

**TENDER DOCUMENT FOR HOUSEKEEPING SERVICES**  
**IN THE NATIONAL LAW UNIVERSITY, ASSAM**  
**TERMS AND CONDITIONS OF CONTRACT**

**1. SCOPE OF WORK:**

The National Law University, Assam functions in a four storied Academic Building cum Girls Hostel. The institute has four leased buildings equipped with fully furnished hospitality in the locality manned for boy's hostels and guest house. The Housekeeping Services is required for maintenance and upkeep of the above mentioned buildings of the National Law University, Assam. Building wise areas which need to be provided the housekeeping services are as under:-

**A. Building and Hostels**

**NEJOTI**

**Ground Floor consisting of the following**

- frontal open space
- gymnasium room,
- dining hall and kitchen
- common areas( front & back),
- all side drains,
- five nos. hostel rooms with attached one toilet/ bathroom each
- vehicle parking area
- one no toilet/ bathroom for security & drivers

**First Floor consisting of the following**

- Seven office rooms
- three faculty rooms
- one library
- one moot court
- one computer lab & server room
- one class room
- two nos. toilet/ bathroom

**Second Floor consisting of the following**

- Nine class rooms
- One examination centre
- Faculty room & warden room
- Store room
- Ten nos. Toilet / Bathroom

**Third Floor consisting of the following**

- Twenty one four seater rooms
- One no Warden's room
- Five nos. combined latrine & bathroom
- Six nos. each latrine & bathroom

**Fourth Floor consisting of the following**

- Twenty-two four seater rooms
- Five nos. combined latrine & bathroom
- Six nos. each Latrine & bathroom

**Boy's hostel No.1 (M/s Anita Sur Building)**

- Twelve three seater rooms
- Nine nos. latrines & bathrooms
- Front, back and side common areas of the building

**Boy's Hostel No.2 (M/s S.D. Choudhury Building)**

- Twenty four rooms with boarding capacity 70 students
- Nineteen nos. Bathroom & Latrines
- Parking and common areas and drains around premises of appx. 200sq.mtr

**Boy's Hostel No.3 (M/s Mrinmay Baruah Building)**

- Three floors of area appx. 3000 sq.feet. with capacity of boarders of 70 students
- Fourteen nos. Bathroom & Latrines

## **University's Guest House**

- Appx. area of 3600 sq.feet including common area and terrace
- Four nos. bed rooms
- Six bathrooms and latrines
- Drainage of premises

**\*\* The aforesaid services are temporary in nature.**

### **B) HOUSE KEEPING**

Complete housekeeping and maintenance of all the premises as mentioned above to be provided with requisite norms by the housekeeping department as follows:

- 1.1 Weekly application of Liquid disinfectant and other pest control measures for mosquito/ crock roast/ termite and as and when required.
- 1.2 Complete cleaning, sweeping and swabbing of academic bldg., offices, hostels, common areas, reception passage, and open areas.
- 1.3 General cleaning including cleaning of toilets with liquid disinfectant / Dettol round the clock and provide air freshener and naphthalene balls.
- 1.4 Dusting, cleaning and brushing of furniture, carpets, windows & doors normally as well as vacuum cleaning on daily basis.
- 1.5 Collection, carrying and dumping of sweeping garbage and kitchen wastes daily at a place decided by NLU, Assam.
- 1.6 Changing bath towels, bed sheets and pillow covers with washed ones once in two days when the room is occupied by the same person. Changing complete Linen, i.e. bed sheets, pillow covers and towels immediately when a new person occupies the room.
- 1.7 Cleaning and washing of curtains of windows/door once in six months.
- 1.8 List of inventories of linen etc provided to the contractor shall form part of the agreement.
- 1.9 Polishing of entire tiled and marble areas of all the University's buildings
- 1.10 Drinking water sumps, overhead PVC storage tanks and Iron Removal Sand Filters have to clean every alternate month with caustic sodas. The filtering mediums sand, charcoal, white stone have to replace regularly
- 1.11 All Drinking water coolers to be cleaned once in a week.

## 2. ITEMS TO BE PROVIDED BY THE CONTRACTOR

2.1 The undermentioned is items to be provided by the housekeeping department: -

- i. Soap case
- ii. Plastic water buckets and mugs in every bathroom
- iii. Waste paper baskets and dustbins in every office
- iv. Hand towels in every bathroom
- v. Bed sheets, pillow covers, pillow and blankets in health centre
- vi. Ash trays
- vii. Thermos flasks
- viii. Glass and tumblers

And also the following items to be kept up to date for daily use: -

- |                         |                                   |
|-------------------------|-----------------------------------|
| (a) Liquid Disinfectant | (l) White Duster                  |
| (b) Liquid Soap         | (m) Yellow Duster                 |
| (c) Cleaning Powder     | (n) Floor Duster                  |
| (d) Detergent Powder    | (o) Steel Wool                    |
| (e) Toilet Tools        | (p) Toilet Brush                  |
| (f) Toilet Cubes        | (q) Sink Opener                   |
| (g) Naphthalene Balls   | (r) Carpet Brush                  |
| (h) Air Freshener       | (s) Hard Broom                    |
| (i) Toilet Cleaner      | (t) Soft Broom                    |
| (j) Glass Cleaner       | (u) Cobweb Remover / Wall Cleaner |
| (k) Room Freshener      |                                   |

2.2. Replacement of electrical items such as bulbs, switches etc. would be done by the Contractor against the fused/ damaged items.

2.3. Maintenance required for the AC and Generator units will be provided by NLU Assam.

## 3. CONTRACT PERIOD:

Contract for rendering housekeeping services in NLU Assam, will be for one

year which can be further extended on mutual consent basis for a further period of one year.

#### **4. MANPOWER DEPLOYMENT AND OFFICE MANAGEMENT**

The Proprietor has to deploy the following man power everyday including Sunday and Holidays. However, there will be no housekeeping services during semester break for the hostels. But housekeeping services for offices and guest house will be kept continue. And a moderate estimate of shall have to be submitted with consultation of engineering department for the period of semester break.

##### **Manpower:**

- a) 04 workers in each Hostel and guest house (01 male 03 female workers )
- b) 12 workers in the Administrative and Girls hostel (04 male 08 female workers)
- c) 01 plumber
- d) 01 electrician
- e) 01 carpenter cum painter
- f) 01 gardener
- g) 01 Supervisor

- 4.1 In case, the number of workers engaged on any day is found to be less than the aforesaid requirement, proportionate deductions will be made from the monthly bill. NLU In-Charge will maintain an attendance register for the purpose, which will be submitted along with the monthly bill. In case of special events/Official functions, the contractor shall arrange additional manpower so as to see that no inconvenience is caused during the special events/ official functions. Such additional deployment of the manpower shall be within the overall tariff quoted by the contractor and NLUA will in no way be liable for any additional charge.
- 4.2 The Contractor or his authorized representative shall employ only adult labourer / workers for this work and those staff acceptable to NLU, Assam as per Govt. rules applicable from time to time. Before engagement, the Contractor shall at his cost get all the workers engaged by him, medically examined as directed by NLU, Assam and get their fitness certificate which will be handed over to the NLUJAA-In-charge for records. The Contractor shall also arrange police verification of all the employees to be deployed by him and submit such verification report to

NLU, Assam.

- 4.3 The contractor shall recruit his labourers / workers for the contract at his own risk. The contractor's staff shall not be treated as NLU, Assam staff for any purpose, whatsoever, and facility/benefits applicable to NLU, Assam staff will not be applicable to contractor's employees. Any dispute connected with the contractor's staff shall be settled by the contractor at his own cost and risk.
- 4.4 No free accommodation will be provided to the contractor or his employees.
- 4.5 The contractor shall be responsible for fulfilling the requirement of all the statutory provisions of Minimum wages Act, Payment of wages Act (including leave salary), workmen compensation Act Industrial Disputes Act, contract Labour (Abolition and Regulation) Act, Employees Provident Fund Act, Payment of Bonus Act and all other labour and industrial enactments at his own cost and risk in respect of all the staff employed by him.
- 4.6 Wages for workers engaged by the contractor shall be paid at the minimum wages rate applicable to the category (skilled and unskilled) and shall be revised from time to time as applicable.
- 4.7 The Contractor shall be responsible for his employees to observe the security and safety regulations of this Centre.

## **5. OTHER TERMS AND CONDITIONS**

The housekeeping have to provide and maintain the following tools and equipment for satisfactory day to day housekeeping:

- a) Electrician's tool kit
- b) Plumber's tool kit
- c) Two folded Ladder (Aluminium)
- d) Floor polishing Machine
- e) Vacuum Cleaner
- f) Grass cutter
- g) Hard brush
- h) Soft brush
- i) Wiper
- j) Drill Machine
- k) Cramping Tool
- l) Crowbar

m) Chisel

- 5.1. The interested parties are requested to submit the technical bid and financial bid separately. The bids in Sealed envelope-I containing "Technical Bid" and Sealed envelope envelope - II containing "Financial Bid" should be placed in a third sealed cover super scribed "Tender for Housekeeping" duly indicating "Tender number and date" should reach the office of the Registrar, NLU, Assam, up to **1500** hrs. on .....**2016** along with demand draft. The Technical bid will be opened on the same day at **1530** hrs. After evaluation of Technical Bids Financial Bids will be opened for which intimation regarding date, time and venue will be intimated to successful bidders whose Technical Bids are accepted.
- 5.2. The contract shall be valid for a period of one year. The period of contract can be extended for a further period of one year on mutual agreement. In case the Contractor wants to discontinue the contract for any reason, before completion of the contract period, the Contractor shall give 3 months advance notice to NLUA. Similarly if NLUA wants to discontinue the Contractor for any reasons, it shall give one month advance notice to the Contractor.
- 5.3 The rates quoted by the contractor shall be firm and inclusive of all housekeeping and other services, consumables, labour, equipments, tools appliances and any other expenses that the contractor may incur in executing the job and include all contractual obligations to carry out the above job. Further the rates would be inclusive of all taxes including service tax, if any.
- 5.4 The rates for housekeeping services shall remain fixed during the period of the contract.
- 5.5 The contractor shall not appoint any sub-contractor for the work assigned to him.
- 5.6 In case the' furniture/ furnishing are damaged due to misuse by the contractor or his employees except normal wear and tear, he will be liable to get the same exchanged/repaired at his cost failing which the same would be got done by NLUA and the cost will be debited to the contractor. The contractor shall be responsible for various items provided in the Building including electrical and electronic items. In case, NLU, Assam suffer any loss of whatever nature on account of the contractor or his staff by not

following the security/safety regulations/ instructions the contractor shall be liable to bear all such losses as may be determined by NLU, Assam at its sole discretion and NLU, Assam shall have the right to recover all such losses from the monthly bill/dues payable to the contractor.

## **6. PAYMENT TERMS**

- 6.1. Payment of the housekeeping bill will be made through RTGS or cheque every month within 10 days of the receipt of the bills. The bank details, i.e., Name of Bank, IFSC code, place of bank, nature of account etc. are to be provided. However, payment to the housekeeping workers should be made on the first week of every month irrespective of bill payment.
- 6.2 The Contractor will submit monthly bill on or before 1st day of each month along with the following documents:
  - (a) Documentary proof of having paid the wages to the employees.
  - (b) Attendance sheet duly signed by the Officer-in-charge, NLU, Assam.
  - (c) Bill for housekeeping duly signed by Officer-in-charge, NLU Assam
- 6.3 Contractor shall ensure payment of wages at par with the existing Minimum Wages and disburse the salary/wages to his employees as per Minimum wages Act, in the presence of NLU, Assam In-Charge latest by 8th of every month and a salary/wages disbursement sheet duly attested by NLU, Assam may be submitted along with housekeeping bill.
- 6.4 Income tax will be deducted from housekeeping bills as per income tax rules applicable from time to time.
- 6.5 If the contractor fails to provide proper service as agreed upon or neglects to comply with any directions given to him, authority of NLU, Assam shall be liable to terminate the contract and security deposit by the contractor will be forfeited. Further, it may also be noted that in case the party does not turn up to take-up the daily work or any assigned work, the work will be entrusted to any other party at the cost of the contractor. And in such cases no bill payment will be made for the current month or the cost will be adjusted from the security deposit and fixed security deposit against equipment etc. placed with the NLU, Assam.
- 6.6 The contractor shall be liable to pay for any expenses, loss or damage, which NLU, Assam may incur or sustain for reason attributable to contractor's lapses if it exceeds the amount of security deposit.
- 6.7 The contractor is liable for payment of penalty for unsatisfactory services,

inadequate deployment of staff, poor washing of linen, failure to control insects by suitable pest control measures, bed bugs in the house on the discretion of Authority, NLU Assam.

- 6.8 The contractor's personnel will not engage themselves in any business activities in the premises of the NLU, Assam.
- 6.9 The contractor's personnel will not carry out any transaction i.e. collection of room rent issue of cash receipt etc.
- 6.10 The contractor is required to give a list of all his employees in advance to Authority, NLU, Assam, and submit an extract of the same along with the monthly bill. For day-to-day maintenance the Contractor/his personnel staff shall report to the In-Charge NLU, Assam.
- 6.11 The Registrar, NLU, Assam or his authorized representative reserves the right to enter into a parallel contract with any other party as and when considered necessary during the currency of the contract. If the contractor fails at any time to render the services under this contract satisfactorily in the opinion of The Registrar, NLU, Assam, whose decision shall be final and binding on the contractor, he may at his option get the work done by the other parties at contractor's risk and cost. In such an event the contractor is liable to reimburse the loss/extra expenditure incurred by The Registrar, NLU, Assam on this account.
- 6.12 The receptionist / waiters engaged by the contractor will wear uniform regularly. The uniform of Supervisor and cleaning and cosmetic workers uniform should be in different colour.
- 6.13 The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover super scribed "Tender for Housekeeping Services" duly indicating "Tender number and date". In case the quoted rates are less than the NLU, Assam estimated minimum rates, the tenders will be rejected straightway.
- 6.14 Anybody not having experience will be summarily rejected.

## **7. JURISDICTION**

The courts of law situated in Guwahati alone shall have jurisdiction to adjudicate on matters arising out of this contract.

## **8. GENERAL**

- 8.1. If the above conditions are satisfactory and acceptable, the contractor

shall submit the technical bid and financial bid for housekeeping services in the prescribed format.

8.2. The contractor may inspect the site at NEJOTI Complex, Dr. B.K. Kakati Road, Ulubari, Guwahati after 20.06.2011.

## **9. ELIGIBILITY CRITERIA**

9.1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted possessing the required licenses, registrations etc as per law valid at least for 12 months from the date of the opening of tender.

9.2 The tenderer shall have minimum one year experience of providing Housekeeping Services in Academic Institution/Govt. organisation.

9.3 Having successfully completed or running minimum one similar housekeeping service works each of value not less than Rs. 6.00 lakhs.

9.4 Average Financial Turnover during the last 3 years, ending 31st March 2016 should be at least Rs. 12.00 lakhs per year. Documentary evidence to be provided duly attested by Chartered Accountant.

9.5 There should be no case pending with the police against the Proprietor/ Firm / partner or the Company (Agency).

9.6 Preferably the tenderer should have experience of any educational related business i.e. educational Institute etc.

9.7 The bidder shall have the following Registrations and details of the same be provided in the Technical Bid:

(a) Valid License, issued by labour Commissioner, Govt. of India/Govt. of Assam.

(b) Service Tax Registration.

(c) Latest income tax returns and Permanent Account Number allotted by Income tax Department.

(d) Relevant trade license or registration Certificate.