



**NATIONAL INSTITUTE OF INDUSTRIAL ENGINEERING  
VIHAR LAKE, MUMBAI- 400 087**

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**Notice Inviting Tender (NIT) for the Work of**

**House Keeping and Cleaning Services On Contract Basis At PGP Hostels, Kshipra Building, Annex-III and its surrounding/related locations at NITIE Mumbai**

*(Tender Document, Instructions to Tenderer, General conditions of Contract and Special conditions of Contract)*

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**NOTICE INVITING TENDERS (NIT)**

1. **Name of the work:** Director, NITIE invites e-tender on percentage basis under two bid system (Technical bid and Financial Bid) for the work of **“House Keeping and Cleaning Services On Contract Basis At PGP Hostels, Kshipra Building, Annex-III and its surrounding/related locations at NITIE Mumbai”**.
2. Details of Tender fee, EMD, submission of tender and other details are elaborated in the e-tender document. (Pay through e-Payment mode online on portal, e-Payment facility is available on website for making the payment through Debit / Credit Card / Net Banking.)
3. **Tender Document:** Tender document will not be issued in person. The tender document can be downloaded from <https://www.tenderwizard.com/Nitie> OR NITIE Website <https://www.nitie.ac.in>. Tenders downloaded from the website must be accompanied by requisite tender fee failing which tender will not be considered.

1	Cost of Tender document	Rs. 3,000.00 (Rupees Three Thousand) (Pay through e-Payment mode online on portal, e-Payment facility are available on website for making the payment through Debit / Credit Card / Net Banking. or Cost of Tender Document by D.D. (Non-Refundable)
2	Download of Tender document	19.05.2023 : 1100 Hours to 05.06.2023 : 1500 Hours
3	Last date for receipt of Tender	06.06.2023 - 1700 hours
4	Opening of the Tenders (Part-1)	06.06.2023 - 1130 hours

4. **Opening of Technical Bid Part 1 of the bid Online:** Only Technical Bid Part 1 will be opened in the presence of tenderers or their authorized representatives, who are present. Late and delayed tenders will not be opened and such tenders will stand summarily rejected.

5. **Opening of Financial Bid Part 2 of the bid Online:**

- a. After verification of Technical Bid Part 1, Financial Bid of only those tenderers who satisfy all the eligibility criteria laid down in this notification will be opened. In case any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, either before award of work or otherwise.
- b. **Evaluation of tender:** 70% weightage will be assigned to the 'Quality Assessment' (Technical Bid) and 30% weightage will be assigned to 'Price Bid'.
- c. **Quality Assessment:** Proforma has been prescribed (part of this NIT) and all the tenderers have to obtain Certificates from the Clients, separately for each of the contracts. Contracts for which Quality Assessment Certificates are not produced by the tenderer; such contracts will not be considered for any purpose. **If no Certificate is produced no marks will be assigned for Quality Assessment.**
- d. **Marks for Quality Assessment:** Maximum possible score is 50 i.e. 5 mark each for the 10 factors. Arithmetic average of the total marks scored in all the contracts will be worked out and marks will be assigned in proportion to maximum marks i.e. 70%.

For example, if the average marks for a tenderer is 40, score for Quality Assessment will be  $40 \times (70 / 50) = 56$  marks. **The contractor secures minimum of 50 marks will be considered for the next process of price bid opening.**

- e. **Marks for price bid:** Price bid carries 30% weightage. The tenderer who quotes the lowest price; (a) subject to compliance with Minimum Wages, ESI and EPF contributions etc.; will be given a score of 100 for price bid. The bids that are not compliant with (a) stand automatically disqualified and therefore consideration will be based on Service Charge. The tenderers will be allotted score relative to the score of the lowest tenderer, as below:

$FS = (100 \times L1) / L$  Where:

FS = Marks for the price bid.

L1 = Service Charge of the lowest tenderer.

L = the Service Charge quoted by the tenderer under evaluation.

**This will be normalized to 30% which is the maximum marks for price bid. The Assessment under items (d) and (e) above shall be exclusive prerogative of the Institute and no interference from the contractor(s) shall be entertained.**

- f. **Total marks** scored will be marks for price bid and marks for Quality Assessment. After assignment of weightage, in case two or more tenders are equal, work will be awarded to the contractor who has executed contracts of higher values.
6. In case any document(s) produced in support of eligibility criteria or any other document(s) turns out to be fraudulent, following will be the course of action:  
[a] **Before award of work:** The work will not be awarded, EMD will stand automatically forfeited, and the tenderer will be liable for further action as may be deemed fit; OR  
[b] **After award of work:** The award of work will be cancelled, EMD and Security Deposit, Performance guarantee will stand forfeited, and the contractor will be liable for action as deemed fit.
7. **Evaluation of tender:** In case two or more tenders are found equal in financial bids, work will be awarded to the contractor who has executed satisfactorily contracts of higher values based on the certificate of experience submitted along with tender papers assessment carried out by the Institute.
8. **Quoting unduly lower rate of Service Charge: The contractor has to quote service charge that takes care of TDS, Supervision, all the statutory charges relating to this contract, etc.; and reasonable margin thereafter.** The Institute has responsibilities as Principal Employer and would like to ensure that unduly lower rates of service charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the contractor from the workers, etc. thereby affecting the performance of the workers.
9. **Details of expenditure vis-à-vis service charges:** With a view to prevent instances briefly stated in para (h) above, the contractor has to submit details of expenditures viz Cleaning material/Chemicals etc. along with documentary evidence like Estimates in support of expenditure, along with the price bid.
10. **Decision on reasonability of service charge:** Institute reserves right to take a view on the reasonability of the rate of service charge. The decision of the Institute in this regard shall be final and binding. No representation will be entertained and replied to.
11. If the Institute considers that the service charge of the tenderer who has quoted the least rate is not feasible, such tender shall be treated as **non-responsive** and the quotation with the next higher rate shall be evaluated, and this process will be iterated till a quotation with reasonable service charge is found and the work will be awarded to such tenderer

only.

The Director, NITIE, MUMBAI reserves the right to: a) reject any or all the tenders without assigning any reason whatsoever; b) not binding himself/herself to accept the lowest or any tender; and c) accept the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted. Canvassing in connection with tender/quotation is strictly prohibited. Tender details can be viewed on the website <https://www.tenderwizard.com/Nitie> OR <https://www.nitie.ac.in>. Tenders downloaded from the website must be accompanied by requisite tender fee failing which tender will not be considered.

**Registrar**

PGP HOSTEL

**e-Tender document**

**Name of the Work: “House Keeping and Cleaning Services On Contract Basis At PGP Hostels, Kshipra Building, Annex-III and its surrounding/related locations at NITIE Mumbai”.**

**INSTRUCTION TO TENDERERS**

The Tender document has Two Parts namely, Technical Bid-Part-I and Financial Bid-Part-II. Thus, herein below the Technical Bid and Financial Bid will be referred to as Part-I OR Part-II as the case may be.

Failure to comply with any of the conditions laid down herein renders the Tender invalid. All the enclosures/documents will have to be submitted along with Part 1. Any enclosure/document found not submitted along with Part 1 of the Tender such enclosures /documents will not be accepted, at a later stage.

- 1. Estimated cost of work:** Total estimated cost of work is Rs. 1,59,56,814.00 (Rupees One Crore Fifty-Nine Lakhs Fifty-Six Thousand Eight Hundred Fourteen only) (excluding GST) per annum. Details are:
  - (a) The estimated cost of the work is Rs. 1,47,85,115.00 (Rupees One Crore Forty-Seven Lakhs Eighty-Five Thousand One Hundred Fifteen only) (excluding GST) for Wages, VDA and Bonus payment for 12 months;
  - (b) Rs. 2,71,700.00 (Rupees Two Lakhs Seventy-One Thousand Seven Hundred only) (excluding GST) for Uniforms and Liveries per annum; and
  - (c) Rs. 9,00,000.00 (Rupees Nine Lakhs only) (excluding GST) per annum projected for Housekeeping/Cleaning Materials.
- 2. Visit of the Campus:** Tenderers are advised to visit NITIE, MUMBAI campus/premises and ascertain the nature and quantum of work before tendering.
- 3. Tender fee:** The Tender/bid should be submitted in the prescribed proforma as given in Tender Document with a Demand Draft for Rs. 3,000.00 drawn in favour of Director, NITIE, MUMBAI towards tender fee. (Pay through e-Payment mode online on portal, e-Payment facility is available on website for making the payment through Debit / Credit Card / Net Banking. Tender/bid not accompanied by tender fee stands automatically rejected.
- 4. Earnest Money Deposit (EMD) – 2% of Estimated Cost of Work (Sr. No.1):** E MD of Rs. 3,19,200.00 (Rupees Three Lakhs Nineteen Thousand Two Hundred only) is a must and should be submitted along with the tender/bid. (Pay through e-Payment mode online on portal , e-Payment facility are available on website for making the payment through Debit / Credit Card / Net Banking).
- 5.** EMD of successful bidder will be refunded on completion of contract period and/or extended period. EMD will not bear any kind of interest. EMD of unsuccessful bidder/s

will be refunded on deciding after finalization of the contract. Tenders received without valid EMD stand automatically rejected. (Pay through e-Payment mode online on portal , e-Payment facility are available on website for making the payment through Debit / Credit Card / Net Banking).

6. Tender Fee should be a separate and should not be combined with EMD. Upload the Online e-Payment Receipt. (Pay through e-Payment mode online on portal, e-Payment facility is available on website for making the payment through Debit / Credit Card/ Net Banking).

**6.1.** Tender should be submitted online only.

**6.2.** Technical Bid Forms and Documents scanned copies should be submitted online only.

7. **Security Deposit:** Security Deposit @10% will be deducted and retained with the Institute from the monthly bills. Due statutory payments OR any additional charges/taxes/duties, if any, as levied by the statutory authority will be recovered from the monthly bill.

**7.1. Refund of Security Deposit:** Security Deposit thus recovered will be refunded after completion of defect liability period of 12 months from the date of completion of work and/or after completion of legal formalities, if any and further after obtaining/submitting the clearance certificates/NDC from the workers, who were deployed in NITIE during the contract period and also after adjusting dues if any to NITIE, Mumbai. After receipt of application from the Contractor to this effect, i.e., on completion of all the above clearances the Security Deposits shall be released.

8. **Acceptance of tender conditions:** The tenderer should read the 'General Terms and Conditions' of NITIE, MUMBAI annexed hereto and give acceptance. The tenderer is advised to visit the NITIE, MUMBAI on any working day with prior intimation between 1000 hours and 1600 hours to assess the nature and quantum of work before tendering.

9. **Filling tender documents:** The tender should be clearly filled or typed and signed in ink legibly giving full address and contact details of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with full signature shall invalidate the tender. Tender should be duly signed by the authorized person(s). In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as valid offer. The tenderer should ensure that the figures of amounts are written in such a way that interpolation is not possible. No blank space should be left.

This notice is also available on website NITIE e-Tender & on NITIE website :<https://www.tenderwizard.com/NITIE> & [www.nitie.ac.in](http://www.nitie.ac.in) for downloading of tender documents.

The Tender document can be downloaded from NITIE e-Procurement Website i.e, <https://www.tenderwizard.com/NITIE> or From NITIE Official website. The tender should be submitted through online mode only.

NITIE reserves the right to reject any or all tenders without assigning any reason thereof. This notice & tender document is also available on web-site: <https://www.tenderwizard.com/NITIE>, [www.nitie.ac.in](http://www.nitie.ac.in) & CPP Portal for downloading of tender documents.

## **Standard e-Tender Terms & Conditions for NITIE e-Procurement**

NITIE e-Procurement Website are : <https://www.tenderwizard.com/NITIE>.

1. The details of tender notification can be downloaded from [www.tenderwizard.com/NITIE](http://www.tenderwizard.com/NITIE) under "Tender of NITIE " link in the homepage. Vendors should obtain the USER ID and PASSWORD from [www.tenderwizard.com/NITIE](http://www.tenderwizard.com/NITIE) by clicking on "Enrolment" link in the homepage. The Vendor registration fees has to be paid to ITI Ltd for Rs. 2360/-. Using the e-Payment link provided at the time of registration, and the mode of payments are Credit Card, Debit Card and Internet Banking. Vendor Registration is Valid for 1year.

2. For further details on e-Tender participation, please contact ITI Help desk on :

- Telephone: 080 - 40482100 (Bangalore ) & Sanjay KC – Mumbai & Maharashtra (09665721619) Email : [sanjay.kc@etenderwizard.com](mailto:sanjay.kc@etenderwizard.com)

- Email: [harishkumar.kb@etenderwizard.com](mailto:harishkumar.kb@etenderwizard.com), [ambasa@etenderwizard.com](mailto:ambasa@etenderwizard.com).

3. Tenders should be submitted only through e-Tender portal and obtain the Tender Acknowledgement copy as a proof of successful submission.

### **INFORMATION & INSTRUCTIONS TO THE BIDDERS FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS).**

Special Conditions & instructions for using online Electronic Tendering System :

e-Tenders through portal (website) <http://www.tenderwizard.com/NITIE> adopted by NITIE , Mumbai .Vendor Registration Fees Rs.2,000/-+ 18%(GST) through e-Payment Gateway on NITIE e-Procurement Portal i.e., <https://www.tenderwizard.com/NITIE>

Note : The e-Payment Gateway are available on e-Procurement Portal for making the Online Vendor Registration Payment.

Bidders are required to Enroll for Vendor Registration on the NITIE e-Procurement Tender wizard Portal

(URL: <https://www.tenderwizard.com/NITIE> ) by clicking on the link " Enrolment " on the home page of e- Portal which is chargeable. (Rs.2000/- + GST(18%)(Non-Refundable ) to be paid online by e-payment gateway).

The bidders are required to submit soft copies of their bids electronically on the NITIE Tender Wizard e-Procurement Portal, using valid Class III Digital Signature Certificates. The step by step instructions about e-Tender Process are given in "Vendor Help Manual "

Class III Digital Signature Certificate are mandatory for e-Tender /e-Procurement . For Digital Signature Certificate Contact to above number of Mr.Sanjay Chandak ( Mumbai , Pune & Maharashtra)

Note : Information about e-Procurement Portal.

More information useful for submitting online bids on the NIA e-Procurement Tenderwizard Portal may be obtained at: <https://www.tenderwizard.com/NITIE> . N.B: Bidders can download the Vendor's manual by visiting on home page of NITIE e-Procurement Website : <https://www.tenderwizard.com/NITIE> .

KEY INSTRUCTIONS for BIDDERS by clicking on "Latest Circulars/Formats/Help Manuals/Faq". The complete Step by Step "Vendors Help Manual For e-Procurement / e-Tendering Process , Vendors Registration Process , System Settings Requirements & JAVA Settings Manuals , e-Payment Guidelines" & "Digital Signature Certificate Process" this

details are available on NITIE e-Procurement Website for e-Tenders.

Note: Online Support / Web Support / E-Mail Support / Phone Support are also available for Bidders as well as Department Officials . Online support through “Team viewer” , “Ammy Admin “ Or “Any Desk” Remote software only. For Downloading this software , the downloading software links are available on home page of NITIE e-Procurement Website.

1. Technical & Financial Bid to be submitted online within the due date.
2. Tenders should be submitted only through e-Tender portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
3. All prospective bidders are requested to visit our NITIE E-PROCUREMENT WEBISTE regularly for any such updates / corrigendum.
4. Please see attached e-Tender Documents ...

**Executive Engineer**



**10. PART – 1 (Technical Bid):** ( All the Technical Documents Scanned copies should be uploaded online also) (All the Technical Documents Scanned copies should be uploaded online also )

Eligibility details should be provided in the prescribed format as Annexure which should also contain the following: (All the Technical Documents Scanned copies should be uploaded online also)

10.1 Registration: The Tenderer should be a registered contractor under ‘The Contract Labour (Regulation and Abolition) Act’ and should furnish a copy of the existing or previous licence.

10.2. Experience: The Tenderer should have experience of having executed/ completed similar works during the last 5 years commencing on 1st January, 2018 and ending on 31st December, 2022 in educational institution of repute, Government, Autonomous Bodies, PSU, or R&D organization. Experience in other institutions as also experience in other areas of work will not be considered. The experience should be one of the following:

- a. Three similar completed works during the last 5 years, each costing not less 40% of the estimated cost OR
- b. Two similar completed works during the last 5 years, each costing not less than 60% of the estimated cost OR
- c. One similar completed work during the last 5 years costing not less than 80% of the estimated cost

Note 1: Experience prior to 1st January, 2018 and later than 31st December, 2022 will not be considered as experience.

10.3. Certificate of experience: The tenderer must produce certificate of experience from the clients. The certificate should clearly certify the following details:

- | Sl. | Description                                   |
|-----|---|
| 1.  | Name of the client and full address           |
| 2.  | Telephone, FAX number and Email of the client |
| 3.  | Details of work performed                     |
| 4.  | Number and type of Labour supplied            |
| 5.  | Value of contract for supply of Labour        |

Note 1: Copy of work order and/or self-certified certificate WILL NOT BE ACCEPTED as certificate of experience. If any document other than certificate of experience is produced, such document WILL NOT BE ACCEPTED AS RELEVANT. Tenders not accompanied by certificate of experience issued by the client WILL AUTOMATICALLY STAND DISQUALIFIED.

10.4. PAN details of the firm are required to be indicated along with a certified copy.

**10.5. An affidavit, in original**, duly certified by a Notary: [a) that the Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed, [b] that there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or

Company as the case may be, and that he/she has never been punished by any Hon'ble Court; and [c] that there are 'no due' pending for payment towards income tax as on the date of the affidavit.

**10.6. Signing and sealing of tender:** Tender submission through online mode only.

**10.7. General Terms & Conditions:** The tenderer shall submit the information sought in the format enclosed along with necessary enclosures as part of Eligibility Criteria along with the General Terms & conditions (duly filled in and signed). Scanned Copies and Forms should be uploaded online also.

**10.8. EPF and ESIC registration:** The Tenderer must have license/permission pertain to EPF and ESIC Registration number as per the Government rules to contribute to EPF and ESIC.

**10.9. Attestation of documents by the contractor:** All the documents, except affidavit mentioned in paragraph 10.5 above, submitted by the tenderer should be attested by the contractor. And same scanned copies should be submitted online also.

**10.10. Producing originals documents for verification:** All above concerned original documents should be produced for verification at any stage of tender process or as and when sought for, failing which the bids are liable for disqualification.

## GENERAL TERMS & CONDITIONS

*(Please read the following carefully and give acceptance for the same in the prescribed format and submit it with the Technical Bid).*

### 11 GENERAL INSTRUCTIONS:

1. The tenderer submitting tender would be deemed to have inspected the premises, considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
2. The contract will be for a period of **one year initially**. In case the services during the trial period are not satisfactory, the contract will be terminated with two weeks' notice. The NITIE, Mumbai may renew/extend the contract to such further period (s), as it may deem proper and in any case **not exceeding three years from the date of commencement of work**, having regard to the quality and manner of the contractor's performance. However, it shall be with consent/written request by the contractor in this regard.
3. All works shall be executed as per detailed specifications and as directed by an officer/official nominated by the Director.
4. **The areas of cleaning indicated are purely approximate and likely to vary on either side up to any limit.**
5. In case the Contractor fails in fulfilling the obligations fully and in time, the NITIE, Mumbai shall have the absolute right to take up the work at the Contractor's cost and risk and recover any and all such expenses from the amounts due to the Contractor including Security Deposit. The Institute shall have right to impose penalty commensurate with the fault and amount towards damages if any, shall be recovered from the bill.
6. The Contractor shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the NITIE, Mumbai from any claims in this regard.
7. **The Contractor will be required to post 2 skilled manpower (at his own cost) in 2 shifts as may be needed to supervise and guide the unskilled workers** for proper execution of the work as per directions of the Officer-in-charge nominated by Director of the Institute to administer the contract.
8. All letters posted to Contractor at the address given by him will be considered to have been delivered in time.
9. If it is observed at any stage that the quality of the work is not satisfactory, the contract/work order as a whole may be terminated and Security deposit forfeited. The Contractor will have no claims whatsoever on the NITIE, Mumbai.
10. In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to

pay compensation to the Institute for the inferior works as determined by the NITIE authorities and in case all payments have been made to the Contractor for this work, this amount may be deducted from any sum due to the Contractor on any other work within the Institute.

11. Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made by these victims. The Contractor shall indemnify the NITIE, Mumbai from any claims arising out of accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor. The contractor will fully indemnify NITIE, Mumbai against all claims in this regard, as well as litigation expenses, interest and cost that may be awarded by the competent Authority/Court.

12. The contractor shall identify the personnel to be deployed exclusively for the cleaning of all the toilets. The contractor shall be responsible for cleaning as well as security of the toilet fixture handed over at the time of commencement of the contract. In case of items/fixtures stolen/broken due to the fault of the contract personnel from the toilets, either the penalties to recover the cost shall be imposed or the contractor shall have a choice to replace these fixtures of the same quality & under approval from nodal officer appointed by the Director, NITIE, Mumbai.

13. It will be the sole responsibility of the contractor to abide by the provisions of the following Acts as to the workers engaged by him for performance of this contract:

- Employment of Children Act
- Workmen Compensation Act
- Contract Labour (Regulation & Abolition) Act 1970.
- Minimum Wages Act
- Employee Provident Fund Act
- ESI Act
- The Payment of Bonus Act

Any other act or legislation as may be in force from time to time.

14. Any liability arising on the NITIE, Mumbai shall be deducted from the bills of the contractor and if the full amount is not recovered then the same shall be recovered from the security deposit of the contractor. **There would be no liabilities towards the workers of the contractor by NITIE, Mumbai and for all the purposes, such employees are to be treated as exclusive employees of the contractor and no responsibility of the Institute, towards employees of the contractor.**

15. The NITIE, Mumbai through its officers, reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portions of the same carried out in the Institute by others and such alterations and variations shall not violate this contract.

16. The Contractor is required to post his authorized representatives/ 2 Skilled Supervisors (at his cost) at the site of the work who shall receive the instructions from the Officer (to be nominated by the Director of the Institute) from time to time. All such instructions received by the authorized representative on behalf of the Contractor shall be deemed to have been received

by the Contractor within the scope of this work order.

17. In the event of the contractor failing to execute the work under contract in whole or in part an alternative arrangement will be made by NITIE, Mumbai totally at the cost & risk of contractor besides any suitable fine /penalty.

18. The contractor shall be liable to pay compensation for any loss & damage caused to the property of the Institute or its Staff Members/Students/Visitors by the contractor or his workers. The contractor shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff; the contractor will be under an obligation to change the worker concerned when instructed by NITIE authority. The contractor shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. The NITIE will not have any responsibility with regard to staff on the role of the contractor whatsoever.

19 The workers engaged by the Contractor shall not be the unauthorized occupants or residents of the NITIE Land and/or Institute premises.

20 The NITIE reserves the right to terminate the contract without assigning any reason by **giving a notice of 15 days**, where feasible. The requirement of giving notice of 15 days will be dispensed with if the circumstances so warrants. **The contractor will have to serve a notice of three months, if he wishes to terminate the contract.**

21 In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Director, NITIE or any other officer nominated by the Director, NITIE for arbitration whose decision shall be final and binding on the parties. The contractor agrees that the arbitrator could be an employee of the Institute & shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.

22 The services of employees of Contractor should be made available on all days on six-day week basis irrespective of holidays and on Sundays if required.

23 A verification report in respect of all the personnel of contractor from the concerned police station of concerned residential areas should be submitted and also list of employees with bio-data of each employee posted to the Institute along with photo and thumb impression should be handed over to the Registrar, NITIE, Mumbai. Any changes should be informed immediately.

24 The unskilled personnel engaged by the contractor should have minimum literacy level **i.e., a pass in Standard X to the extent possible**. The age of the workers engaged by the contractor should not be below 18 years and more than 40 Years. The contractor has to submit their list along with age proof, qualification proof, permanent address proof etc. for retention in Hostel office.

25 As and when any of workers comes late or absents himself/herself, it will be the prime responsibility of the contractor to provide a suitable substitute.

26 The contractor should not be an employee of NITIE, Mumbai, or any other central/state Government. He should submit a declaration to this effect.

27 The contractor and his staff will make their own residential arrangement outside the premises of the NITIE, Mumbai. No one will be granted permission to stay in the Hostel/Campus during night or during non-functional hours except on duty.

28 The contractor shall supply all the cleaning material and chemicals for which reimbursement will be made as per the details mentioned in the tender. Contractor has to provide at his own cost instruments and equipment etc. and ground cleaning tools such as grass cutter, axe, soil knife, digging shovel, trolleys, bucket, mugs, rods for gutter cleaning, hose pipe etc.,. The repairs/replacements and maintenance of tools will be borne by the contractor.

29 The solid waste collected from the said buildings shall be disposed of in BMC garbage vehicle through liaison with respective BMC Authority. The Wet /bio-degradable waste shall be disposed in areas assigned by NITIE, Mumbai. Keeping the PGP Hostel buildings and surrounding premises clean and hygiene will be the sole responsibility of the contractor.

30 At PGP Hostels Daily Attendance Registers will be maintained to keep record of personnel on duty and for a record of the work done by NITIE Hostel Office. In addition, the contractor is required to provide **02 biometric machines (at his own cost)** for their workers and a monthly report on biometric attendance will be submitted to the PGP Hostel office for the computation of their monthly RA bills along with other statutory documents.

31 The Contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all time. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately (Maximum two hours).

32 Hostel Warden and Student Coordinator and Hostel staff are free to inspect the work being done by the personnel of the Contractor at any time of the day in Hostel areas. All the assigned work shall be done to the complete satisfaction.

33 That payment on account of enhancement/escalation charges on account of revision in wages and statutory payments like EPF/ESI contributions only by the appropriate Govt. (Central/State) from time to time shall be payable by the NITIE, Mumbai to the contractor. **No escalation of percentage of Contractor's Service Charges shall be admissible during the term of the contract.**

## **12 MODIFICATION OF TERMS AND CONDITIONS:**

The NITIE, Mumbai with the consent of the contractor may modify terms and conditions of the contract as and when necessary without affecting the basic nature of his contract.

## **13 NITIE OBLIGATIONS:**

The NITIE, Mumbai will not charge any amount from the contractor for water or/and electricity supplied for Housekeeping and Cleaning services on contract basis at NITIE, Mumbai ; which is just and reasonable. However, in case of misuse of any facilities, the contractor would be required to reimburse the loss/damage caused to the Institute.

PGP HOSTEL

## 14 CONTRACTOR'S OBLIGATIONS:

Area of operation for the said services for "House Keeping and Cleaning Services On Contract Basis At PGP Hostels, Kshipra Building, Annex-III and its surrounding/related locations at NITIE Mumbai in brief are as follows:

SI No	Description
A	PGP Hostels viz. Taylor Hall (Stilth+16 Floors), Vikram Sarabhai Hall, Gilbreth Hall (GF + 6 Floors) – Toilets, passages, common areas, Dining area of Messes, lift area, surrounding area and drainages of the buildings etc.- Daily cleaning and Housekeeping of all rooms and offices, cleaning of water cooler storage tanks.
B	Annex Building cleaning (as and when required), 05 Flats of PGP Married quarters (Major cleaning on requirement basis).
C	Kshipra Building and its surrounding area (Daily cleaning and Housekeeping of all rooms as available)
D	The reception counters of all the above-mentioned PGP Hostels are to be maintained 24 hours basis for attending the maintenance complaints of the hostel residents, receiving and sorting their mails/couriers and ensuring proper handing over it to them, Hostel rooms/keys management as per the directions of NITIE Hostel officials. Shifting of luggage, furniture etc.
E	To provide sufficient quantity of cleaning material, chemicals, instruments/ equipment for the cleaning and housekeeping of all the above-mentioned buildings.
F	The contractor will deploy his man power at any of the location/area of this Institute for above mentioned similar works, if need arises without any additional payments.

### Note:

- 14.1. The Floors (including rooms and common area, lift area and staircases) of the above-mentioned buildings shall be mopped daily with the chemicals. Bath rooms and all the toilets shall be mopped and cleaned with disinfectants every one hour i.e. 8 (eight) times a day; water closets shall be thoroughly cleaned 8 (eight) times a day daily using suitable material. All the utility areas and area within the compound on all sides of the buildings shall be swept and shall be kept clean all the time and on a daily basis.
- 14.2. The contractor shall pay his workers wages not less than the higher of the minimum wages fixed by the Central Govt. or State Govt. and all other statutory dues like EPF, ESI, bonus etc. throughout the tenure of contract, in the presence of the representative of Director, NITIE, Mumbai.
- 14.3. In the event of local problems arising while discharging the functions at NITIE, Mumbai, the contractor will deal with them appropriately and he will not bring NITIE on the scene for such matters.



14.4. Uniform & Liveries, etc.: For Each year, the workers must be provided with [a] two sets of good quality of uniforms consisting of Cotton Pant and Shirt for Male and two branded Sarees with Blouse piece and petticoat for Female workers including stitching charges and fall bidding, [b] Each year, One pair of Bata or equivalent make Shoes/Sandals for Male and Sandal for Female workers, and [c] Each year, Necessary relevant and Branded Tools to be provided to workers as required. [d] Each year, One Umbrella to all workers. [e] Every month: Two soaps (one bath and one detergent soap) to all Workers, [f] Every month: Two hand towels to all Workers. An amount of Rs. 2,71,700.00 (Rupees Two Lakhs Seventy-One Thousand Seven Hundred only) estimated separately for Uniforms and Liveries for 12 Months. Samples and/or specifications of the Uniforms and Liveries need to be approved by NITIE. Bill is to be submitted quarterly for reimbursement from NITIE. Initially, entire expenditure towards [a], [b], [c], [d], [e] and [f] should be borne by the contractor. Uniforms and Liveries are to be supplied with proper records & Challans. Uniforms and Liveries shall be, after approval, distributed by Contractor directly OR through his Supervisors to his employees/workers who are assigned work at NITIE under this Contract by Contractor. The Contractor has to submit details of expenditure incurred. It will be strictly monitored and penalty will be imposed if any worker is found without uniform.

14.5. The contractor will issue identity cards to his workers/supervisors after getting them verified by the NITIE, Mumbai. Any worker found without identity card will not be permitted to enter the premises. He will post 2 supervisors (at his own cost) at a specific point to receive & manage complaints & instructions.

## **15 REPORT:**

- 15.1 The contractor or his representative shall daily report to the PGP Hostel office, NITIE to supervise the work under the contract and take instructions every day from him for the work on a Book/Register maintained by the contractor exclusively for the purpose. He shall preserve the said book and produce the same as and when required. For Hostel areas the contractor or his representative shall daily report to the Hostel Office to take instructions every day. Daily report will be taken by the Hostel office against the account of work given.
- 15.2 The contractor will prepare a schedule of the works to be carried out in the areas of works allotted before commencement of actual works.
- 15.3 The contractor will prepare a list of protocol and daily checks for housekeeping works and displaying the same on all areas of work to be carried out.
- 15.4 The contractor or his representative should approach the PGP Hostel office, if he needs any instructions/help or has any difficulties.
- 15.5 The contractor or his representative should all the time be available at work site during the course of his work.
- 15.6 Sufficient number of staff shall be posted by the contractor to attend the works on two shift basis for cleaning and sanitization and three shift basis for housekeeping services and shifting of materials, furniture/ instruments from one place to other, loading and unloading of materials, furniture / instruments from truck/vehicle **within NITIE campus as and when required in the exigencies of work without any additional payment.**
- 15.7 Shift timings are 7-00 am to 3-30 pm, with half an hour lunch recess from 12:30 pm to 1:00 p.m., 3-00 pm to 11-30 pm with half an hour dinner recess from 07-00 pm to 07-30 pm, 11- 00 pm to 07-30 am at night.

## **16. SCOPE OF WORK:**

- 16.1. **“House Keeping and Cleaning Services On Contract Basis At PGP Hostels, Kshipra Building, Annex-III and its surrounding/related locations at NITIE Mumbai”** for carrying out various jobs viz Cleaning, sweeping, mopping, and wiping of rooms, bathrooms, toilets, ducts, floors, staircase, Cleaning and dusting of entire furniture, partitions, wooden & glass cabin walls, railings, doors, windows venetian blinds, racks, sofas, computers, telephones, curtains, wall mounted fans etc, with dry/wet cloth, feather brush, hard and soft brooms, chemicals, detergents wherever required.
- 16.2. In brief the job function is to maintain the aesthetic looks in the PGP Hostels and all their premises and surrounding areas by maintaining pleasant odour and cleanliness, keeping the building & the surrounding area neat, clean & tidy every day keeping them in hygienic & sanitary conditions of high standard as per contract.
- 16.3. Effective cleaning of rooms and toilets/bathrooms has to be ensured taking into account the convenience of the occupant. Unoccupied rooms should be cleaned every day.

- 16.4.** The contractor shall ensure that his workers will be present in the premises and carry out duty for entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by him/Supervisor of contractor. The contractor shall ensure that workers maintain highest discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone.
- 16.5. The contractor shall maintain area-wise maintenance registers.** The register should specify the work allotted and completed with date and time duly signed by the Supervisor of the contractor. The registers should be submitted to Hostel In-charge/Hostel Wardens for perusal and signature on daily basis.
- 16.6.** The contractor's staffs **are not allowed to eat in the hostel mess** at any point of time.
- 16.7.** The service of the workers is required on all days in a month irrespective of holidays and they should be prepared to work on shifts as may be required. The Contractor has to ensure proper attendance and proper weekly off of the personnel deployed and should produce Character and antecedent's verification reports of the persons engaged by the Contractor and the same shall be submitted to the department for verification.
- 16.8.** The workers deployed by the Contractors shall maintain personal hygiene and wear clean prescribed uniform while on duty.
- 16.9.** The persons deployed by the contractor should be reliable, trust worthy, alert and efficient.
- 16.10.** The contract personnel should be well disciplined, polite with good behaviour. In case of any complaint or any unusual behavior of the worker, he/she should be replaced within 24 hours after receipt of intimation from the Institute.
- 16.11.** The contract personnel shall undergo medical examination at the expense of the contractor to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for as and when required by the Institute.
- 16.12.** The contractor shall not lease or sub-contract the whole or any part of the contract to anybody without the prior permission of the Director, NITIE, Mumbai.
- 16.13.** The contractors should make **payment to the workers on or before 7th of every month** and there should be no linkage between this payment and settlement of the contractor's bill from the NITIE, Mumbai.
- 16.14.** The Contractor should provide all the Cleaning materials/chemicals, instruments and equipment required for the above mentioned work services. The stock of the cleaning material consumables and non-consumables should be maintain at the highest level.
- 16.15.** The guidelines of cleaning process are as under: -

**1. DAILY – House Keeping and Cleaning:**

1. **Twice daily (Each shift):** proper sweeping and mopping of all floors in the buildings, cleaning of walls, railings, corridors, entry roads of various buildings etc. covering the entire constructed areas. No betel stains or cob webs etc. should be visible anywhere.
2. **Thrice daily (Each Shift):** Cleaning of main staircases, entrance lobby area. Cleaning of Waste Paper Baskets, Sanitation Bin & Spittoon set & disposing of garbage/refuse as directed.
3. Dusting furniture, almirahs, cupboards, phones, partition walls, doors, windows, Notice Boards, Flower Vases & pieces of decoration and other materials available in the PGP Hostel buildings, reading room, Messes etc..
4. Cleaning glasses of windows, doors, partitions etc and removal of cob-webs.
5. Toilets & urinals, ducts including floors to be cleaned regularly and continuously at every one hour throughout the day with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies toilets and ladies rooms. Only male workers should be deployed to clean the Gent's toilets in the premises and only female workers to clean ladies toilets. The toilets should be cleaned every day with utmost care.
6. Porcelain fixtures to be cleaned with vim.
7. To place naphthalene balls, toilet rolls, liquid soap, air-fresheners, etc.
8. To spray room fresheners/ perfume to maintain pleasant odour as and when required at important locations and on instructions from the respective Hostel offices.
9. To attend, clean and remove chocking of drains including CI pipes, sanitary fixtures, manholes and underground sewer lines, whenever required for smooth functioning and as directed by Supervisor/Officer-in-charge.
10. Thorough cleaning of rooms with Odorex, dettol, carbolic acid, disinfectant etc. as may be required and as directed by Supervisor/Officer-in-charge.
11. Through cleaning of dirty passages, approach road, and entrances of buildings.
12. Daily collection of waste from all the PGP Hostel rooms, Floors and proper dumping in specified place as per instruction of the Supervisor/Officer-in-Charge.

## **2. WEEKLY – House Keeping and Cleaning:**

1. Cleaning of Glass walls/fittings, curtains, venetian/vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors in the building, and terraces in all buildings.
2. Hard Cleaning of basement area, corridors, common area, staircases etc. with chemicals.
3. Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.

4. Polishing of steel and other metal surfaces.

### **3. FORTNIGHTLY – House Keeping and Cleaning:**

1. Cleaning of ceiling with electrical fitting & roofs.
2. Washing and scrubbing of floor with automatic machines with required cleaning material.
3. Cleaning storm water drains, water pipes, and over head tanks.

### **4. MONTHLY – House Keeping and Cleaning:**

1. Sweeping and cleaning of service ducts, Service Rooms, Service Shafts and all drainage pipes including those of toilets.
2. Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.
3. Washing of building from outside with prior permission from Supervisor/Officer –in-charge.

### **17. SUPERVISING – House Keeping and Cleaning:**

1. The contractor is required to post (**at his own cost**) his authorized representatives i.e. **Two site Supervisors (skilled)** at the site of the work who shall receive the instructions from the officer (to be nominated by the Director, NITIE, Mumbai) from time to time. All such instructions received by the authorized representatives on behalf the contractor shall be deemed to have been received by the contractor within the scope of this work order. NITIE, Mumbai reserves the right to **deduct an amount of Rs. 500.00 (Rupees Five Hundred only) per day**, if Contractor fail to posting of Supervisor/s, mentioned above. The Supervisor/s employed by the Contractor shall be responsible to ensure efficient and timely execution of the contract (daily work completion sheet, grant of weekly off, discipline, extract work, manage work, maintenance of accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the complex). He should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of Officer In-charge or higher authorities. The Supervisor shall also be responsible to allocate duties and extract the work from the workers.

The site Supervisor/s shall daily report (Monday to Saturday) to the Hostel Manager to supervise the work under the contract and take instructions every day from him for the work on a book/Register maintained by the contractor exclusively for the purpose. He shall preserve the said book/Register and produce the same as and when required.

### 18. Material estimated per Month

Sr. No	Details of Chemicals/Material	Brand	Qty. per month	Sr. No	Details of Chemicals/Material	Brand	Qty. per month
1	Scented Phenyl (Green Phenyl)	Sunny	70 Litre	17	Naphthalene Balls 100 gm pkts	Airqon	10 Kg.
2	R-6(Toilet Cleaner)	Taski	70 Litre	18	Vim Powder	Vim	5 Kg.
3	Hand Wash	Dettol	15 Litre	19	Hit Spray-700ml	Hit	3 Nos.
4	R7(Glass cleaner)	Taski	5 Litre	20	Air Freshener	Godrej Aer	10 Nos.
5	Hard Broom	Regular	30 Nos.	21	Bleaching Powder	Regular	50 Kg.
6	Soft Brooms	Gala	50 Nos.	22	Odonil (packets)	Odonil	10 Nos.
7	Glass Dusters	Ezee	40 Nos.	23	Wiper Big size	Gala	10 Nos.
8	Checks Dusters	Ezee	40 Nos.	24	T Brush Big size	Regular	10 Nos.
9	Sani Cubes (packet of 12 Nos)	Regular	50 Nos	25	Mori Brush (Steel)	Regular	5 Nos.
10	Wet Mop Refill	Gala	70 Nos.	26	Plastic drums – 60 ltr.	Dhwani	10 Nos.
11	Scotch Brite	Scotch Brite	50 Nos.	27	Dust pans	Gala	10 Nos.
12	Harpic Power Liquid	Harpic	15 Litre	28	Plastic bucket – 20 ltr.	Dhwani	10 Nos.
13	Choke up pump	Regular	10 Nos	29	Plastic Mugs	Regular	10 Nos.
14	Toilet Brush	Gala	10 Nos	30	Garbage bags (76 cm x 94 cm) Pack of 15	Shalimar	150 Nos.
15	Acid 1 Ltr pack	Regular	10 Litre	31	Caustic Soda	Regular	5 Kg.
16	Termiguard 500 ml spray	PCI	2 Nos.	32	Dry Mop with stick	Gala	10 Nos.

**Note: Reimbursement of Rs. 75000/- per month will be made subject to supply of cleaning materials as per quantity mentioned above and submission of original purchase bills.**

**Note:**

- 1 Where ever applicable, the brand name should be of ISI standard.
- 2 The Instruments/Equipment like various heights ladders, telescope rods for cobwebs, sufficient lengths hose pipe for washing, Wet/dry vaccum cleaners, Phawda, Kudal, Rods for drainage cleaning, sign boards during cleaning activity etc. may be provided as per the scope of the work.

**19. DAILY LABOUR TO BE PROVIDED:**

For Housekeeping and cleaning:

**19.1. No. of Unskilled workers per Day :44 (Forty-Four)** (34 Male + 10 Female)

**20. PENALTY FOR INADEQUATE PERFORMANCE ON THE PART OF CONTRACTOR:**

<b>Sl. No.</b>	<b>Type of lapse</b>	<b>Penalty in Rupees</b>
1	Failure on part of contractor to ensure his workers are deployed with uniform at NITIE premises (per workman)	100 per workman per day
2	Maintaining Improper/Wrong attendance record by contractor	500 per day
3	Lapse in maintaining wash room (per wash room)	200 per day
4	Shortfall in staff in a day	500 per day per person
5	Failure to ensure proper behavior and discipline of his workers at NITIE premises.	200 per person in addition to taking civil & criminal proceedings as per rule
6	Lack of quality and Quantity of Cleaning material and Equipment	Cost of branded cleaning material + 10% extra towards causing inconvenience
7	Any incident of Rowdiness and/or rioting in campus on part of workers of contractor showing failure on part of contractor to ensure proper behavior of his workers.	500 per person in addition to taking civil & criminal proceedings as per rule
8	Inaction of supervisor to complaint by NITIE/ Officers of NITIE.	100 per complaint
9	Damage to the Institute property due to negligence	Book value + 10% of the book value towards installation & for causing inconvenience.

**Note:**

The penalty shall be deducted from the Service Charge of the Contractor from the monthly Bills or from the Security Deposit.

For any act of inadequate performance of contract not specifically stated herein, the person authorised by the Institute will determine the penalty based on the merits of each act after providing an opportunity to the contractor.

In case of Sl.No.5 the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should not be assigned duty at NITIE.

In case of Sl.No.7, the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should not be assigned duty at NITIE.

The person(s) involved in theft and/or carrying item unauthorisedly should not be assigned work at NITIE.

**21. PAYMENT CONDITIONS:**

**21.1. The Contractor will be responsible for making the payment of wages directly to its workers by 7th of each month from his own sources and subsequently raise the bill for reimbursement which will be verified on the basis of actual amount disbursed and attendance etc. The Contractor shall make payment to the workers by depositing the payment towards the wages in their bank accounts and submit the bank details/ECS statement duly certified by the bank, to the office with the bill for verification.** The bill shall also carry the duly certified copy of EPF and ESI challans for the same month for which the bill has been raised for payment. The claim bill shall be submitted to the Officer-in charge of the Institute for certification for pro-rata payment. The officer on the receipt of the bill will check the work record and there after accordingly certify the bill for payment.

**21.2.**All bills should be submitted on printed forms, duly signed and pre-receipted in **triplicate**.

**21.3.** Payment will be made by the Institute to the contractor on monthly basis on submission of bills in triplicate along with the attendance sheets and certificate of satisfactory performance of work from the concerned officer of the NITIE, Mumbai. A certificate to the effect that all labour laws including EPF, ESIC payments, etc., are being followed has to be furnished with proof along with the bill for payment.

**21.4.** Income Tax and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor.

**21.5.** The contractor would be required to ensure the payment of its workers by 7th of every month and there should be no linkage between this payment and settlement of the contractor's periodical/pending bill(s).

**21.6.** The contractor should arrange to deposit the wages of his workers in to their respective bank accounts preferably through ECS and tender a copy of the ECS statement to the Institute as proof of payment of wages failing which the bill of the current month



will not be paid. The contractor shall facilitate his workers in opening bank accounts. Under no circumstances, payment of wages in cash shall be made.

**22. COMMENCEMENT OF WORK:**

The Contractor is required to start the works of House Keeping and cleaning with effect from the date of acceptance of the contract. In case it is found that the work has not been taken up from the above date, the NITIE, Mumbai at its sole discretion may cancel the work order and the EMD Security Deposit shall be forfeited without any further reference to the Contractor.

**23. CANCELLATION OF CONTRACT:**

**23.1.** Notwithstanding any other provisions in this contract, the NITIE reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in interest of the Institute or public at large. The contractor is not eligible for any compensation or claim in the event of such cancellation.

If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to the NITIE shall be forfeited without any claim whatsoever on NITIE and the contractor is liable for action as appropriate under the extant laws

**Annexure –I  
PART - I  
Technical  
Bid**

1. Documents/details to be mandatorily submitted:-

Sl. No.	Particular	Fill in the details
1	Name of Firm/Tenderer/Company (in block letters)	
2	Permanent Address & Telephone No.	
3	Full Postal Address, Telephone/Fax No. E-mail.	
4	Details of infrastructure, persons employed, and number of offices/branches available (attach separate sheet).	[Attach as enclosure & refer here]
5	EMD, Bank Draft No & Date, Banker's Name & Branch.	
6	Annual turnover (Approximate)in Mumbai/Outside Mumbai	
7	Name of the bank, address, account number, IFSC code	
8	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company has never been black listed or changed the name of the firm (in original).	[Attach as enclosure & refer here]
9	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court (in Original).	[Attach as enclosure & refer here]

10	Income Tax Return (last three years), TAN No. PAN No. Professional Tax, VAT and Service Tax Regn. No's. (enclose photo copies)	[Attach as enclosure & refer here]
11	Copy of a valid License issued by the State/Central Labour Department under Contract Labour Act duly attested by the Contractor.	[Attach as enclosure & refer here]
12	Details of ESIC Registration with Date and proof of registration	[Attach as enclosure & refer here]
13	Details of EPF Registration with date and proof of registration	[Attach as enclosure & refer here]
14	Any other relevant information	

I/We certify that the above information is true to the best of my/our knowledge and I/We do not have any relative of the rank of Under Secretary or equivalent working in NITIE.

Signature and Seal of the  
Tenderer

**PART- I  
TECHNICAL  
BID**

**23.1.1. Details of Experience: Should be furnished in the following format-**  
Experience during the period 01.01.2018 to 31.12.2022 only:

Name of the client and full address	Telephone and FAX number of the client	Tenure of contract	Value of contract

**Important:** Only certificates issued by the clients on their letter head with date of issue and containing requisite details (like date of commencement and completion, cost etc) will be considered. **Copies of work orders, extension letters, bills, and the like will not be considered.**

**23.1.2. Documents to be submitted by the successful Tenderer before award of work:**

**23.1.2.1.** Proof of Financial Capacity from his bankers/Chartered Accountant

**23.1.2.2.** Audited balance sheet and Profit/Loss A/c for 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22.

Date:

Signature of Tenderer, Seal &  
address

**QUALITY ASSESSMENT SHEET**  
(submit with technical bid)

**Important: This carries 70% marks and the marks scored in this will be used for evaluation of tender.**

Name of the Agency: \_\_\_\_\_

Period of service availed from Agency: \_\_\_\_\_ to \_\_\_\_\_

(Please tick  $\sqrt$  numerical assessment – 5 being the maximum score)

Sl. No.	Description	1	2	3	4	5	Remarks/ Justification
01	<b>Agency has experience</b> (Attach Establishment Certificate original & Renewal) 10 to 15 Yrs – 3 marks >15 Yrs to 20 Yrs – 4 marks > 20 Yrs – 5 marks						
02	<b>Bank Solvency Certificate</b> (Attach Bank Sol. Certificate) 1 to 1.5 Crores – 3 marks >1.5 to 2 Crores – 4 marks > 2 Crores – 5 marks						
03	<b>Annual average turn over for last five years.</b> (Attach certificate of CA) (2017-18, 2018-19, 2019-20, 2020-21, 2021-22) 15 to 25 Crores – 3 marks > 25 to 50 Crores – 4 marks > 50 Crores – 5 marks						
04	<b>Experience of State/Central Govt./Large corporate sector</b> (Attach experience certificate only) 3 to 4 Years – 3 marks >4 to 5 Years – 4 marks >5 years – 5 marks						
05	<b>Staff on PF Roll in 2022-23</b> (Attach Electronic Challan cum Return ECR for the month of March 2023) 200 to 300 – 3 marks >300 to 500 – 4 marks						
06	<b>One similar completed work order costing</b> (Attach Completion certificate alongwith work order issued by the Principal employer) 1.5 to 3 Crores – 3 marks >3 to 5 Crores – 4 marks >5 Crores – 5 marks						
	<b>Record maintenance and monitoring mechanism</b>						

07	<b>for manpower and material</b> (Attach PF, ESIC challans for previous one year etc. and List of material available in the inventory)						
08	<b>Welfare measures by the Agency to their staff.</b> (Attach documentary proof, if any)						
09	<b>Equipment and machinery deployed and used.</b> (Attach list of equipments/instruments etc available in the inventory)						
10	<b>The agency did comply with labour laws by ensuring timely contributions to EPF, ESI etc and provided salary slips, PF slips, ESI cards etc to individuals and the confirmation data on the same to organization on a regular basis.</b>						

**Note :**

1. For item No. 1 to 10 the Agency is required to submit the documentary evidence as per the Technical bid Annexure- I and II and the other documents mentioned in the said items.
2. The Institute appointed committee may visit/enquire at the site and based on visit, performance will be assessed.
3. The qualifying criteria under quality assessment is 70 marks. The Tender committee will declare the name of the qualified contractor who scores more than/equal to 50 marks based on the above said assessment.

**Technical Bid  
To be filled by the Tenderer**

**Important: Please read the Notice Inviting Tender before filling this.**

**CHECK LIST for PART-I**

<b>Sr No.</b>	<b>Details</b>	<b>Furnished / Attached</b>	<b>At Page No.</b>
1	License Number and other details	YES/NO	
2	EPF Registration Certificate	YES/NO	
3	ESIC Registration Certificate	YES/NO	
4	Income Tax Return for FY 17-18, 18-19, 19-20, 20-21, 21-22	YES/NO	
5	Experience Certificate	YES/NO	
6	List of Organizations where presently engaged	YES/NO	
7	List of Organizations where similar works have been carried out in the past	YES/NO	
8	Quality Assessment Certificates (Performa enclosed)	YES/NO	
9	Tender processing fee	YES/NO	
10	Letter of Acceptance	YES/NO	
11	Undertaking by the Contractor	YES/NO	
12	Letter of Consent	YES/NO	

**Check List for Part –II**

1	Price Bid	YES/NO	
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Signature of the  
tenderer with name and  
rubber stamp

**PART-II  
PRICE BID**

Minimum Number of workers to be engaged as assessed by NITIE for Housekeeping and cleaning works at 03 PGP Hostels:

Supervisors at the Contractor's cost: 02 (Two)

Unskilled workers: 55 (44 + 11 relievers).

**TO BE FILLED BY THE CONTRACTOR:** Please refer to rates pertaining to 'A' Area as contained in The Chief Labour Commissioner (Central), Ministry of Labour & Employment, GOI vide No. F. No. 1/5(5)/2023- LS-II dated 03<sup>rd</sup> April 2023, for revised rates of minimum wages.

**PRICE BID–  
Details of Manpower cost**

<b>Sr No</b>	<b>Component of Wages</b>	<b>Per Unskilled Worker per day (Rs.)</b>
1	<b>Minimum Basic Wage per day</b>	
2	<b>EPF (Employer contribution) @13% on Sr No 1</b>	
3	<b>ESIC (Employer Contribution) @ 3.25% on Sr No 1</b>	
4	<b>Total (1 to 3) per day per person Rs.</b>	
5	<b>Contractor Service Charge _____Percentage (%) on Sr No. 4.</b>	
6	<b>Total (4 &amp; 5)</b>	

Date :

Signature of the Tenderer with Seal &Address



LETTER OF ACCEPTANCE

I/We have read the Tender conditions including the General Terms and Conditions of the contract given in the tender document. I/We agree to abide by the same.

Contractor's Seal & Signature

Date:

Address for Correspondence:

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PGP HOSTEL

## UNDERTAKING BY CONTRACTOR

I/We hereby certify that:

Full manpower will be engaged on daily basis for the Services sought under this contract on rotation basis (if required) as per given schedule or as per instructions issued by NITIE, Mumbai along with the sufficient quantity of branded cleaning material/chemicals for the housekeeping and cleaning purpose. On holidays, Saturdays and Sundays the deployment will be restricted to fifty percent of the strength.

I/we have made the site visit in order to evaluate their level of services to be rendered and quoted accordingly.

I/We have specified the number of persons to be engaged daily (man-power) to execute all the works as mentioned above at NITIE, Mumbai.

I/We agree that we will provide sufficient quantity of cleaning material as mentioned in the Tender document.

I/We agree that the payment will not be made for the work not carried out in any of the above areas.

I/We will provide staff for shifting of furniture and small equipment as and when required by NITIE, Mumbai.

I/We agree to pay minimum wages, EPF, ESI, bonus, and other statutory payments on or before 7th day of every month. Further, I/We agree to submit proof of payment of wages i.e. ECS statement and challans, ESI and EPF contributions along with the bill for the current month. We further undertake to abide by all the provisions of law, enactments, notifications and circulars issued by the competent Authorities. We shall keep the Institute fully indemnified and continue to keep the Institute indemnified for all the consequences arising out of our non-compliance of the provisions of law.

Substitute workers/Supervisor will be made available as and when required. Extra manpower if any called during conference/meetings, shifting of materials from one location to another, etc. will be provided even at short notice.

Two sets of Uniforms, Identity Card, and 2 pairs of footwear will be issued to all the workers within 15 days of engagement of workers and it will be replaced as and when required and all the expenditure will be borne by me/us.

We shall protect the interest of the Institute in respect of this contract agreement as well as against the action of any of our employees.

Contractor's Signature and seal

Place:

Date:

**LETTER OF  
CONSENT**

Date: \_\_\_\_\_

**To  
The Director  
NITIE, Mumbai-400087**

Tender Ref. No. \_\_\_\_\_

**Name of Work: House Keeping and Cleaning Services On Contract Basis At PGP Hostels, Kshipra Building, Annex-III and its surrounding/related locations at NITIE Mumbai.**

Sir,

I/We understand the nature and quantum of work to be carried out. I/we have read the various conditions to tender including general conditions and hereby agree to abide by the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 60 (Sixty) days from the date fixed for opening the Part I and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted, I/We understand that my/our "Earnest Money Deposit" submitted along with the tender to NITIE, Mumbai will be liable for forfeiture. The rate quoted is firm and I/we will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract. I/We also hereby agree to abide by the rules and regulations of the NITIE, Mumbai, general conditions of the contract as amended from time to time and to carry out the work according to the conditions of the contract laid down by NITIE, Mumbai.

Earnest Money in the form of Demand Draft /Bank's Pay Order drawn in favour of NITIE, Mumbai from a Scheduled bank is attached with the tender papers. The full value of the Earnest Money shall stand forfeited without prejudice to any other right to remedies if:-

- i) I /We do not execute the contract documents within 7 (seven) days after getting information from NITIE, Mumbai, or
- ii) I / We do not commence the work within 15 (fifteen) days after getting information from NITIE, Mumbai.

Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Tenderer(s) with Stamp,

Address:

**(Note:** No change should be made by the tenderers except filling-up details mentioned in the formats meant for Technical Bid, its Annexures and Price Bid, its Annexures. In case any change is made in the content of the formats, except filling-up details, it shall be treated as unauthorized and such tender will stand automatically disqualified.)

PGP HOSTEL

## Rate Analysis

Minimum wages and VDA for “Employment of Sweeping and Cleaning excluding activities prohibited under the Employment of Manual Scavengers and Construction of Dry Latrines (Prohibition Act, 1993” by Ministry of Labour & Employment, Government of India:

Sr No	Wages as per Minimum Wages Act	Per Day / Per Staff
1	Minimum Wages (Basic + VDA)	736.00
2	EPF (Employer Contribution) @ 13% on Sr No. 1	95.68
3	ESIC (Employers Contribution) @ 3.25% on Sr No. 1	23.92
4	Total (1 to 3)	855.60
5	Contractor Service Charges to be quoted on Sr No. 4	

**Note :** 1. Minimum Wages and VDA fixed by Office of the Chief Labour Commissioner (C), Ministry of Labour & Employment, GOI, vide order No. F.No.1/5(5) / 2023-LS. II Dated 03<sup>rd</sup> April, 2023

2. **GST, statutory levies etc., if applicable, will be paid as per rules in force from time to time.**
3. **Bonus:** The amount of bonus will be reimbursed as per the Payment of Bonus (Amendment) Act 2015 issued by Govt. of India.
4. Contractor’s profit should not be included in the bill of Bonus payment; NITIE will reimburse only the actual Bonus payment to the eligible Housekeeping staff only; Bonus payment made to the Supervisors will not be reimbursed by NITIE, Mumbai; Bonus paid or payable to Supervisors is liability of the Contractor.
5. **The cleaning material/chemical and Instruments/Equipment’s is estimated at Rs. 75,000/- per month i.e., Rs. 9.00 Lacs per Annum.**
6. Contractor’s profit should not be quoted less than TDS and contractor’s own profit.
7. Contractor’s profit should not be included in cleaning materials and liveries bills. NITIE will only reimburse the amount as per the actuals only after submission of proper proof, bills & challans.
8. Contractor’s profit will not be added to the increased V.D.A. arrears.
9. Payment towards 3 National holidays (26<sup>th</sup> Jan, 15<sup>th</sup> August & 2<sup>nd</sup> October) will be reimbursed by NITIE. No service charge will be given on payment toward National Holidays. Contractor has to raise the bill for reimbursement which will be verified on the basis of actual amount disbursed and attendance etc. The Contractor shall make payment to the workers by depositing the payment towards the wages in their bank accounts and submit the bank details/ECS statement duly certified by the bank, to the office with the bill for verification

**Uniforms and Liveries estimated (Approx.) for 12 Months**

Sr. No.	Description	Rate	Quantity	Amount
1	Uniforms Set (Shirt & Pant for Male and Saree, Blouse piece and peticoat with stitching & fall bidding charges for Female) - Yearly 2 Sets	1200.00	110	1,32,000.00
2	One Pair of BATA or equivalent make Shoes/Sandals for Male and One Pair of BATA make Sandals with Buckles for Female (Yearly 1 Pair)	1000.00	55	55,000.00
3	Lifebuoy Soaps -125 gms (Monthly 1)	35.00	660	23,100.00
4	Soap Washing(Surf Excel) – 95 gms (Monthly 1)	10.00	660	6,600.00
5	Towels (Monthly 2)	25.00	1320	33,000.00
6	Citizen/Sun Umbrellas - Yearly 1 for 140 Workers	400.00	55	22,000.00
<b>Total amount for Uniforms &amp; Liveries for 12 Months</b>				<b>2,71,700.00</b>

**Note :** The bills for the Uniform and Liveries is to be submitted quarterly alongwith the Challans for reimbursement. On verification of records and quality same will be reimbursed by NITIE on quarterly basis. No Contractor Profit will be given on Uniforms & Liveries.

**Identity cards :** The contractor will issue identity cards to his workers/Supervisors after getting them verified by NITIE, Mumbai. Copy of the identity cards, handed over to Security Department of NITIE. Any worker or Supervisor/s found without identity card will not be permitted to enter the premises.

REGISTRAR

No.1/5(5)/2023-LS-II  
Government of India  
Ministry of Labour & Employment  
Office of the Chief Labour Commissioner(C)  
New Delhi

Dated: 03 /4/2023

**ORDER**

In exercise of the powers conferred by Central Government vide Notification No. S.O. 190(E) dated **19<sup>th</sup> January, 2017** of the Ministry of Labour and Employment the undersigned hereby revise the rates of Variable Dearness Allowance on the basis of the average Consumer Price Index for Industrial workers reaching 378.58 from 365.76 as on 31.12.2022 (Base 2016=100) and thereby resulting in an increase of 12.82 points. The revised Variable Dearness Allowance as under shall be payable from 01.04.2023;-

**RATES OF V.D.A.FOR EMPLOYEES EMPLOYED IN "Employment of Sweeping and Cleaning excluding activities prohibited under the Employment of Manual Scavengers and Construction of Dry Latrines (Prohibition) Act, 1993".**

AREA	RATES OF V.D.A. PER DAY (in Rs.)
A	213
B	179
C	144

Therefore, the minimum rates of wages showing the basic rates and Variable Dearness Allowance payable w.e.f 01.04.2023 shall be as under:-

AREA	RATES OF WAGES PLUS V.D.A PER DAY			Total (Rs.)
	Basic Wages (Rs.)		V.D.A (Rs.)	
A	523	+	213	= 736
B	437	+	179	= 616
C	350	+	144	= 494

The VDA has been rounded off to the next higher rupee as per the decision of the Minimum Wages Advisory Board.

The classification of workers under different categories will be same as in Part-I of the notification, whereas classification of cities will be same as in the Part-II of the notification dated 19<sup>th</sup> January, 2017. The present classification of cities into areas A, B & C is enclosed at Annexure I for ready reference.

  
(Remis Tiru)  
Chief Labour Commissioner(C)