

Tender for Hiring of Housekeeping Service with Material “ As and when and where required Basis.

National Institute of Ayurveda, Jaipur

NIT Issue Date	:	31/5/2018
NIT No.	:	-----
Pre Bid Meeting	:	11/6/2018 (3.00 P.M.)
Last date of Submission	:	21/6/2018 (1.00 P.M.)
Bid Opening Date	:	21/6/2018 (3.00 P.M.)
EMD Amount	:	Rs. 2,00,000/-
Total Approximate Tender of Value	:	Rs 1 Crore

Tender documents may be downloaded from Institute’s web site www.nia.nic.in (for reference only) and CPPP Site <https://eprocure.gov.in/eprocure/app>



NATIONAL INSTITUTE OF AYRVEDA, JAIPUR

(Ministry of AYUSH, Govt of India)
Jorawar Singh Gate, Amer Road
Jaipur-3002002

Tender Cost

By Cash/download Rs. 2500/-

राष्ट्रीय आयुर्वेद संस्थान

(आयुष मंत्रालय, भारत सरकार)

जोरावर सिंह गेट, आमेर रोड़, जयपुर-302002

फर्म का नाम एवं पता

निविदा प्रपत्र

1. विषय : निविदा जिस कार्य/वस्तु के लिये दिया जा रहा है उसका नाम :

Tender No. :- **Tender for Hiring of House Keeping Services with Material "As and When and Where Required Basis".**

2. निविदादाता का नाम :
3. प्रेषित अधिकारी/कार्यालय का नाम : **निदेशक, राष्ट्रीय आयुर्वेद संस्थान, जयपुर**
4. निविदा शुल्क के रुपये डिमाण्ड ड्राफ्ट/**संस्थान रसीद** नम्बर दिनांक द्वारा जमा करा दिये गये है ।
5. धरोहर राशि रुपये डिमाण्ड ड्राफ्ट नम्बर दिनांक/नगद रसीद संख्या दिनांक के द्वारा निदेशक, राष्ट्रीय आयुर्वेद संस्थान, जयपुर मे जमा कर दी है ।
6. सभी संलग्न कुलदस्तावेज पृष्ठ संख्या सेतक अंकित है एवं स्वहस्ताक्षर सहित है ।
7. मैं/हम निविदा प्रपत्र के साथ संलग्न शर्तों को स्वीकार करते है और इससे बाध्य रहेगें ।

निविदादाता के हस्ताक्षर

(मय रबड़ स्टाम्प)

स्थान:

दिनांक :

फर्म का नाम

(मय रबड़ स्टाम्प)

NATIONAL INSTITUTE OF AYURVEDA

(Ministry of AYUSH, Govt. of India)

**Jorawar Singh Gate, Amer Road
JAIPUR 302002**

No.F.4(1)/2018/NIA/OSP/

Dated:

TENDER NOTICE

Sub: **Tender for Hiring of House Keeping Services with Material "As and When and Where Required Basis".**

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1. Sealed Tenders are invited from reputed, experienced and financially sound Companies/Firms/Agencies **with an annual minimum Turnover of Rs. 01 Crore to provide House Keeping Services with Material.**
2. The bidding Firms should not have been blacklisted by any Ministry/Department of Govt. of India/State Government/any PSUs etc. The Performance Security Deposit will be forfeited after awarding the bid, in case the bidding Firms found black listed by Central/State Government/ any PSUs/Private Sector at any point of time.
3. A Tender Fee of Rs. 2500/- will be charged. The Fee in the form of Bank Draft/ Cash Receipt drawn in favour of **Director, National Institute of Ayurveda, Jaipur.** Bank Draft/Cash Receipt should be enclosed in a separate Cover along with the Technical Bid.
4. **The bidding firms should be continuous engaged (with Valid Licence/Registration) in the business of providing House Keeping Services to such organizations at least for the last 3 years.** The bidding firms should have similar running Contracts with Central Government Departments/Public Sector Undertakings/Autonomous Bodies.
5. The contract period will be valid for a Period of One Year which may be further extendable upto three years, One Year at a time subject to the Terms and Conditions attached at **Annexure-2** depending on performance of the Agency and at discretion of **Director, National Institute of Ayurveda, Jaipur.**
6. Earnest Money Deposit of Rs. 2,00,000 (2% of Tender Value) will be charged. The EMD in the form of Bank Draft/ Pay Order drawn in favour of **Director, National Institute of Ayurveda, Jaipur.** Bank Draft/Pay Order should be enclosed in a separate Cover along with the Technical Bid. The Firm who are registered with National small Industries Corporation (NSIC)/ or Small Scall Industrial (SSI)/ or MSME are exempted to submit the EMD (copy of registration must be provide along with).
7. **The bidding firm should enclose last 3 Years Audited balance sheet (2015-16, 2016-17, 2017-18) along with the Technical Bid.**
8. **The Sealed Quotations with Separate Technical Bid(Cover-A) must be subscribed "Technical Bid" and Financial Bid(Cover-B) must be subscribed "Financial Bid" filled in the Specified Proforma, and with requisite documents viz. Annexure-3 & 4, respectively and EMD Demand Draft/Pay order (Cover-C) must be superscribed "Earnest Money Deposited". The Main Envelope containing the Technical Bid(Cover-A), Financial Bid(Cover-B) and EMD (Cover -C) must be superscribed 'Tender for Providing of House Keeping Services with Material to National Institute of Ayurveda'. The Quotations should be deposited in National Institute of Ayurveda, Jaipur at dated 21-06-2018 before 1.00 in the afternoon.**
9. The offers submitted by Telegram/Fax/Email shall not be considered. No correspondence will be entertained in this matter.
10. Bids received after the Closing Date and time **even through Speed Post/Post Bag/Currier/Web site etc.** shall not be considered.
11. **The Technical Bids shall be opened at 3.00 PM on 21-06-2018** in Committee Room No. 4 of the National Institute of Ayurveda in the presence of such Tenderers or their authorized representatives, who may wish to be present.
12. **The financial bids of those Tenderers who are found to be qualified in technical bid will only be opened subsequently. On 21-06-2018 in the for noon of 3.00 PM in Seminar Hall No. 4 . The Tenderers, whose Technical Bids are accepted, will be informed about the Date of the Opening of Financial Bids. (Date should be disclosed for financial bid)**
13. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet may be attached. All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the Firm/Agency/Company.
14. The bidder shall quote the Technical & Financial bids as per the format enclosed with Tender Document.
15. The Director, National Institute of Ayurveda reserves the right to accept or reject any/all Tenders without assigning any reason, thereof.
16. The details of the Tender Documents are available in the Website of this Institute (www.nia.nic.in) and also in www.eprocure.gov.in/cppp.

**PROF. SANJEEV SHARMA
DIRECTOR**

ANNEXURE-1**SCOPE OF THE WORK**

The National Institute of Ayurveda, Jaipur under the Ministry of AYUSH, Government of India engaged in Ayurvedic Teaching, Education, Training, Research and Patient Care Activities of the highest order requires **House Keeping Services with Material "As and When and Where Required Basis"** Contractual basis from reputed, well established and financially sound Placement/Manpower Company/ Firm/Agency.

Cleaning Services

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the outer areas, lawns, entire area, outside wall and glasses of the hospital, pre-designated managers/supervisors of the contractor will supervise the awarded work. The Contractor has to ensure that the staffs deployed are dressed in neat and clean uniform and shoes approved by the National Institute of Ayurveda, Jaipur. The service provider has to provide female workers also in specific areas like female Hospital wards etc.

A. Area of Work

Cleaning work of the entire Hospital and Laboratories, 4-Storeyed Academic Block consisting of Departments, Class Rooms, Lecture theatres, Toilets Blocks, Administrative Block consisting of Director's Chamber, Committee, Library Building, Pharmacy and 4 -Storeyed New Girls Hostel, Auditorium, outer areas, lawns etc.

B. Daily Service

Housekeeping/cleaning services should be done daily at regular intervals, so that area covered under main spic and span all the time. Working hours should be adjusted in such a manner that cleaning in the morning should be completed well before 8.30 A.M. Contractor will arrange manpower for special VIP visits at no extra cost. The Service Includes :-

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings, Removal of General and other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms class room, lab, office rooms cabins, cubicles, wards, rest rooms, outer areas, lawns etc.)
2. Sweeping, cleaning mopping with disinfectant cleaner of area covered under the contract staircases, cabins, lobbies, reception, training rooms office rooms, cabins, meeting rooms security office and other area as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc and disposing of all the collected refuse at designated site on daily basis.
4. Dusting of computer system and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. And cleaning of all window glass and grills. Cleaning and dusting of panes/venetian blinds.
5. Spraying Rooms fresheners in all room, on a daily basis at regular intervals.
6. Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, floors etc.
7. Cleaning and disinfecting vitreous fixtures including toilet bowls, urinals, sinks, toilet seats containers etc. Brush thoroughly below water level and under rim including area at hinges and cisteen handles.
8. Cleaning and dusting of electrical switchboards, light fixture, fan, air conditioner vents overhead light fixtures, projectors, fire-fighting equipments, nameplates, plants boxes doormats etc.
9. Placing garbage bage in all garbage bin to avoid stain and stinks and clear them on daily basis.
10. Check and remove hairs, dust dirt or any such object from anywhere in area under the contract.
11. Cleaning, dusting scrubbing of Administrative Block, Academic Block, Auditorium, Library, pantries, reception security rooms, committee halls computer labs, outpatient department (OPD), Lab, Indoor ward and Emergency Unite.
12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths cleaning open drains as directed by Director, National Institute of Ayurveda.

C. Weekly Service

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

1. Dusting of entire area including windows/window panes/doors/ledges etc.
2. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircase and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on wall, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. In the toilets standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/cleaning agents.
5. Washing of outside area with High Pressure jet Machine.
6. Clean cobwebs, all chrome fittings, glass frames, soap holders etc. To a shiny finish.
7. The tenderer will make a cleaning program and submit to National Institute of Ayurveda, Jaipur for weekly cleaning so that the NIA concerned official/ In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The contractor will work in the specified area mentioned in the scope of work.
9. The contractor will provide the duty register to National Institute of Ayurveda.
10. Provide Hospital Waste Management Service wherever applicable including all disposables. Complete in all respects.
11. Cleaning of the roof to be done in such a way that there is no water logging/breeding ground for mosquitoes etc. All leaves and other garbage to be removed weekly.

D. House keeping Monitoring and Control.

For better management and smooth services the following monitoring mechanism will be adopted by the contractor:-

1. Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervising staff daily.

2. Management/Housekeeping Service Requirements/Complaints Report

This is to be filled up by the management and administrative staff of the contractor who receives/observes the complaints/requirements for any of the services. All suggestions, complaints related to services of the Contractor will be registered at site on the computer provided to the Contractor and reported to Caretaker, National Institute of Ayurveda. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping Manager from National Institute of Ayurveda all the basis of the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from National Institute of Ayurveda, etc. and necessary action is to be taken.

Cleaning of Officer's Rooms

- Every evening before closing hours.
- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The work tables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

Glass Windows and Doors

- The Contractor shall have his staff to clean glass with appropriate soap solution on weekly basis.
- Internal glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

Resources Requirement

The Contractor has to provide skilled people capable to maintain high standard housekeeping services with latest cleaning equipments/machines such as, SCRUBBING MACHINE, WET/DRY VACCUM CLEANER, HIGH PRESSURE JET, etc.

The tenderer has to employ/place a sufficient number of manpower & machines/equipments so as to ensure high quality service. Computerized record of number of manpower deputed, machines, equipments & materials used may be maintained and submitted to National Institute of Ayurveda every month.

Contractor will maintain records of the attendance of all workers at his own cost and National Institute of Ayurveda will be given access to attendance of the contractor to verify the attendance.

1. **PATIENT'S ROOM** : The contractor shall be responsible for routine cleaning of the patient room every day in the morning and evening. The contractor shall also maintain cleanliness in the patient rooms/ward throughout the day and shall clean the thoroughly on patient's discharge and keep it ready for the next arrival.

(a) THE ROUTINE CLEANING WILL INCLUDE

- Dusting of the furniture in the room including bed, chair, table TV, fridge etc.
- Sweeping and mopping the entire room with a disinfectant solution.
- Cleaning of Toilet and bathroom with bathroom cleaning solution.

(b) CLEANING ON DISCHARGE OF PATIENT WILL INCLUDE

- Wiping of the furniture and fixtures in the room with a soap solution.
- Sweeping and mopping the entire room with a disinfectant solution.
- Cleaning of toilet and bathroom with a disinfectant/bathroom cleaning solution.
- Reporting any maintenance required in the room.

2. CLEANING THE PATIENT COMMON AREAS

- Dusting the walls, furniture and fixtures in the corridor and lobby.
- Sweeping and mopping the floor with a disinfectant.
- Cleaning public toilets with soap solution and keeping them odour free using deodorizer cubes/Odonil.
- Cleaning doors and windows with soap solutions.
- Cleaning consulting room, dressing room, laboratory and other similar areas. The cleaning pattern will be same as cleaning patient rooms.

3. OPERATION THEATRE

- All the dustbins washed and lined with colour-coded bags in the morning. The trash bag shall be changed on dialysis.
- Operation theatre walls shall be thoroughly cleaned using a specialized soap/disinfectant solution before and after every operation.
- Floor shall be washed, thoroughly mopped with a specialized soap/disinfectant solution. The entire operation theatre floor area shall be scrubbed once a day.
- Toilets/bathrooms will be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas, doctor's lounge, nurse's lounge, change rooms, waiting lounge and inside OT shall be swept and mopped in the morning and at regular intervals to keep them clean.
- The floor scrubbing will be done in the night or as and when asked for according to the scheduled operations and movements in that area.

4. CLEANING OF OFFICES/DOCTOR'S ROOMS

- The Contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer on daily basis.

5. CLEANING OF LABORATORY AND CROTOCAL AREAS

- All the dustbins shall be washed and lined with colour coded bags in the morning. The trash bag shall be changed when it is full and daily basis.
- Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
- The floor shall be thoroughly mopped with a specialized soap solution.
- The entire laboratory area shall be scrubbed at least twice in a week.
- Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.

Method for Cleaning of spillage of Blood/ Body fluids

Use specialized & disposable gloves.

Cover area with 1 % Sodium Hypochlorite Leave for 20 minutes.

Collect residue with disposable paper. Wipe and discard in bag.

Wash surface with detergent and dry.

All waste, gloves, wipe, discard, seal and to be dispose as clinical waste

Mops cleaning- Detergent wash and dry.

Buckets- Detergent wash and dry

(If contaminated 1% Sodium Hypochlorite solution overnight rinse and dry).

1. **GLASS WINDOWS AND DOORS**

The Contractor shall have to clean glass windows and doors with appropriate soap solution on weekly basis.

Internal glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

2. **GARBAGE DISPOSAL**

The Contractor shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the National Institute of Ayurveda College & Hospital Campus.

- All collection, storage, transportation and disposal of hospital waste shall be in accordance with Bio-medical waste (management and Handling Rules of India, 1998 and as amended or other regulations in this regard as applicable).
- A detailed Hospital Waste Management Plan shall be prepared and got approved from National Institute of Ayurveda before start of work.
- All infected, chemical, radiation, cytotoxic health care waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that it at no stage it should gets mixed with general waste, Unscientific burning shall not be permitted.
- The waste shall be carefully secured or pretreated for transportation to a common facility for disposal.
- Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full and then placed in a bigger bag/container for transporting.
- Covered Trolleys should be used for transportation. Before final disposal/treatment waste should be kept in specified location and in specific liners and containers.
- The scope includes segregation, collection, and storage, transportation within and outside the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

Register to be maintained:

1. Floor mopping (Corridor/branches/department mopping register etc)
2. Scrubbing (Floors/wards/staircase/large verandas/portico etc)
3. High pressure jet utilization register
4. Glass cleaning register
5. Hospital premises cleaning register
6. Sunshade cleaning register
7. House Keeping Equipment and Material stock and issuance register
8. Attendance Register

Note : Register has to be maintained according to the scope of work mentioned in the tender.

Registers will be checked by the official nominated by the Director National Institute of Ayurveda, Jaipur.

ANNEXURE-2

TERMS & CONDITIONS

General Conditions

1. The Firm/Agency should have an annual total minimum turnover of Rs. 1.00 Crore during last 3 years (2015-16, 2016-17 and 2017-18) to be eligible for consideration.
2. **The bidding firms should be continuous engaged (with Valid Licence/Registration) in the business of providing Services to such organizations at least for the last 3 years.**
3. **The Contract will be initially be for one year, the Institute, however, reserves the right to terminate the contract at any time after giving One Month's Notice to the selected service providing company/firm/Agency, in case the firm failed to provide quality of work, the security money will be forfeited.**
4. **The bidding firms should be continuous engaged (with Valid Licence/Registration) in the business of providing Services to such organizations at least for the last 3 years.** The bidding firms should have similar running Contracts with Central Government Departments/Public Sector Undertakings/Autonomous Bodies.
5. The contract period will be valid for a Period of One Year which may be further extendable upto three years, One Year at a time subject to the Terms and Conditions attached at **Annexure-2** depending on performance of the Agency and at discretion of **Director, National Institute of Ayurveda, Jaipur.**
6. The Firm/Agency shall not assign, transfer, pledge or sub-contract the performance of Services.
7. The Operator shall employ semi-skilled and unskilled labour in sufficient numbers to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority.
8. The Institute may dismiss or remove any person or persons, provided by the Firm/Agency, who may be incompetent or may not conduct himself/herself properly and the Firm/Agency shall forthwith comply with such requirements. **For any damage or loss to the institute due to any personnel, the firm/Agency will be responsible for compensation.**
9. The Firm/Agency has to provide its staff, a minimum of two sets of uniforms and shoes. The employee shall also display a photo Identity Cards to the Personnel provided and deployed by it for carrying out the work in the Institute. **Each personnel have to wear the Identity Card, Uniform and shoes during duty hours.**
10. The Institute shall not be liable for any loss, damage, theft, burglary or robbery of any personal belonging, equipment or vehicles of the Personnel of the Firm/Agency deployed in the Institute.
11. The Personnel deployed shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements/administrative/organizational matters as all this may be of confidential/secret nature.
12. No Bidder will be allowed to withdraw after submission of the Bids, otherwise the **Earnest money** Deposit **and** submitted by the Bidding Firm/Agency would stand forfeited.
13. The Firms/Agencies should attach the requisite Certificates from Employees Provident Fund Organization, Employees State Insurance, Service Tax authorities along with the Technical Bid. The Tenderer should satisfy himself with the Terms and Conditions of the Contract. No claim on grounds of lack of knowledge, in any respect, shall be entertained.
14. The Institute will **not** maintain record of Attendance in respect of the Personnel deployed by the Firm/Agency on the basis of which Wages/Remuneration will be decided in respect of the Personnel at the approved and agreed rates. The Firm/Agency shall be responsible to keep all records of Payment, Attendance, Leaves, etc. as necessary under the Law or otherwise about the Personnel and the Institute will not be responsible for the same in any manner.
15. In emergent cases such as the person deployed fall sick or is not able to attend the office for the reason beyond his control continuously for more than a day, the firm shall deploy a suitable substitute.
16. The contractor shall ensure quality work in planned and time bound manner. Any sub-standard material/work beyond set out tolerance limits shall be summarily rejected by the Director, National Institute of Ayurveda.
17. The Firm/Agency will provide the required personnel for a shorter period also, in case of exigencies as per the requirements of the Institute.
18. The Firm/Agency shall be **in contact with the Institute** at all times and message sent by Telephone/Mobile/E-mail/Fax/Special Messenger from the Institute to the Firm/Agency shall be acknowledged immediately on receipt on the same day. Contractor will responding the calls from institute/ or not attending or picking up the calls will be considered as hospital and will be liable to any action including cancellation of the contract.
19. The Firms/Companies/Agencies should have Registered/Branch Office in Jaipur. **The successful Firm** should submit the name, contact no., Identity card, Addhar Card photocopy of Authorized Officer along with proof of Registered/Branch Office in Jaipur with in a One month.
20. The Successful Company/Firm/Agency will be required to submit duly Attested Certificates/Supporting Documents in support of Age/Educational/Professional Qualifications of the Persons to be deployed in the Institute, prior to their deployment.
21. The Firm/Companies/Agencies paging all the enclosures properly and the entire document should sign by owner or his authorize signatories.
22. All entries in the Technical Bid in the Performa at **Annexure-3** should be legible and filled up clearly. No overwriting or cutting is permitted in the Financial Bid. However, cutting, if any, in the Technical Bid must be initialled by the Person authorized to sign the Technical Bids. No interest

- is payable on the EMD.
23. Tender incomplete in any respect will be rejected out-rightly without any intimation.
24. The Bidder shall submit the following Documents with Technical Bid:
- Copy of Firm/Agency's Registration Certificate **for last 3 years continually.**
 - Copy of EPF Registration Certificate.
 - Copy of ESIC Registration Certificate.
 - Copy of Service Tax /GST Registration Certificate.
 - Affidavit to the effect that it has not been banned/blacklisted by any Central Govt. Departments/Public Sector undertakings/Autonomous Bodies/ Organizations.
 - Copies of Experience Certificate/Work Order with Central Govt. Departments/Public Sector undertakings/Autonomous Bodies/ Organizations for the past 3 years.
 - Copies of similar running Contracts with Central Government Departments/Public Sector Undertakings/Autonomous Bodies.
 - Earnest Money Deposit EMD of 2% of Tender value Rs. 2,00,000 in the form of Bank Draft/Pay order drawn in favour of **Director, National Institute of Ayurveda, Jaipur.**
 - The Firm who are registered with National small Industries Corporation (NSIC)/ or Small Scall Industrial (SSI)/ or MSME are exempted to submit the EMD (copy of registration must be provide along with).
 - The Firm/Agency should have an annual minimum turnover of Rs. 1.00 Crore **during the last each 03 years** to be eligible for consideration. Relevant enclosures should be enclosed.
 - A Tender Fee of Rs. 2500/- will be charged. The Fee in the form of Bank Draft/ Cash Receipt drawn in favour of **Director, National Institute of Ayurveda, Jaipur.** Bank Draft/Cash Receipt should be enclosed in a separate Cover along with the Technical Bid.
 - Copy of the Tender Documents with each Page signed by the Bidder for acceptance of the Terms and Conditions laid down by this Institute.
 - Last Three **Years** Audited Balance Sheet (2015-16,2016-17 and 2017-18)
 - Copy of License issued by labour dist.
25. **The Sealed Quotations with Separate Technical Bid(Cover-A) must be subscribed "Technical Bid" and Financial Bid(Cover-B) must be subscribed "Financial Bid" filled in the Specified Proforma, and with requisite documents viz. Annexure-3 & 4, respectively and EMD Demand Draft/Pay order (Cover-C) must be superscribed "Earnest Money Deposited". The Main Envelope containing the Technical Bid(Cover-A), Financial Bid(Cover-B) and EMD (Cover -C) must be superscribed "Tender for Providing Housekeeping Services with Material to National Institute of Ayurveda".**
26. Earnest Money Deposit of Rs 2,00,000/- (2% of Tender Value) will be charged. The EMD in the form of Bank Draft/ Pay Order drawn in favour of **Director, National Institute of Ayurveda, Jaipur.** Bank Draft/Pay Order should be enclosed in a separate Cover along with the Technical Bid. EMD will be returned to unsuccessful firm/agency as soon as possible.
27. The Firm/Agency shall ensure deployment of suitable healthy persons from proper background after investigation by the local police, collecting proofs of identity like driving licence, bank account details, previous work experience, proof of residence and recent photograph and withdraw such personnel who are not found suitable by the office for any reasons immediately on receipt of such a request. The character and antecedents of each personnel of the firm will be got verified by the Firm/Agency through Police/District Authorities before their deployment and a certification to this effect submitted to the Institute in the form of an Affidavit. No worker should have any contagious disease.
28. The Firm/Agency/Company will provide to the Institute a list of all personnel so deployed with permanent and present address along with their latest photographs.
29. **The Firm/Agency/Company should have experience of providing such services on sufficiently large scale. The agency should have completed two such work where it has provided at least 50 persons in one organization during the last 3 years. The name/s of such organizations along with number of persons deployed may be submitted.**
30. **The successful bidder will not make any adjustment/unauthorized recovery from the monthly wages of the employee of their firm, deployed in the Institute. Whatever service charges, profit etc. accepted by the successful bidder should be projected in tender. If any compliant received regarding unauthorized demand or recovery from the employees deployed in the institute, the contract shall be terminated forth with and his security money deposited will be forfeited.**
31. **The Firm/Agency/Company shall ensure quality work in planned and time bound manner. Any sub-standard material/work beyond set out tolerance limits shall be summarily rejected by the Director National Institute of Ayurveda.**
32. **Tendered rates shall be for completed work covering all operations, labour, carriage machinery and equipment, any other taxes etc.(if any), wages, tools and plants transportation risks overheads, general and special liabilities/obligations as mentioned and profits etc. Tenderer shall pay necessary taxes, such as GST etc. As above to relevant authorities.**
33. **The standard of sanitation/cleanliness shall always to be the satisfaction of the Authorized representative to the Director National Institute of Ayurveda.**
34. **The tenderer shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the a fore mentioned service to be rendered to NIA.**
35. **If required tendered should procure the required equipment/machines for housekeeping within fifteen days of issue of letter of Notification of Award.**
36. **Cost of Maintenance of Machine will be borne by the contractor.**
37. **If during inspection, the workers are not found in uniform without I-card, a penalty of Rs 200/- per employee will be charged per instance per day.**

38. *It is mandatory that the supervisor/sanitary attendants/hospital attendants should be present on daily basis. If the same is found to be absent, an alternative arrangement needs to be done within 2 Hours, failing which a penalty of Rs 500/- per instance will be charged.*
39. *Recurring of irregularities given at Sr. No. 37 and 38 the penalties will be double charged.*
40. *If the quality of work is found un-satisfactory or any such complaint in this regards is registered either by patients or the hospital staff, a penalty of Rs 1000/- day for inside area of work place will be charged to the contractor per instance per day.*
41. *If the contractor fails to dispose the Garbage may be dispose the garbage in any day and any location, the penalty shall be imposed @2000/- per day/location.*

Legal Condition

42. The Personnel deployed shall not claim any benefit/compensation/absorption/regularization of services with the Institute under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect will be required to be submitted to this Institute by the Firm/Agency which has been awarded the contract.
43. The Personnel deployed shall not claim any Master-Servant or Employer-Employee relationship with this Institute. In other words, it should be made clear to the manpower so deployed by the successful Bidder as per the Tender that no employer-worker, employee-employer relationship is established between the Institute or the Government of India and the workers by virtue of such deployment and no claims for temporary or permanent employment in the Institute shall be entertained from any or group of such workers.
44. The Firm/Agency is required to deposit a copy of Valid Licence from the competent Licensing Authority under the provisions of Contractor Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Rules, 1971 at the time of award of the Contract. If the Firm/Agency is refused a license for any reason whatsoever or fails to obtain the license, the contract shall automatically stand terminated and the Institute shall be at liberty to recover losses, if any, from the Firm/Agency including forfeiture of Performance Security Deposit.
45. In case the successful bidder declines/backs the Offer of Contract for whatsoever reason(s), his **Earnest money & Bid Security Deposit** will be forfeited.
46. The Performance Security Deposit will be forfeited in case of supply of outsourced staff being delayed beyond the period stipulated by the Institute or non-compliance of the terms of agreement by the firm or owing to frequent absence from duty/misconduct on the part of the outsourced staff deputed by the firm. The firm would be blacklisted and disqualified from participation in any future tenders of the Institute.
47. Statutory deductions, as applicable, will be deducted from the payments to be made to the Firm/Agency.
48. The Firm/Agency shall engage the suitable person as required by the Institute from time to time. The said persons engaged by the Firm/Agency shall be the employees of the Firm/Agency and it shall be the duty of the Firm/Agency to pay their wages every month. There **will be** no Master-Servant or Employer-Employee relationship between the employees of the Firm/Agency and the Purchaser i.e. the National Institute of Ayurveda. Further, the said persons of the Firm/Agency will not claim for any Post/Job or Absorption.
49. The Firm/Agency should be registered with the concerned Government authorities i.e. Labour Department, Provident Fund Authorities, Employees State Insurance Corporation, etc. and a copy of the Registration should be submitted. The Firm/Agency shall comply with all the legal requirements for obtaining license under Contract Labour (Regulation and Abolition) Act, 1970 AND Contractor Labour (Regulation and Abolition) Rules, 1971, if any, at his own part and cost.
50. The Award of the Contract will be subject to fulfilment of the Conditions laid down in GFR.
51. Any dispute arising out of the Contract will be settled within the jurisdiction of Jaipur.
52. The Director, National Institute of Ayurveda reserves the right to accept or reject any/all tenders without assigning any reason thereof.
53. The Director, National Institute of Ayurveda reserves the right to withdraw/relax/modified any of the term and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.
54. The Bidder at all times should indemnify the Institute against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Dispute Act, 1947; Maternity Benefit Act, 1961; as per latest amendments or any other law relating thereto and rules made there under from time to time. The Institute will not **bear** any responsibility in this regard.
55. The successful Tenderer shall solely be responsible for settling/resolving any dispute/claim of his/her personnel during the pendency of the Contract. No liability shall accrue to the Institute under any circumstances even after expiry of the contract.
56. The successful Tenderer shall be solely responsible for payment of any compensation/settlement of any liability arising out of any death or injury caused to the persons deployed by it for tendering the jobs on contract under the agreement, either under the Workmen Compensation Act or any other Act in force at that time.

57. The successful tenderer shall also ensure the norms prescribed by the Human Rights Commission, Government of India, Minimum Wages Act and Industrial Disputes Act are followed or any such other legislation are fully observed and the National Institute of ayurveda is kept harmless and indemnified. If any non compliance is intimated by the competent authority of the Institute, the successful tenderer has to rectify it and indemnify.
58. The Successful tenderer shall be responsible for the watch and ward of the material provided by him against pilferage and breakage during the period of execution and thereafter till the work is physically handed over to the department.
59. Any relevant law/Act/Rule/Guideline operational a enfaced by Central Govt a State Govt. A Local Authority will be automatically applicable and successful bidder has to essentially comply the same.

Financial Conditions

60. The successful Bidder shall furnish a Performance Security Deposit of Rs 5,00,000/- (5% annual contract value) of the Annual Contract Value within Ten Days of Award of the Contract in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or irrevocable Bank Guarantee drawn in favour of "**Director, National Institute of Ayurveda, Jaipur**". The Performance Security Amount of Rs ,00,000/- will be refund after completion of Contract without any Interest.
61. The Firm/Agency shall ensure that the salary to the Personnel deployed by it is paid by the Seventh Day of the succeeding month at the agreed wages. The payment shall be deposited by ECS/Cheque in the Bank Account of the Personnel deployed. The Proof of the ECS payment should be submitted to the Institute along with the bill for the next month.
62. No advance payment, in any case, would be made to the Firm/Agency. The periodicity of payment to the Firm/Agency shall be monthly. The firm shall submit the monthly bill after the end of a calendar month and by 3rd of every month along with the attested photocopies of the Service Tax, EPF, ESI etc. toward the payments made by the Agency/Firm in respect of the preceding month that shall be processed for payment by the Institute otherwise the payment will not be made by the Institute to the Agency/Firm.
63. All staff required for carrying out the above work this is inclusive of all salaries as per minimum wages, bonus, ESI, PF, Uniform, Shoes Cost etc. Labour cess & all other taxes and dues payable excluding the goods and service tax.
64. GST shall be paid to the contractor and the contractor is required to provide challan paid in the subsequent monthly bill. Copies of the receipt /challan of any other statutory fees /Taxes paid in related to this work should be deposited with the Institute along with next bill.
65. Payments to the Firm/Agency shall be made on monthly basis on the production of certification by the officer, with whom the concerned person is attached that his services were satisfactory and attendance, as per the bill preferred by the Firm/Agency. The said Certificate, in original, will be attached to the monthly bill for claiming payment.
66. The Firm/Agency shall issue monthly remuneration slips to the Personnel endorsing a copy to Institute, showing the details of payments, deductions (including all statutory deductions) and net amount with requisite challans in each case/personnel.
67. Escalation **cause** shall not be accepted on any grounds during the period the Contract is in force.
68. Nil/Complimentary/irrelevant Agency Service Charge **will** not be considered.
69. No overwriting or cutting is permitted in the Financial Bid.
70. In case of any discrepancy in figure and word. Preference will be given, written in words.
71. In case two or more agencies are found to have quoted the same rates, Director, NIA shall decided about the Agency to which the offer shall be granted based on the report of maximum experience (in Years) of the firm in Central Government Hospital/Central Autonomous Institutions of National importance. Or on the basis of maximum Turnover. Director is such **circumstances** may call upon the report about performance where the firms have already worked or will working.

Provisional Cleaning Schedule:-

S.N.	Activity	Frequency	Agents Used
1.	Cleaning	Every 2 Hour	Approved by NIA
2.	Washroom & wash basins cleaning	Hourly basis and as and when required	Approved by NIA
3.	Garbage Removal	Thrice a Day/when bags are 3/4 th full	As per BMW Guidelines
4.	Dry Mop	Thrice a day	Feather Brush
5.	Dusting	Thrice a day	Z colour duster
6.	Mopping	Thrice a Day	By Approved by NIA

Hospital (OT Area)

S.N.	Activity	Frequency	Agents Used
1.	Garbage Removal	As per case and requirement	As per guidelines
2.	Dry Mop	As per case and requirement	Feather Brush
3.	Dusting	As per case and requirement	Z colour duster
4.	Mopping	As per case and requirement	By Approved by NIA
5.	Washroom & wash basins cleaning	As per case and requirement	Approved by NIA

Hospital (Ward Area)

S.N.	Activity	Frequency	Agents Used
1.	Garbage Removal	Four to Five Times a day/ when bags are 3/4 th full	As per guidelines
2.	Dry Mop	Four times a day	Feather Brush
3.	Dusting	Four times a day	Z colour duster
4.	Mopping	Four times a day	By Approved by NIA
5.	Washroom & wash basins cleaning	Four times a day.	Approved by NIA

List of Consumable cleaning materials to be used

The agency while executing the house keeping job shall provide all necessary tools and equipment's necessary for carrying out the house keeping job some of the them are:

- Liquid soap/soap Cakes
- Phenyl
- Naphthalene Balls
- Detergents (Used of Acid is strictly prohibited)
- Room fresheners
- Floor cleaner
- Urinal Cakes
- Brooms (soft)
- Brooms for outside cleaning
- White duster
- Floor Duster
- Pan With Handle to collect sweeping
- Yellow Duster
- Hand Brush
- Glass Cleaner
- Cobwebs remover
- Washing Power
- Mops
- Garbage Sacks
- Plastic Dustbins
- Any Other itm required for cleaning and maintenance purposes.

Approved Brands

S.N.	Description	Manufacturing and Brand
1.	Toilet Cleaner	Harpic, Bengal Chemicals equivalent (Cleaning Acid not Allowed)
2.	Glass Cleaner	Colin or equivalent
3.	Liquid Soap	Lifebuoy, Dettol or equivalent
4.	Fresheners	Odonil or equivalent
5.	Other items required for cleaning	Should be branded and of a standard company.

1. Details of Mechanized and Automated cleaning and equipment likely to be used in carry out the work.

S.No.	Machine Name	Qty.
1.	Automatic Scrubber driver	2
2.	High pressure machine	2
3.	Glass Cleaner Kit	12
4.	Stopper	20
5.	Stairs	4
6.	Automatic Scrubber driver (Ride on battery operator)	2

2. Details of Minimum Number of manpower required to carry out the work.

	Housekeepers (Unskilled category)		Supervisors (Semi-skilled/ unskilled supervisory)
	Male	Female	
Number of Manpower	42	10	3

They will be posted in 3 Shifts as per the requirement of the National Institute of Ayurveda.
All the workers should bear full foot covering shoes.

Signature of the Owner/Managing Partner/
Director of the Firm

Date:

Name:

Place:

Address/Tel. No.

Firm's Seal:

Check List

		Page No.	Y/N	Remarks
1	Name of Firm/Agency/Company (Attach certificates of registration with a brief profile of the Firm)			
2	Addhar No. Proprietor/Director of Firm/Agency/Company			
3	Full address of Registered Office with Telephone No., FAX and E-Mail			
4	Full address of Local Branch Office with Telephone no., FAX and E-Mail			
5	Banker of Firm/Agency/Company with full address Telephone No., FAX and E-Mail.			
6	PAN/GIR No.			
7	GST Registration No.			
8	E.P.F. Registration No			
9	E.S.I. Registration No.			
10	Firm/Agency/Company Registration Number			
11	Annual Report and Audited Balance sheet & Profit Loss Account for the last three financial years to be attached.			
12	Affidavit stating that the Firm/Agency/Company is / has not been black listed by C e n t r a l Government Departments/State Government/Statutory bodies/ Autonomous bodies/PSUs /Private Sector at any point of time.			
13	List of similar assignments and number of; Manpower provided to C e n t r a l Government Departments / State Government/ Statutory bodies/ Autonomous bodies/ PSUs / Private Sector during the last three years. Satisfactory performance certificate also be attached.			
14	Acceptance of Terms and Conditions			
15	Demand Draft/ Pay order for Tender document fee (non-refundable) of Rs.2500/- (Rs. Twenty five hundred only) attached (Name of bank, DD/Cash receipt (in case tender download from web site) Date and amount)			
16	Demand Draft/ Pay Order for EMD of 2,00,000 /- attached (Name of bank, DD/Pay Order No. Date and amount.			
17.	Copy of License issued by Labour dist.			
18.	The Firm who are registered with National small Industries Corporation (NSIC)/ or Small Scall Industrial (SSI)/ or MSME are exempted to submit the EMD (copy of registration must be provide along with)			
19.	ISO Certificate if Available			

Signature of the Owner/Managing Partner/
Director of the Firm

Date:

Name:

Place:

Address/Tel. No.

Firm's Seal:

ANNEXURE-3**PROFORMA OF TECHNICAL BID - (COVER - A)**

(To be placed in a Separate Sealed Cover)

1.	Name of Tendering Company/Firm/Agency	
2.	Name of Owner/Partners/Directors	
3.	Full Particulars of the Head Office	
(a)	Address	
(b)	Telephone No.	
(c)	Fax No.	
(d)	E-mail address	
4.	Full Particulars of the Local Office	
(a)	Name of Authorized Officer	
(b)	Address	
(c)	Telephone No.	
(d)	Fax No.	
(e)	E-mail address	
4.	Full Particulars of the Bankers of the Company/Firm/Agency, with full Address/Tel. No.	
(a)	Name of the Bank	
(b)	Address of the Bank	
(c)	Telephone No.	
(d)	Fax No.	
(e)	E-mail address	
5.	Registration Details:	
(a)	Copy of Firm/Agency's Registration No.	
(b)	PAN/GIR NO.	
(c)	GST Registration No.	
(d)	EPF Registration No.	
(e)	ESI Registration No.	
(f)	Addhar No. of Owner/Partners/Directors	

6.	Details of Earnest Money Deposit		
(a)	Amounts (Rs.)		
(b)	DD/PO No. and Date		
(c)	Drawn on Bank		
(d)	Valid upto		
7.	Details of Tender Fee		
(a)	Amount		
(b)	DD/PO No.		
(c)	Drawn on Bank		
(d)	Valid upto		
8.	Annual Turnover of the Company/Firm/Agency for the last 3 years (With Proof duly certified by Chartered Accountant/Auditor) Last 03 Years balance sheet and copies of Income tax returns for 3 Years as stated in Terms & Conditions.		
	2015-2016		
	2016-2017		
	2017-2018		
9.	The Firm who are registered with National small Industries Corporation (NSIC)/ or Small Scale Industrial (SSI)/ or MSME are exempted to submit the EMD (copy of registration must be provide along with)		
10.	Copy of License issued by Labour dist		
11.	Experience in the field for the 3 Years (with Proof)		
	Experience in the field for the minimum 3 Years	Similar running Contracts with Central Government Departments/Public Sector Undertakings/Autonomous Bodies/ State Government Departments.	
12.	ISO Certificate if Available.		

Signature of the Owner/Managing Partner/
Director of the Firm

Date:
Place:

Name:
Address/Tel. No.
Firm's Seal:

CERTIFICATE**(To be submitted with the Technical Bid)**

The Annual Turnover of M/s. _____ for the last 3 years are given below and it is certified that the Statement is true and correct:

Sl.No.	Year	Turnover Rs. In lacks
1.	2015-2016	
2.	2016-2017	
3.	2017-2018	
	Total	Rs_____ lacks

Average Turnover Per Annum: Rs._____ Lakhs.

Signature of
Chartered Accountant/Auditor
With Seal

ANNEXURE-4**PROFORMA OF FINANCIAL BID - (COVER - B)**

(To be placed in a Separate Sealed Cover)

1. **Name and Address of Tendering Company/Firm/Agency :**2. **Financial Bid*****To be considered while evaluating the Financial Bid***

Amount per Month (Inclusive of all statutory obligations)	----- (in Figure) ----- (in Words)
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Note:

1. While quoting amount per month, TDS (Tax deducted at source) deducted from the bill (as applicable) should also be added.
2. The firm, who will fail to comply any of the above said condition, their bid will summarily be rejected.
3. All staff required for carrying out the above work this is inclusive of all salaries as per minimum wages, bonus, ESI, PF, Uniform shoes Cost etc. Labour cess & all other taxes and dues payable excluding the goods and service tax.
4. GST shall be paid to the contractor and the contractor is required to provide challan paid in the subsequent monthly bill. Copies of the receipt /challan of any other statutory fees /Taxes paid in related to this work should be deposited with the Institute along with next bill.
5. Bids with Nill/complimentary /impractical/unfeasible Agency Service Charge shall not be considered.
6. No overwriting or cutting is permitted in the Financial Bid.
7. Firm/Agency/Company should paste cello tape on financial bid Rate.
8. In case two or more agencies are found to have quoted the same rates, Director, NIA shall decided about the Agency to which the offer shall be granted based on the report of Maximum experience (in Years) of the firm in Central Government Hospital/Central Autonomous Institution of National importance. Or on the basis of Maximum Turnover. Director in such circumstances may call upon the report about performance where the firm have already worked or still working.

Date:
Place:Signature of the Owner/Managing Partner/
Director of the Firm
Name:
Address/Tel. No.
Firm's Seal:

DECLARATION

1. I, _____ Son/Daughter of Shri _____ Proprietor/Partner/Director/Authorized Signatory of _____ am competent to sign this Declaration and execute this Tender Document.
2. I have carefully read and understood all the Terms and Conditions of the Tender and I hereby convey my acceptance of the same.
3. The Information/Documents furnished along with the above Application are true and authentic to the best of my knowledge and belief. I/We, am/are well aware of the fact that furnishing of any vague/false information/fabricated document would lead to rejection of my/our Tender at any stage besides liabilities towards prosecution under appropriate Law.

Signature of the Owner/Managing Partner/
Director of the Firm

Date:

Name:

Place:

Address/Tel. No.

Firm's Seal:

The above Declaration, duly signed and sealed by the authorized signatory of the Agency in token of their acceptance, should be enclosed with Technical bid.