



UNIVERSITY OF DELHI SOUTH CAMPUS

Benito Juarez Road, New Delhi 110021

Ref. No. GB-SDC/075/Housekeeping Contract/2016-17/

Dated: 04th May, 2016

NOTICE INVITING TENDER

Sealed tenders are invited from reputed Housekeeping Service providers for the provision of Housekeeping Services (six days a week) and unskilled workers to work in the offices / departments (five days a week) in University of Delhi, South Campus (UDSC).

The University seeks to hire Housekeeping services for managing the Housekeeping of the Campus which is spread over 65 acres of land. The campus area is divided into residential blocks; Hostels; Academic blocks; Life Sciences block, Biotech Centre & MDAC Block, Electronic Science block, Arts Faculty block, IIC and Library block, SP Jain Centre etc. and Administrative block, Examination block, Director Office and Engineering Branch, Animal House Besides these buildings, there are vast stretches of greens, parking lots and paved portions of 30314m², and radial roads of 34000m² approximately.

Interested Housekeeping Service providers should visit the campus for ascertaining the requirement before submitting their proposal.

Tender documents may be purchased from the "General Branch, IInd Floor, Administrative Block, University of Delhi, South Campus, Benito Juarez Road, New Delhi-110021" on any working day between 10:00 AM to 05:00 PM upto 26th May, 2016 against the payment of crossed demand draft (Non Refundable) of ₹ 500/- in favour of "Director, UDSC". The tender document is also available on University of Delhi websites www.du.ac.in which can be downloaded by the vendors. If the tender documents are downloaded from website, the bidder has to pay the cost of tender documents through demand draft at the time of submission of tender.

The rates may be quoted in Indian rupees. Completed tender along with all the documents must reach the office of Assistant Registrar (General), University of Delhi, South Campus, Benito Juarez Road, New Delhi -110021 on or before 26th May, 2016 by 05:00 PM.

Tenders are liable to be rejected if any of the conditions contained in tender document is/are not complied with. Amendment/corrigendum, if any in the document shall appear only on the website of University of Delhi.

Incomplete or conditional tender or tenders submitted after the due date would be summarily rejected. University of Delhi, South Campus reserves the right to cancel any or all tenders without assigning any reason thereof.

ASSISTANT REGISTRAR (GENERAL)



UNIVERSITY OF DELHI SOUTH CAMPUS

Benito Juarez Road, New Delhi 110021

Tender Document

Provision of Housekeeping services in the University of Delhi South Campus

The University seeks to hire Housekeeping services for managing the Housekeeping services of the Campus which is spread over 65 acres of land. The campus area is divided into residential Blocks, Hostels, Academic Blocks, Life Sciences Block, Biotech Centre & MDAC Block, Electronics Science Block, Arts Faculty Block, IIC and Library Block, SP Jain Centre, Administrative Block, Examination Block, Director Office, Engineering Branch, Animal House. Besides these buildings, there are vast stretches of greens, parking lots and paved portions of 30314m², and radial roads of 34000m² approximately.

Sealed tenders are invited from reputed Housekeeping Service providers for providing Housekeeping services (six days a week) and unskilled workers to work in the offices / departments (five days a week) in the University of Delhi, South Campus (UDSC).

Tender documents may be purchased from the "General Branch, IInd Floor, Administrative Block, University of Delhi, South Campus New Delhi-110021" on all working days between 10.00 A.M. and 05.00 P.M. up to 26th May, 2016 against payment of crossed demand draft (Non Refundable) of ₹ 500/- in favour of "Director, UDSC". Tender documents are also available on University of Delhi websites www.du.ac.in which can be downloaded by the vendors. If the tender documents are downloaded from website, the bidder has to pay the cost of tender document.

Bid Details

Introduction

Date of issue of Tender document	05 th May, 2016 (Thursday)
Last date and time for submission of tender	26 th May, 2016 (Thursday) up to 05.00 p.m.
Date, time and venue of technical bid opening	27 th May, 2016 (Friday) at 03.00 p.m. Committee Room No-1 Basement Director's office Block.
Address for communication	Assistant Registrar (General), Administrative Block, University of Delhi, South Campus, New Delhi- 110021.
Contact Official	Assistant Registrar (General), Phone: - 011-24117772, 24116938,
Contact Details	EPABX: - 011-24111955-7111 Fax:- 011-24117772, 24111788, 24116938

Terms and Conditions of the Tender

1. Eligibility Criteria

- Bidder should have at least 5 years satisfactory experience of providing Housekeeping services in reputed educational institutes/ PSUs/ Central/state government establishments. Documentary evidence must be enclosed.
- The bidder should have an organized and established organization structure, which can respond immediately as per requirements of the University.
- Bidder turnover should be over ₹ 25,00,000/- to ₹ 30,00,000/- P.A. each of the last three years (i.e. 2013-14, 2014-15 and 2015-16) Documentary evidence (in the form of tax returns filled) must be enclosed.
- The bidder should have the capacity of providing the required No. of workers for upkeep of the Campus as per requirement.
- Bidder should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues or undisputed liability.
- Bidder must have sufficient supervisory staff, in addition to the requisite number of Housekeeping workers, proficient in managing the Housekeeping service and unskilled labour to work in offices / departments in the University of Delhi, South Campus.

2. Two-Bid System Tender

Separate Technical and Commercial Bids duly sealed and superscribed 'Quotations for provision of Housekeeping Services at University of Delhi, South Campus **Technical Bid**' and 'Quotations for provision of Housekeeping Services and unskilled labour in University of Delhi, South Campus. **Commercial Bid**' shall be submitted as per bid details given in this document.

Tender documents which are not submitted in the prescribed format or incomplete in detail are liable for rejection. The University of Delhi, South Campus is not responsible for non-receipt of quotation within the specified date and time due to any reason including postal delays or holidays.

Envelope I (Technical Offer)

The technical offer should be completed in all respect and contain all information asked for, except prices. The Technical offer should include all component asked for in Annexure IV. The suggested format for submission of technical offer is as follows:

- Index
- Covering letter as per Annexure I
- EMD in the form of an Account payee Demand Draft in favour of Director, University of Delhi, South Campus, for the amount mentioned in the tender document.
- The Company profile as per Annexure II
- Experience/Details of operation at present and the last 5 years as per Annexure III

Handwritten signature and date: 04/05/16

- Technical Offer with specifications as given in Annexure IV complete with all the columns filled in. This table should not contain any price information.
- Technical Documentation, if any.

Envelope II (Commercial Offer)

- The Commercial Offer (C.O.) should give all relevant price information as per Annexure V. The Bid Form must be filled in completely, without any errors, erasures or alterations. The Commercial offer must not contradict the technical offer in any way.

3. Documentation

The bidder shall furnish, as part of its tender offer, documents establishing the bidder's eligibility to participate in the tender and its qualifications to perform the Contract. The documentary evidence of the vendor's qualifications to perform the Contract, shall establish to University of Delhi's satisfaction that the vendor is eligible as per the criteria outlined in the Eligibility Criteria at para 1 above.

4. Earnest Money Deposit

Bidder must submit Earnest Money Deposit (EMD) for ₹20,000/- only in the form of an Account payee Demand Draft in favour of "Director, University of Delhi, South Campus" valid for at least three months from the opening date of tender failing which the quotation will be rejected.

5. Rates

The offer should include the following:

- Rates of the Supervisor and Housekeeping workers should be inclusive of all taxes and Statutory levies. However, the basic rates should also be specifically mentioned.

6. Preliminary Scrutiny

University of Delhi will scrutinize offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The University of Delhi may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and University of Delhi reserves the right for granting such waivers.

7. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, University of Delhi, South Campus may, at its discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the bidder may be required to give presentation on the proposed offer.

 104/05/16

8. Technical Inspection and Performance Evaluation

University of Delhi, South Campus reserves its right to carry out a technical inspection and performance evaluation (benchmarking) of the offers made by short-listed bidders. This may also include site visit of the current engagement of the bidders.

9. Verification

The University of Delhi, South Campus reserves the right to verify any or all statements made by the vendor in the tender document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the Housekeeping service provider's capacity to perform the job.

10. University of Delhi, South Campus can reject any all the offers without assigning any reason.

11. Short-listing of Bidders

University of Delhi, South Campus will shortlist technically qualifying bidders and the commercial offers of only these bidders will be opened. After opening Commercial Offers of the Short-listed Tender if there is a discrepancy between words and figures, the amount indicated in words will prevail.

12. Cancellation of Contract

University of Delhi also reserves the right to cancel the contract/tender process without assigning any reason.

However, some of the grounds on which contract can be cancelled are detailed below. (This list is only illustrative and not exhaustive.)

- Serious discrepancy in the provision of the required services by the contractor.
- Breach by the tenders of any of the terms and conditions of the tender.
- Any action by the bidder which is in breach of law or accepted practices in the commercial transactions.
- If the Vendor goes into liquidation voluntarily or otherwise.
- In addition to the cancellation purchase order / award, University of Delhi, South Campus reserves the right to forfeit the performance guarantee.
- Any attempt to influence the decision of the University officials through direct/indirect methods/means.

13. Security Deposit / Performance Guarantee

The selected vender shall submit security deposit / performance Guarantee equivalent to 10% of the total cost of the contract value monthly in the from of Bank Guarantee issued by a scheduled bank which will remain valid till the completion of the contractual obligation

14. Offer time, duration, termination of the agreement

The agreement shall be effective from the date of acceptance of the offer as shown in the letter of acceptance of offer and award of works issued to contracting agency and shall remain in force for the period of one year subject to renewable for a further period upto two years on satisfactory performance.

Handwritten signature and date: 04/10/16

The agreement shall be deemed to expire on completion of the period unless extended by both the parties.

15. Resolution of Disputes

University of Delhi, South Campus and the vendor shall make every effort to resolve amicably, by direct informal negotiations, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, University of Delhi, South Campus and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration. The Vice Chancellor, University of Delhi, South Campus shall appoint a sole Arbitrator of the dispute who will not be related to the contract and whose decision shall be final and binding.

16. Jurisdiction

The jurisdiction of the courts shall be Delhi.

17. Statutory Taxes may be deducted at source, as per rules.

Handwritten signature and date: 04/05/16



UNIVERSITY OF DELHI SOUTH CAMPUS

Benito Juarez Road, New Delhi 110021

Housekeeping Arrangements

The University of Delhi, South Campus is spread over 65 acres of land. One end of the boundary touches Ram Lal Anand College and the other end touches ARSD College. The rear side of the Campus is adjoining DDA Park and front side is Benito Juarez Road where the main gate of South Campus is located.

The campus area is divided into residential blocks, Hostels, Academic blocks; Life Sciences block, Electronic Science block, Biotech Centre & MDAC Block, Animal House Arts Faculty block, IIC and Library block, SP Jain Centre etc., Administrative block, Examination block, Director Office and Engineering Branch. Besides these buildings, there are vast stretches of greens, parking lots and paved portions of 30314 m² and radial roads of 34000 m² approximately.

1. **Scope of work:** - The Housekeeping service provider will have to provide
 - a) housekeeping services in the Campus as well as other independent units such as hostels. (six days a week) and
 - b) To provide unskilled labour to work in the offices / departments (five days a week) Extra workers may be requested as and when required: -

Maintenance of cleanliness in all parts of the Campus will include: -

- a. General sweeping, mopping, washing, dusting including dusting of furniture, fixtures and fitting, cleaning of toilet block, water coolers, desert coolers, elevators, washbasins, stairway, common bobby and lifting / disposal of garbage and all incidental activities necessary for cleaning, sanitation and housekeeping. Various building blocks, their rooms and common usage areas including staircase and roofs are included in the maintenance of cleanliness.
 - b. Cleaning of areas surrounding the building.
 - c. Cleaning of roads / footpaths and ravines.
 - d. Cleaning the boundaries, Gates and the areas adjacent to the same.
 - e. Proper disposal of the wastes as per laid down norms for different categories of waste. Including taking the garbage to the MCD bins.
2. Discipline, dress and decorum of the workers will be the responsibility of the service provider. The service provider will also ensure that the manpower engaged is as per the requirements of the Housekeeping and other related activities as per requirement of the campus. The workers would be working under the guidance of the Housekeeping supervisor provided by the agency and the entire team of the Housekeeping workers and the supervisor would report to the Officers concerned of the University of Delhi, South Campus. Police verification of the workers and the supervisors will be done by the agency.


04/10/16

3. The agency would also have to ensure the general discipline of the workers and provide on job training schedules for the workers to make them acquainted with the Housekeeping and other requirements of the Campus as per the academic and administrative schedule of the University.
4. Penalty will be imposed in case the workers are performing duties more than the duty hours. Housekeeping Workers may also be asked to perform such other duties, which may be essential for maintenance of proper environment in the vicinity of campus.
5. No Housekeeping worker would be allowed to reside in the campus.
6. The Housekeeping agency will be responsible for cleanliness of roads and buildings of University of Delhi, South Campus.
7. The agency will also have to inform the authorities about any pilferage noticed in the campus.
8. The Housekeeping service provider shall enter into an agreement / contract, the terms of which would govern the contract.

 04/05/16



UNIVERSITY OF DELHI SOUTH CAMPUS

Benito Juarez Road, New Delhi 110021

Annexure I

(Letter to the University on the vendor's letterhead)

The,
Assistant Registrar (General),
University of Delhi, South Campus
New Delhi 110021

Dear Sir,

Sub: Your tender for Provision of Housekeeping Services in the University of Delhi, South Campus

With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for the provision of Housekeeping services and other related activities in the University of Delhi, South Campus as detailed in your above referred tender.

We undertake that we have never been black listed by any agency.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures. We also understand that the University is not bound to accept the offer either in part or in full and that the University has a right to reject the offer in full or in part without assigning any reasons whatsoever.

We enclose the requisite Earnest Money Deposit of Rs. _____ in the form of A/c Payee Demand Draft in favour of "Director, University of Delhi, South Campus" drawn on Bank _____, DD No. _____, Dtd., _____.

Yours faithfully,

Authorised Signatories

(Name and Designation, seal of the firm)

Date:





UNIVERSITY OF DELHI SOUTH CAMPUS
Benito Juarez Road, New Delhi 110021

Annexure II

Company Profile

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No.	Item	Details
1.	Name of Firm/Contractor	
2.	Name of Owner(s)/Partner(s)	
3.	Mailing Address	
4.	Telephone and Fax numbers	
5.	Year of commencement of Business	
6.	Name and Designation of the person authorized to make commitments to the University	
7.	Contact details of the person authorized to make commitments to the University	
8.	PAN No.	
9.	Service Tax Registration Number	
10.	Details of Registration Appropriate Labour Commissioner	
11.	Manpower details indicating number of Housekeeping Workers & Supervisor with the agency in Delhi & India on the whole.	
12.	Address of Training Centre in Delhi/ NCR	
13.	Details of EMD	

Signature:

(Name and Designation)
(Authorised Signatory)

Date:



UNIVERSITY OF DELHI SOUTH CAMPUS

Benito Juarez Road, New Delhi 110021

Annexure III

Experience/Details of operation at present and in the last 5 years

Name of the Firm/Contractor _____

S. No.	Name of the client	Period of contract (from - to)	Clients contact details (including name, email, phone and fax no. and address)	Value of the contract (p.a.)	Remarks
1.					
2.					
3.					
4					
5					

Signature:

(Name and Designation)

Date:



UNIVERSITY OF DELHI SOUTH CAMPUS

Benito Juarez Road, New Delhi 110021

Annexure IV

Technical Bid

The Service Provider willing to participate in the bid may visit University of Delhi, South Campus for perusing our requirements and furnish a conceptual plan of the strategy in providing the services which may inter-alia include scope of the work, requirements of manpower etc. The conceptual plan provided should be based on optimal usage of manpower. **This is a technical evaluation and should not include the financial quote.**

All the details asked for must be filled in. Incomplete format is liable to be rejected.

Item No.1: Conceptual plan for provision of Housekeeping Services/ Unskilled workers to work in the offices and departments:

Name of the Vendor: - _____

Subject	Your conceptual Plan
Scope of work	
Manpower proposed to be deputed along with the posts. (break up of Housekeeping workers and supervisor should be given)	
Any other details/plan/services that you wish to provide.	

The duty hours would be of 8 hrs duration, the plan given above should be based on this consideration.

Item No.2 : Liaison Committee

There should be a liaison committee of the firm that would interact with the University regarding Housekeeping Arrangements and other related activities in the Campus.

Names of the members of your Liaison Committee:-

S. No.	Name	Designation	Contact Details

Signature

(Name and Designation)
Authorised Signatory

Date:



UNIVERSITY OF DELHI SOUTH CAMPUS
Benito Juarez Road, New Delhi 110021

Annexure V

Commercial Bid

Working hours would be for 8 hrs. The proposed rates should be based on this consideration.

S.No	Statutory Components	%	Particulars		
			Proposed rates		
			Charges per Housekeeping worker (for 6 days a week)	Charges for Unskilled labour to work in offices/ departments (for 5 days a week)	Charges per Housekeeping supervisor (for 6 days a week)
A.	Wages for 8 hrs. Duty (Basic):-				
B.	P.F. :-				
C.	E.S.I. :-				
D.	Sub Total (A+B+C) :-				
E.	Service Charges@:-				
F.	Any other Charges please specify :-				
G.	Cost per UNIT (Including Service Charge) for 8 hrs. duty (D+E+F):-				

The rates given above should give a detailed breakup of the charges proposed including wages that would be paid to the worker/supervisor in addition to other components. This should be in keeping with the requirements of the Minimum Wage Act of the Govt. of India wherever applicable as per rule.

Signature

(Name and Designation)
Authorized Signatory

Date: