordance of the Notice of Employer, the Contractor shall promptly appoint a replacement.

### **Dispute Resolution**

27. Any dispute, question, claim, or difference arising out of or concerning contract between the parties relating to this contract shall be resolved through mutual discussions by the parties and parties shall make all endeavors to settle this matter amicably.
28. Conciliation: - In case an amicable settlement is not possible, parties shall take recourse to the Conciliation proceedings to resolve such dispute.



29. However, if the disputes are not resolved even by Conciliation, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director, NIAMT. The parties shall be governed by Indian Arbitration and Conciliation Act 1996. The seat of arbitration shall be at Ranchi.

#### **Force majeure**

30. 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 his 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. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.

#### **Indemnification**

31. The Contractor shall indemnify normally and hold harmless the Employer and its employees from and against any and all lawsuits, actions or administrative proceedings, claims, demands, losses, damages, costs and expenses of whatever nature, including attorney's fees and expenses, in respect of the death or injury of any person or loss of or damage to any property, arising out of the negligence.

#### **Negligence**

32. If the Contractor does not carry out the work in accordance with the provisions of the Contract, and shall neglect to execute the work with due diligence or expedition or shall contravene the provisions of the Contract, the Employer may give notice in writing to the Contractor to make good the failure, neglect or contravention complained of within such time as may be deemed reasonable by the Employer and in default of compliance with the said Notice, the Employer without prejudice to its rights under Clause 8.2 hereof, may rescind or cancel the Contract holding the Contractor fully liable for the damages that the Employer may sustain.

33. Should the Contractor fail to comply with such notice, the Employer shall have at its option the right to take-over the affected work wholly or in part out of the Contractor's hands and may carry on the work as envisaged in the Contract either departmentally or by awarding fresh Contracts(s) to execute the same, at the Risk and Cost of the Contractor.

### **Duration of the Contract**

34. Duration of the Contract will be initially for one year from the date of start of the Contract. The contract may be further extended for two more years, not exceeding one year at a time as per need of the Institute and subject to satisfactory performance.
35. The evaluation of Performance will be done by a committee constituted by the Institute and the report of the committee shall be binding on the agency.
36. In case of renewal, the contract price for the extended period will be determined by the Institute based on change in consumer price index over the year (i.e., from the date of initial contract and date of renewal).
37. The price so arrived will be rounded off to the next multiple of 1,000/-.

### **Termination of Contract**

38. The Employer, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstance by giving a notice of Termination and its reasons therefore to the Contractor-
  - a. If the Contractor becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, a receiver is appointed over any part of its undertaking or assets, or if the Contractor suffers analogous action in consequence of debt.
  - b. If the Contractor becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, a receiver is appointed over any part of its undertaking or assets, or if the Contractor suffers analogous action in consequence of debt.
  - c. If the Contractor assigns or transfers the Contract or any of its right or interest in violation of the provisions of the agreement.
  - d. If the Contractor
    - i. has abandoned or repudiated the Contract.
    - ii. has without any reason failed to commence work promptly as per the stipulation in this Tender Document.
    - iii. fails to execute the work in accordance with the Contract or persistently neglects to carry out its obligations under the Contract. Hereof.

Then the Employer may, without prejudice to any other rights it may possess under the Contract, give a notice to the Contractor stating the nature of the default and requiring the Contractor to remedy the same. If the Contractor fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice, then the Employer may terminate the Contract forthwith.

### **Applicable Laws and Jurisdiction**

39. This Contract shall be construed and governed in accordance with the Indian Laws.
40. The courts at Ranchi only shall have the exclusive jurisdiction to try all disputes, if any, arising out of this Contract between the parties.

**ANNEXURE-I**  
**TECHNICAL BID**  
**BIDDERS PROFILE FOR PROVIDING CLEANING AND HOUSE KEEPING SERVICES**

1	Names, address of firm/Agency and Telephone numbers	
2	Registration No. of the Firm/Agency with date:	
3	Name, Designation and Contract details (email and mobile no.) of the Authorized representative	Name
		Designation-
		Email-
		Mobile No.-
4	EPF Registration No.	
5	ESIC Registration No.	
6	Labor License Number	
7	PAN	
8	GST Registration No.	
8 (a)	Claiming Bid Security Exemption	YES/NO
8 (b)	If Yes, MSME Registration No. (Copy of certificate to be attached)	
8 (c)	Details of Bid Security (EMD) deposited: Amount Draft No. & Date/Transaction ID & Date	
9.	Annual Turnover (in Lakhs)	2021-22
		2022-23
		2023-24
10	List of Clients served during last three financial years (2021-22, 2022-23 & 2023-24)	

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

Name and Contact Details

Signature of the bidder with Official Seal/Stamp

**ANNEXURE-II**  
**Check list for Technical Bid**

Sn.	Documents asked for	Yes/No If No, Reason thereof	If Yes Page No.:
1	Bid Security Deposit (EMD)/MSME Certificate		
2	Copy of registration under the Company Act		
3	Copy of registration under the Shops and Establishment Act		
4	Copy of Valid License under Contract Labour Act 1970.		
5	Copy of Valid EPFO registration certificates.		
6	Copy of Valid ESIC registration certificates		
7	Copy of GST Registration Certificate		
8	Copy of PAN card of the firm		
9	Certified copies of audited Balance Sheet for last 3 financial years <b>(2021-22, 2022-23 &amp; 2023-24)</b>		
10	Certified copy of audited Profit & Loss Account having for last 3 financial years <b>(2021-22, 2022-23 &amp; 2023-24)</b>		
11	Proof of registered branch office in Jharkhand (if any).		
12	Bidders Profile as per Annexure - I		
13	Copy of signed & stamped Tender document to be submitted as token of acceptance of our terms & conditions		
14	Proof of experiences as per the eligibility criteria {As per section 2(5)}		
15	Customer satisfactory performance certificates / Work Completion Report as per eligibility criteria. {As per section 2(5)}		
16	Undertaking to the effect that the firm has not been Blacklisted by any Govt. agency, PSU, Autonomous Body Institute or University and no pending cases - duly notarized. {As per section 4(5E)}		
17	Undertaking of Truthfulness of Tender Participation {As per format prescribed in Annexure-V}		
18	List of machines such as Heavy Duty Mechanized Mop, High Pressure Washing Machines Lawn Mover etc. with specifications and make etc. which you propose to deploy at site. {As per format given in Annexure-VII}		

Note: Photocopies of all necessary documents duly self-attested must be attached for verification of the information provided. Non submission of any of the above documents may lead to rejection of the bid.

Signature of the bidder with Official Seal/Stamp

Name and Contact Details

**ANNEXURE-III**

**FINANCIAL BID**

**TENDER FOR CLEANING AND HOUSEKEEPING SERVICES**

**(TO BE PUT IN A SEPARATE SEALED ENVELOPE)**

I / we have inspected the site and surrounding of the work as per the details given in tender document and assessed the scope of works thoroughly and have also gone the through the tender documents and understood the terms & conditions stipulated therein before quoting the rates hereunder.

Table.1: Supply of Services

Sl. No.	Description	Lum sum value
1	Manpower Engaged (See Table Below, Row -F) No. of persons (Unskilled..... + Semiskilled ..... + Skilled..... + Highly Skilled.....)	
2	Consumables for one year (Attach List of items & quantity as per Annexure -VII)	
3	Machine Deployment Charge for one year (Annexure-VII)	
4	Sub Total (1+2+3)	
5	Service Charge/Administrative Charge/Profit..... % of Sl. No. 4 (Minimum 3.85% and maximum 7.00% as per OM No. 6/1/2023-PPD, dated 06/01/2023 issued by Procurement Policy Division, Ministry of Finance, Govt. of India)	
6	Grand Total (4+5)	
7	Rate per sq.ft (GT÷15,00,000) (For decrease/increase in scope of contract)	

Total Price Quoted (in Words): [Rupees.....].

Notes: - Manpower component will be pay as per actual depending upon providing rate as fixed by Central Govt. from time to time. However, all other components shall be fixed for a year.

Sl. No.	Particulars	Highly Skilled	Skilled	Semi Skilled	Unskilled
A	No. of workers proposed to be engaged				
B	Minimum Wages as on .....				
	EPF@.....%				
	ESIC@.....%				
	Bonus@.....%				
C	Daily Rate				
D	No. of days (Yearly)	365	365	365	365
E	Total wages for year (AXCXD)				
F	Gross Total				

## ANNEXURE-IV

### DECLARATION

1. We have inspected the premises and assessed the work. We undertake to take up the work at the total quoted price as mentioned above. No payment shall be claimed by us in case the area assessed by us is at variance than actual.
2. I / We undertake that the payment to the employees will be made as per rates prescribed by Central Govt. of India from time to time under Minimum Wages Act and applicable statutory payments on account of EPF &ESI.
3. We have gone through the terms & conditions stipulated in the tender document and confirm to abide by the same.
4. No other charges would be payable by the Institute.

Signature of the bidder with Official Seal/Stamp

Name: -

Mob. No.: -

Email: -

**ANNEXURE-V**

**Undertaking of Truthfulness of Tender Participation  
(TO BE TYPED ON A LETTER HEAD OF THE AGENCY)**

Date:.....

The Director,  
NIAMT  
Hatia-Ranchi 834003, Jharkhand

Subject: Submission of undertaking for providing Cleaning and House Keeping Services in  
NIAMT, Ranchi vide Tender No.: **NIAMT/EM/Contract/67/2024-25**, dated .....

Dear Sir,

We, the undersigned, are submitting our bid for providing cleaning and housekeeping services in your Institute in accordance with your Tender No.: **NIAMT/EM/Contract/67/2024-25**, dated .....

We hereby declare that all the information and statements made in this bid are true and we accept that any misinterpretation or false information /documentation contained in it may lead to our disqualification.

We accept all the terms and conditions of this tender document, and we are not deviating from your terms and conditions. Our bid is binding upon us. We understand that NIAMT, Ranchi is not bound to accept any bid.

Yours sincerely,

Authorized Signatory [In full and initials]

Name

Designation

**ANNEXURE-VI**

**Indicative list of Cleaning & Consumables**

Sn.	Name of the Item	Brand/Quality	Unit	Monthly Qty	Annual Qty	Rate (Rs)	Total (Rs)
(A)	(B)	(C)	(D)	(E)	F=E X12	(G)	H=F X G
1	Phenyl Concentrate	Kiran/Hatric/Olivine	Litre				
2	Washing Powder Ordinary	Active/ Wheel/Nirma/ Tide/ Ghadi	Kg				
3	Detergent Powder	Surf xcel/ Ariel/ Henko	Kg				
4	Floor Cleaner Disinfectant with fragrance 5 Litre Plastic cans	Lyzol/ Presto/ Dettol/Paxclean	No.				
5	Acid for cleaning in 500 ml Bottles	Normal	Nos.				
6	Floor Wet Mop /Wiper 24" with cotton cloth/rope for corridors	Scotch Brite/Celo	Nos.				
7	Floor Wet Mop /Wiper 15" with cotton micro fibred cloth for rooms	Scotch Brite/Cello	Nos.				
8	Micro fibred cloth for wet mop as above	Scotch Brite/Cello	Nos.				
9	Cotton Dusters 18"x18"	Best Quality	Nos.				
10	Toilet Brush	Good Quality	Nos.				
11	Juna (Iron): (500 Gm Pkt)	Good Quality	Nos.				
12	Juna (Plastic)	Good Quality	Nos.				
13	Room Freshener spray	Odonil	Nos.				
14	Floor Duster	Good Quality	Nos.				
15	Phool Broom	Good Quality	Nos.				
16	Stick Broom	Good Quality	Nos.				
17	Grass Broom	Good Quality	Nos.				
18	Sanitary/Urinary Cubes (12 per Packet)	A-1 Cube	Nos.				
19	Urinal anti-splash Plastic screens	Good Quality	Nos.				
20	Naphthalene Balls for Urinals packet of 100	Good Quality	Nos.				
21	Bleaching Powder	Good Quality	Kg				
22	Air Purifier for Wash Room	Odonil/ Godrej	Nos.				
23	Toilet Cleaning agent (500 ml)	Harpic/Domex	Nos.				
24	Plastic Bucket (20 Ltr)	Good Quality	Nos.				
25	Duster (Big) 18'x18'	Good Quality	Nos.				
26	Long Handle Floor Brush [Wiper Brush]	Good Quality	Nos.				
27	Glass cleaning Agent (250 ml) Spray Bottles	Colin/	Nos.				
28	Wiper small for window Glass cleaning	Scotch Brite	No.				



29	Liquid Soap for Hand Washing 5 L	Dettol/Lifebouy/ Savlon	No.				
30	Plastic Dispenser for Liquid Soap, wall mounted	Best Quality	Nos.				
31	Broom with extra-long handle for cobweb removal	Best Quality	Nos.				
32	Room Air Purifier spray bottles	Godrej/Ambi/ Odonil	Nos.				
33	Toilet paper roll, 2ply	Kleenex/ Origami	Nos.				
34	Wood Polish for doors	Tetraclean	Nos.				
35	Rubber reusable gloves	Fortane	Set				
36	Plastic Dust bins small	Kuber/cello	Nos.				
37							
38							
39	Add: 9.00 CGST						
40	Add: 0.00 SGST						
41	Total Value of Consumables for one year						
42	Total value without GST						

**ANNEXURE-VII**

**Indicative List of Machines to be deployed.**

SL. No.	Name of Machine	Make	Model	Year of Purchase	Purchase Price	
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
	<b>Total Cost</b>					
	<b>Annual Charges for deployment @.....% of Total Cost</b>					