



NATIONAL INSTITUTE OF UNANI MEDICINE

Kottigepalya, Magadi Main Road, Bangalore – 560 091

(An autonomous body under Ministry of Ayush, Govt. of India)

(Accredited to NABH)



TENDER FORM

House Keeping Services

2019-2020

CONDITIONS OF TENDER

**FOR PROVIDING HOUSEKEEPING SERVICES AT NATIONAL
INSTITUTE OF UNANI MEDICINE, KOTTIGE PALYA, MAGADI
MAIN ROAD, BENGALURU- 560 091**

LAST DATE FOR SUBMISSION OF SEALED TENDER: 10.02.2020, up to 3:00 P.M

PRICE OF BID DOCUMENT : Rs. 3,000/- + GST as applicable



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FACE SHEET ACCOMPANYING THE TENDER SCHEDULE

Name and full Address of Contractor to whom the Schedule is issued. :

Cost of Tender schedule : Rs. 3,000/- + GST as applicable

Date of issue of tender documents : 20.01.2020, from 10:00 Hrs to 5:00 P.M

Last date for issue of tender documents : 10.02.2020, from 10:00 Hrs to 1:00 P.M

Last date for submission of Sealed Tender Documents : 10.02.2020, up to 3:00 P.M

Date of opening sealed tenders : 11.02.2020, at 3:00 P.M

EMD : Rs. 1,00,000/- (Rs. One lakh Only)

EMD DD. No. & Date :

Signature of Tenderer



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For **Technical Bid** the following Certificate should be submitted by the Firm /Agency as per the Serial Number, if serial number not mentioned by the firm/agency the technical bid summarily be rejected. Any information given by the firm /agency found misleading /false or incorrect nature throughout the contract period, the firm may be disqualified immediately and security deposit submitted by the said firm/agency shall be forfeited.

S. No	Name of certificate	Number	Name of issuing authority	Remark
1	Tender Form Fees (By DD/Cash)			
2	EMD			
3	Turnover during the last two years (only for housekeeping work to be mentioned in remark column)			
4	Registration certificate of establishment/Firm/Agency			
5	PAN card			
6	EPF registration certificate			
7	ESI registration certificate			
8	Police registration certificate			
9	Police Verification Certificate			
10	Service Tax registration certificate			
11	GST registration certificate.			
12	Labour department registration certificate in the field of Housekeeping Services			
13	Professional Tax certificate			
14	IT clearance certificate for the last two years.			
15	Audited balance sheet for last two years.			
16	Latest Experience certificate in the field of Housekeeping Services only, other service certificate not be considered.			
17	List of clients for the last ten years			
18	In addition to the above the following should be furnish by the firm /agency 1) Whether the firm /agency black listed from any office/institution during last 10 years (Y/N). If, Yes details thereof. (Separate sheet to be enclosed). 2) Whether the firm /agency file Court Case against any office/institution during last 10 years (Y/N). If, Yes details thereof. (Separate sheet to be enclosed). 3) Address of the firm/ agency in BENGALURU :			

Signature of the Bidder

DECLARATION

1. I, _____ Son/Daughter/Wife of Shri. _____ Proprietor/Director/Authorized signatory of the agency/Firm, mentioned above, is 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 undertake to abide by them;
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 false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Name: _____

Seal: _____

Date:
Place:



NATIONAL INSTITUTE OF UNANI MEDICINE

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TENDER SCHEDULE

TENDERS ARE INVITED FOR PROVIDING HOUSEKEEPING SERVICES AT NATIONAL INSTITUTE OF UNANI MEDICINE, KOTTIGEPALYA, BENGALURU

CONDITIONS

1. The bid should accompany the earnest money deposit of Rs. 1,00,000/- (Rs. One lakh only) in the form of DD/Bankers Cheque obtained from any Nationalized Bank payable by crossed DD in favor of Director, National Institute of Unani Medicine, BENGALURU payable at BENGALURU. Please note that cheque will not be accepted in lieu of Demand draft. The EMD will be refunded to the unsuccessful Tenderer after tender is finalized.
2. The areas for House Keeping in the National Institute of Unani Medicine, BENGALURU shall be entrusted to the contractor in AS IS WHERE IS CONDITIONS for keeping the Institute in spick and span conditions.
3. No additions, alteration, modifications to the existing buildings shall be made in any manner without prior written consent of the Director, NIUM and the contractor shall maintain the building in good condition.
4. The firm shall have a turn over of **Rs. 4 Crores per annum** and enclose Income tax and service tax clearance, audited profit & loss account and balance sheet for the last two financial years i.e. 2018-19 & 2017-18.
5. The successful Tenderer will have to deposit 10% of the contract amount per annum as Performance Security Deposit at the time of place in the work order within 15 days of the receipt of the formal order. The Performance Security shall be furnished in the form of Demand Draft in favour of NIUM, B'lore. The Performance Security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the Tenderer. The Security deposit will be forfeited if the contractor prematurely withdraws or if the services are terminated for being unsatisfactory after giving him an opportunity for hearing and one month's notice.
6. **Description of scope of work:**
Dusting/cleaning of rooms including all furniture and fixtures, computers and accessories (dry dusting) corridors, stores, toilets, staircases including anything and everything up to ceiling height, wet mopping of floors and washing of floors and ceiling external facia, roof, pathways, parks, kutchra ground, boundary walls, glass panes with suitable eco friendly and bio degradable cleaning chemicals with suitable or mechanically and electrically operated equipment/machines and specified manpower, on all working days during working hours and as many times as desired by the in charge of the facility.

7. The contractor shall maintain the building and movable properties like furniture, electrical installation etc., in good conditions during the contract period. The contractor shall handover all articles entrusted in good conditions at the end of contract period. The contractor shall compensate the National Institute of Unani Medicine for any damage on such properties with the replacement value or the same shall be recovered from Security Deposit.
8. The Agencies having at least 2 years' experience in housekeeping are required to apply. They should have an experience of House Keeping in reputed Institutions/ firms/corporate /hospitals/offices mess/hotels/big establishments/companies etc., of more than 100 beds strength or reputed clubs or Officers Mess or Three Star Hotel, Big establishments or Companies etc. The Director, NIUM may if considered necessary have the places run by Tenderer inspect and reject the tenderers whose quality of house keeping is found substandard.

Tender is in Two parts:

Bids should be made in two separate sealed covers marked as Technical Bid and Financial Bid.

“TECHNICAL BID” AND “FINANCIAL BID”

- i) Technical Bid containing documents of General nature establishing eligibility criteria as specified viz. scanned copies of audited balance sheets and profit and loss statement for previous three years to establish the turnover of the bidder, E.M.D. as specified, experience of contractor, various registrations(service tax, GST, EPF, ESI) license by labour commissioner of Govt of India & supporting documents, ITRs and other returns, registered office on the letter head, undertakings, authorization, etc. As asked for in the tender, etc., each and every documents in the technical bid should be signed by the proprietor/ duly authorized partner or all the partners in case of a partnership firm or the authorized Director in case of the company, all these also need to be stamped by the seal of the agency on each page.
- ii) No service charge should be mentioned anywhere in technical bid otherwise the bid is liable to be rejected.
- iii) Preparation of Bids:
 - a) **Language and signing of bid:** The bid prepared by the contractor and all correspondences and documents relating to the bid by contractor shall be in English language. Supporting documents and printed literature furnished by the contractor may be in any other language provided these are accompanied by an accurate translation of the relevant passages in English, in which case , for purposes of interpretation of the bid, the translation shall prevail.
- iv) **Evaluation of Bid:** Technical Evaluations of the bids will be done by a duly constituted committee on the basis of bid documents submitted as eligibility criteria.
- v) **Examination of bid:** The committee constituted by the competent authority will examine the bids to determine whether they are complete, whether any computational error have been made, whether the documents have been properly signed and whether the bids are generally in order. The committee shall determine the conformity of each bid to the bidding documents.
- vi) **Award of contract.**
 - a) **TIE BREAKER:** in case of identical bids by more than one bidder, the following tie breaker procedure will be adopted to break the tie (in order of listing):
 - i. **Turnover of the Bidder:** More the turnover, more the preference.
 - ii. **Duration of Establishment:** Longer the period of establishment, more the preference.
- vii) The list of organizations for which such services were supplied in the last 10 years should be furnished in the following format.

Name of Posts	No. of persons supplied	Name of the Institution
	2007-08 to 2018-19	

Documentary proof for the information given above should be furnished. The National Institute of Unani Medicine reserves the right to reject the Tenders whose experience is considered inadequate.

- viii) The EMD of Rs. 1,00,000/- (Rs. One Lakh Only) must be enclosed along with the Technical bid cover only. The Technical bid received without EMD will be rejected summarily.
 - ix) The bidders are asked to enclose the following
 - a. Brief profile of the Company and evidence to establish that the bidder has successfully executed contracts of similar nature in the last two years 2018-19, 2017-18.
 - b. Audit and balance sheet and profit and loss account for the two years.
 - c. List of clientele during last two years along with the cost of assignment.
 - d. PAN No. and current IT clearance certificate.
 - e. Attested copy of proof of EPF registration.
 - f. Attested copy of proof of ESI registration.
 - g. Attested copy of proof of service tax/GST registration.
 - h. Attested copy of proof by the labour commissioner for contracting labour under Contract labour Act which should be valid on the last date of bidding for the tender
 - i. Should submit undertaking on affidavit that the company / firm has not been black listed by any court of law or any Govt / Central Autonomous bodies/ PSU and in future if it takes place the agency shall be liable to inform the office.
 - h. DD for Rs.1,00,000/- towards EMD (not drawn before the date of this Advertisement in favour of Director, NIUM payable at BENGALURU.
 - x) While furnishing the technical bid, the bidders are expected to furnish the following additional documents without which the bidders shall stand disqualified.
 - 1. Area of Business and qualifications of bidders.
 - 2. Whether the bidder has a licence from the local Government (i.e. BENGALURU) agencies at the place of operations or from any other government.
9. The Financial bid should indicate the total monthly amount for providing the Services for Housekeeping, both for room services, sweeping and cleaning. The bid for materials and labours should be furnished separately. The bidder should write the monthly value for House keeping services both in words and figures in cases of dispute, the amount written in words will be taken as the bid value.

The amount should be quoted keeping in view the prevailing monthly wages as per the Ministry of Labour, Govt. of India and the provision has to be made for all the statutory payments like ESI, EPF, Bonus, Uniform, Weekly off, holiday etc and the form also follows terms & condition as specified by Govt. of India vide their Gazette Notification dated August 2014 and subsequent notification if any scrupulously regarding EPF. The quote should indicate clearly the rates for the worker, Supervisor, Field officers etc. In case of absence/shortage of manpower, proportionate deduction shall be made from the monthly bill.

- 10. Bidders should quote the monthly value of housekeeping for entire campus of National Institute of Unani Medicine.
- 11. A Self certified copy for the No. of employees in the Housekeeping operations should be furnished.
- 12. The tenders will be received 10.02.2020, up to 3:00 P.M and will be opened on 11.02.2020, at 3:00 P.M in the presence of bidders or their authorized persons.

13. The Director, NIUM will shortlist the tenderers who are technically found capable of meeting the requirements. Only the short-listed firms Financial Bid will be opened on the prescribed date. The decision of the Director, NIUM shall be final.
14. The Bid shall remain valid for 3 months from the last day for receipt of bids.
15. The contractors are advised in their own interest to ensure that all the points brought out in the tender documents are complied with in their bid, failing which the offer is liable to be rejected.
16. The contractor shall have to accept all the terms and conditions as laid down in the bidding document.
17. Any interlineations, erasures, or over writing shall be valid only if they are initialed by the person(s) signing the bid document.
18. Service charges quoted by the contractor shall be valid and constant during the contractor's performance of the contract and may not be subject to any variation on any account. Rates are to be filled for unskilled workers for non mechanized housekeeping works.
19. The contractor shall ensure that the personnel deployed by it are paid wages as per minimum wage Act as announced by Govt of India from time to time. The Institute will make payment towards the wages of the workers at the rates announced by Govt of India from time to time.
20. Income tax liability: the contractor will have to bear all income tax liabilities both corporate and personnel tax / liability of wages, etc. for the personnel deployed by him.
21. Period of Validity of bids: the bid shall be valid for acceptance for atleast 90 days from the date of technical bid opening, with provision to extend validity of the bids for further period at the request of institute, if needed. The bid shall not be withdrawn on or after the opening of bids till the expiration of the validity period or any extension agreed to thereof. In exceptional circumstances prior to expiry of the original bid validity period, the competent authority may request the contractor for specific extension in the period of validity.
22. Corrupt or fraudulent practices: The bidders must observe the highest standards of ethics and conduct during the tender process and afterwards during the execution of such contract. In pursuance of this policy the terms and conditions are as follows
 - a) "Corrupt practice means the offering , giving, receiving or soliciting of anything of value to influence the action of the public official in the tender process or in the [process of execution of contract; and
 - b) "Fraudulent practice" means misrepresentation or concealment of any material facts in order to influence the tender process or execution of a contract to the detriment of institute, and includes collusive practice among bidder (prior to or after bid submission) designed to establish bid prices at artificial non competitive levels and to deprive institute of the benefits of free and fair competition;
23. Institute will reject a proposal for award of contract, if it determines that the bidder recommended for award has engaged himself in corrupt or fraudulent practice while competing for the contract in question;
24. Institute will declare a firm ineligible, either indefinitely or for a specified of time, for award of the contract if at any time determines that the firm was engaged in corrupt and fraudulent practice while competing for the contract or in executing the contract.
25. Any concealment of fact like blacklisting or nonperformance in earlier contract will make the bid inadmissible.
26. Forfeiture: the earnest money may be forfeited if a bidder withdraws its tender during the period of bid validity or in case of a successful bidder, if a bidder fails;
 - a) To sign the contract in accordance with the terms and conditions; and
 - b) To furnish performance security as specified in the terms and conditions

27. The contractor should not sublet the work to any other agency/agencies.
28. The contract will be valid for a period of one year. However if the Director, NIUM so desires he may extend the contract for one more year subject to completion of satisfactory services.
29. The contract will be terminated by the Director based on the recommendation of monitoring committee for unsatisfactory service after giving an opportunity to the contractor. The loss to NIUM if any incurred on account of such termination will be recovered from the contractor. The decision of the Director, NIUM shall be final in this regard.
30. The contractors housekeeping activity is subject to the supervision by Director, NIUM under the overall charge of the monitoring committee, constituted and headed by him.
31. The contractor or Director, NIUM may at any time terminate the agreement without assigning any reasons after giving one month notice in writing.
32. No Child labour should be employed.
33. On expiry of the contract period the contractor shall handover all the articles in good conditions which were entrusted to him
34. .Timely availability of all the men, material and machinery at the building selected for housekeeping shall be the sole responsibility of the contractor and in the event of his or her failure to do so the authority in charge reverse the right to get the work done by hiring from alternative source at the cost and risk of the contractor and expenditure so incurred shall be deducted from the payments due to the contractor along with penalty as deemed fit. Contractor will ensure that man power deployed reports for work at least 30 minutes before the schedule time.
35. The contractor shall take all necessary steps to ensure that clinical work, official work and beneficiaries are not put to in convenience during office timings due to housekeeping, and there is no safety hazards/ any other hazards at work place.
36. Housekeeping jobs shall include cleaning of room, corridors, stores, toilets, staircase including furniture, dry dusting of computers and accessories, cleaning of anything and everything up to ceiling height including wet mopping and washing of floors and ceiling external facia, roof, pathways, parks, kutcha ground, boundary walls, glass panes with suitable eco friendly and bio degradable cleaning chemicals with suitable or mechanically and electrically operated equipment / machines and specified manpower, on all working days during working hours the liability on the part of Institute will be restricted to provision of electricity and water, minimum storage space where material/ equipments can be stored. The entire workforce used in the housekeeping shall be the liability of the contractor.
37. Visit to the facilities: The bidder is required to provide sanitation and housekeeping services to the institute and is advised to visit and acquaint himself with the areas in the facilities. The cost of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to various facilities and is aware of the operational condition prior to submission of the tender documents.
38. Penalty: monitoring of the levels of the quality of the housekeeping services shall be done on regular basis by office of the institute and in the event of quality of housekeeping being found to be unacceptable in any month due to deficiency in the housekeeping work for lack of manpower, mechanical equipment, cleaning or other materials or processing, a “penalty” as detailed below will be levied, to be deducted from the contractor’s bills/ performance security.
39. In case of any contractor’s personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of sanitations staff absent on that particular day shall be levied by the institute and the same shall be deducted from the contractor’s bills.

40. In case of any contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty shall be levied. In case any public complaint is received attributable to misconduct/ misbehavior of contractor's personnel a penalty of Rs.500 for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the system immediately.
41. In case of the contractor fails to execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, the authority concerned reserves the right to impose the penalty.
42. The tenderer should provide suitable uniforms for his personnel and he shall on his own responsibility appoint all the necessary staff and employees who should be proficient in Housekeeping. The Director, NIUM shall have no responsibility or any obligation legal or otherwise in respect of the affairs of such staff and employees, including their appointment, conduct, discipline, termination, wages and terms and conditions of work etc. which are the sole obligation of the tenderer. The tenderer shall ensure that staff employed by him are properly, cleanly and neatly dressed and shall be "disciplined and polite to Officers & Staff of the NIUM at all times. He shall furnish fitness certificate issued by the medical officer periodically in respect of the employees and their antecedents should be verified by the police authorities. In the event of the detection by the tenderer or his employees of any valuable or belongings of the patients & employees of NIUM, the tenderer shall immediately report the same to the Director, NIUM.
43. The tenderer shall comply with all requirements under central and local sales tax laws and shall be responsible for payment of all taxes, fees and other statutory payments to the respective authorities.
44. Any dispute between the parties will be referred to the Director, NIUM and his decision will be binding on both the parties and shall be final.
45. The successful tenderer shall execute the instructions of the Director, NIUM or an officer authorized by him from time to time on all matters connected with the smooth functioning of the housekeeping related services.
46. The Director, NIUM shall reserve the right to accept or reject any one or all the tenderers without assigning any reason thereof.
47. In case of any breach of this contract and any term and conditions therein by the Tenderer, the Director, NIUM may cancel the contract for the remaining period of the contract after giving a show cause notice of a reasonable time (one month) as deemed fit by the Director, NIUM in writing to the contractor, in the event of such cancellation, security deposit amount of the contractor will be forfeited to the NIUM. The decision of the Director NIUM shall be final in the matter.
48. The Contractor shall have his own system of supervision and arrangements within the said premises by deployment of suitable staff to the entire satisfaction of the Director, NIUM or any officer authorized by him. The contractor shall, however, required to furnish details of such a system for approval by Director, NIUM.
49. The Housekeeping arrangements shall be inspected by the contractor on his own at least once a week compulsorily and report submitted to the Director, NIUM, BENGALURU or his authorized officers, regularly. The Housekeeping arrangements shall also be inspected by the Director, NIUM, BENGALURU or/and his authorized officers from time to time including surprise check. The contractor shall maintain daily log book for the work assigned to the workers and the same will be countersigned by the authorized person from the Director on weekly basis. The remuneration will be paid to workers after the due satisfaction of the authorized officer of NIUM.

50. The contractor shall be provided with a small room free of cost for keeping his materials required for carrying out his duties. No other accommodation for stay or rest of his personnel will be provided by NIUM.
51. The contractor shall employ his own Personnel and Equipments like vacuum cleaner, Mechanical swabbing, brooms, moppers, disinfectants etc for purpose of housekeeping at his own cost. The contractor shall engage his staff with prior police verification and shall provide a list of such staff along with their photo, permanent address, copy of Aadhar card/police verification report, education qualification etc., to the office
52. The Contractor and their personnel shall wear a uniform as approved by the Director, NIUM, BENGALURU. They will also have a photo identity card issued by the contractor on the left hand side pocket of the shirt with proper long coat so that they can be identified during their duty hours. The contractor shall ensure to supply all the required materials for best upkeep of uniforms (Gloves, mask, cap ,socks , shoes etc.,) of his persons.
53. Behaviour of personnel shall in no way be detrimental to the administration. The contractor shall provide person of good character, physically fit, efficient, well behaved and skill full in their duties.
54. In case of any shortfall in the attendance of the worker provided by the contractor, there shall be proportionate deduction from the monthly bill.
55. Director, NIUM shall pay the contractor as per the rates accepted on monthly basis. The due shall be claimed by the contractor in the first week of the succeeding month. All claim bills raised by the contractor shall be paid by the NIUM as for as possible by 20th of the following month subject to any subsequent adjustment based on the attendance register of the personnel. However, the contractor shall make the payment of wages to the personnel(s) employed by him on or before 5th of every month and the payment dispersal statement has to be submitted to the office for record purpose Delay in the payment of wages to the personnel if any shall attract penalty of **Rs. 10,000/-** per day of firm/agency.
56. The contractor shall withdraw from service of NIUM any employee who in the opinion of Director, NIUM, mis-conducts himself or is in any way unfit or unsuitable for the said purposes. Failure to do so will entail a penalty of 10% of the rate quoted for such employer and non payment of any remuneration for such employer. The decision of the Director, NIUM in this regard will be final and binding.
57. The Contractor shall at all time obey the lawful instruction given to him by Director, NIUM or his authorized representatives or such other personnel appointed by the administration in respect of all works of housekeeping. Any infringements of any such instruction may render the contractor liable to be fined Rs. 10,000/- in each case. The fine will be in addition to the penalty mentioned in other clauses.
58. All workers provided by the contractors should be healthy and not suffering from any contagious diseases.
59. The Contractor shall also ensure the norm prescribed by the human rights commission, Government of India, Minimum wages act and industrial dispute act or any such other legislation are fully observed and the office is kept harmless and indemnified. If there is any non compliance intimated by competent authority to Director, NIUM, the contractor has to rectify it and indemnify.
60. The House keeping services, Hospital, academic block, admin block, auditorium, pharmacy, hostel services, sweeping and cleaning services provided by the contractor shall confirm to the NABH /corporate standards. Any deviation or deficiency shall be taken as violation of this contract and liable for termination of this contract. The decision of the Director, NIUM, BENGALURU in this regard shall be final and binding.
61. No personal shall be put on duty for more than 8 hours if it is found he has to be paid double the wages as per rule by the firm only and institute will not be responsible for such double payment.

62. The firm shall not engage the personnel deployed at this institute in some other places, if such cases come to the notice of the institute the firm shall be declared as blacklisted and security deposit shall be forfeited.
63. The firm shall not remove any person without the knowledge of the authorities, and memos / warning issued to the personnel should be brought to the notice of the authorities before terminating the personnel. If any fine is levied by the firm to the personnel due to whatsoever the reason while performing the duty at institute the fine levied shall become the institute revenue and the same will be recovered from the bill of the firm.
64. Due to any reason if the firm found to be practising illegal activities which is against to the contract the firm will be blacklisted and security deposit will be forfeited.
65. Copy of the AADHAR CARD has to be produced by the firm in respect of the person engaged.
66. The details of the personnel engaged shall be get verified from other offices, where the agency is giving services so as to get confirmed that the personnel is not engaged in other offices /organization etc .
67. During working hours if any personnel found absent from the duties a penalty of Rs. 2,000/- per member on each occasion shall be levied.
68. EMD will be refunded to the firms, which are not considered after 2 months from the date of awarding the tender.
69. Short payment made if any to any employee from his salary, bonus etc., a penalty of Rs. 1,00,000/- per case on each occasion shall be levied
70. Successful tenderer will have to execute an agreement after remitting the performance security deposit, in a stamp paper worth Rs. 500/- (Rs. Five Hundred Only) at its own expenses. After executing the agreement, the approved rate and contract shall be valid upto 1 year from the date of execution of the agreement.
71. Contractor should be attach an undertaking an affidavit that the company/firm has not been blacklisted by any court of law or any Govt/Central /Autonomous bodies/PSU and in future if it takes place the agency shall be liable to inform the NIUM office.
72. Any concealment of fact like blacklisting or nonperformance in earlier contract will make the bid inadmissible.
73. The agency has to maintain Attendance register, Wages register and distribute the wages slip to all the concerned personnel and get the signature of the institute incharge every month for attendance & wages register, etc.,
74. The Director, NIUM shall have powers to relax any of the above condition(s) and decision of Director is final and binding in this regard.

COMPLIANCE OF LABOUR LAWS:

1. The contractor shall at his own cost comply with the provision of labour laws, rules, orders and notifications whether central or local as applicable to him or to this contract from time to time. These acts /rules includes without limitations to the followings;
 - a. The minimum wages Act ,1948 Rules and orders issued there under from time to time.
 - b. The workmen's compensation Act,1923 with Rules ,orders and notifications issued there under from time to time.
 - c. The payment of gratuity Act, 1972 with Rules ,orders and notification issued there under from time to time.
 - d. The mines Act, 1952, the factories Act, 1948 or the shops and establishment Act, whichever is applicable with Rules, orders and notifications issued there under from time to time.
 - e. The payment of bonus Act 1965 with Rules , orders and notifications issued there under from time to time.
 - f. The payment of wages Act 1936 with Rules ,orders and notifications issued there under from time to time.
 - g. The employees provident fund and miscellaneous provisions Act , 1952 with Rules, orders and

- notifications issued there under from time to time.
- h. The employees state insurance Act, 1948.
 - i. The interstate migrant workmen (regulation of Employment and Condition of Service) Act,1979 and central rules framed there- under
 - j. All other Acts/Rules/Bye laws; orders notifications, etc, present or future applicable to the contractor from time to time for performing the contract job.
1. All employees of the contractor shall be employees of the contractor. Institute will not have any liability to absorb them at any point of time nor can they claim any right for employment in institute.
 2. The contractor shall have a valid license obtained from licensing authority under the contract labour (Regulation and Abolition) Act,1970.
 3. The contractor shall submit the EPF code number obtained from the authorities concerned under the employees provident fund and miscellaneous provision Act 1952.
 4. The contractor shall maintain all records/ registers required to be maintained by him under various labor laws mentioned above and produce the same before the statutory authorities as and when enquired. These shall among other things include the following:
 - a) Muster roll
 - b) Register of wages
 - c) Register of deductions
 - d) Register of fines
 - e) Wages slip
 - f) Register of advances
 5. The contractor shall also submit periodical reports / returns to the various statutory authorities such as the contract labour (Regulation and Abolition) Act 1970, Employees provident fund Act, etc.
 6. The agencies has to maintain the Register of wages, Attendance register and Form-XIII, etc., whenever, the labour authorities inspect the institute the contractor shall provide the necessary documents.
 7. Form- B to be submitted with bill

THE CONTRACTOR SHALL BE HELD RESPONSIBLE TO CARRY OUT THE FOLLOWING ITEMS OF WORK.

HOUSE KEEPING:

1. The contractor has to provide 35 cleaning personnel (sweepers and cleaners) and a Supervisor as per the scheme enclosed. The total area of the NIUM for housekeeping will be the complete built up area along with the roads leads to various buildings /blocks in the campus.
2. Cleaning equipment and materials will have to be provided by the contractor and the same have to be used in the three shifts. The night shift should have minimum no. of personnel, as prescribed by the NIUM.
3. The Hospital ward should be made up daily. The bed sheets, pillow covers and towels must be changed soon after the patient is discharged and as and when required. The used linen should be washed hygienically for reuse.
4. The hospital clothes/ linen etc. has to be washed on daily basis or as and when given.
5. The contractor has to get washed the linen /other clothes of the institute only at the area specified for it and also has to make arrangement for providing trolley/transportation etc. to carry the linen/clothes from hospital / administrative block etc to the washing point.
6. After getting washed the clothes it should be properly ironed before giving back to the hospital / office etc.
7. In general, toilets have to be cleaned daily on hourly basis / as and when required as per NABH standards by using the cleaning agents, chemicals, deodorants etc., and in In-patient ward/ OPDs and other areas of the hospital premises cleaning has to be done four time in a day that is every six hours as per NABH standards and floor mopping of the OPD areas on hourly basis or as and

when required .and work log book shall be maintained by the firm and also a detailed report counter , signed by the authorized officer /RMO must be submitted on daily basis.

8. Dust /garbage removing, window cleaning, cleaning of the furniture to be done daily.
9. Daily cleaning and mopping of the entire building including removing of cobwebs etc. every day in morning and evening and as and when required.
10. Cleaning of entire open area entire open areas and lawns in the morning and as and when required.
11. To provide plumber and electrician as and when required.
12. Daily cleaning of windows, doors, balconies, corridors, terrace and staircase (dry and wet), including removing of cobwebs etc.
13. Cleaning of fans, other electrical fittings, all the glasses and wooden frames, etc., once in a week.
14. Cleaning of walls once in a week
15. The firm should show the items of standard quality that are purchased for cleaning purpose such as cleaning agents, deodorants, acids, phenyl, bleaching powder etc. to the Institute every month and produce a copy of bill for having used such items in the Institute to admit the same.
16. The firm shall maintain stock register to enlist the items consumed on daily basis which will be verified by the designated person from NIUM on regular basis.
17. Use of Cotton Carry Cloth bags only wherever required in the campus of the Institute

In Patient Service

1. Attending to all the occupants of the beds.
- 2 Up-Keeping of Equipments, beds, bedspread, pillow, towels, chairs, tables, cots, water jugs, water glass, Bucket, water coolers, Geysers etc.
3. Laundering bedsheets, pillow covers, blankets, mosquito nets towels, curtains etc.
4. Cleaning of blockage of sewage line in IPD and OPD block when ever required.
5. All the furniture and Equipments of the National Institute of Unani Medicine such as beds, water cooler, water filter, electrical, fitting etc. will be issued to the contractor through a handling over list of copy of which, will jointly be maintained by the NIUM and the contractor for accounting purpose. All these Equipments should be maintained in proper working condition by the contractor. Any loss or, damage to these equipments should be made good by the contractor at his own cost.
6. The equipment so handed over should be returned back to the National Institute of Unani Medicine in complete satisfactory conditions, at the end of the contract.
7. All the aspects of work thus entrusted **to the housekeeping contractor will be inclusive of materials and labour.**
8. The Contractor should bring all required materials required for carrying out the above said work and it is his responsibility to keep always sufficient stock also.
9. The contractor shall supply the following materials each month in sufficient quantity which will be decided by noting the actual need.

Phenyl	Vim powder	Tissue Paper
Naphthalene Balls	Room Freshner	Mechanical Device for swabbing the floor
Baygon Spray	Air Freshner	Sanitary Cubes.
Harpic	Liquid Soap	Washing Soap/Detergent powder
Narial / Phool Zadu	Floor duster/ Gunny Cloth/Cotton carry bags	Vaccum cleaner
Surf	Toilet roll	Dettol
Odonils	Colin	Brossom
Teepol	Clinzo	Bucket
Dust control mops	Duster	Long handle duster
Mansion polish	Mugs	Wiper

The firm should show the above items purchased for cleaning purpose to the authorized person every month for physical verification and produce a copy of bill for record purpose for having purchased such items.

1. The rates quoted shall include of chargers, materials cost, service charges, liveries labour charges etc. No extra payment on any account will be made.
2. The contractor shall carry out any other order or task allotted by the Director, NIUM or his authorized officers in the interest of housekeeping of NIUM.
3. The contractor shall maintain for himself and for his duty approved supervisor and his staff, an attendance register for daily attendance. The register shall be liable for inspection by Director, NIUM/ or any other person authorized by the director
4. The contractor shall perform housekeeping work of the National Institute of Unani Medicine premises on all days round the clock.
5. The garbage collected from area in and around the premises shall be removed without any delay and disposed off as appropriate depending upon the type of waste on daily basis.
6. The contractor shall ensure that the personnel employed by him should be able to converse in Kannada and Hindi language as far as possible.
7. The Contractor should ensure that the personnel deployed as sweeper are not less than 18 years of age and not more than 45 years old. The personnel also shall be Indian Nationality.
8. The National Institute of Unani Medicine shall have no responsibility or obligation be it legal or otherwise, in respect of the affairs of such housekeeping personnel including their appointments, termination and disciplinary matters.
9. The Contractor shall provide suitable uniforms as may be prescribed by the Director, NIUM to housekeeping personnel and the contractor shall ensure that the housekeeping personnel employed by them are neatly and properly dressed.
10. The contractor as well as his staff will not cause any annoyance or nuisance while discharging duties at the premises.
11. The Contractor should ensure that the wages paid to his staff shall not be less than the minimum wages as notified from time to time by the Government and with the statutory provisions prescribed under various labour laws any complaint is received in this regard from any employee, stern action shall be taken by the Institute .
12. These terms and conditions can be reviewed /amended with mutual discussion between both the parties. The decision of The Director, NIUM, BENGALURU will be final and binding on all disputes that may arise.
13. The Contractor should furnish financial status indicating annual turnover, latest certified copy of income tax return, employees PR code, EPF, ESI (RC) remittance details for last 2 years and any other documents that The Director, NIUM, BENGALURU feels is relevant.
14. No advance payment shall be made under any circumstances.
15. The EMD is liable to be forfeited if the tenderer withdraws his accepted tender.
16. Income tax with surcharge will be deducted at source as per rules in force.

TECHNICAL QUALIFICATION:

1. a. The Agencies having at least 3 years experience in house keeping need only apply. They should have an experience of House Keeping in reputed Institutions/ firms /hospitals/offices mess/ establishments/companies etc., of more than 100 beds strength or reputed clubs or Officers Mess or Three Star Hotel, Big establishments or Companies. The Director, NIUM may if considered necessary have the places run by Tenderer inspect and reject the tenderers whose quality of house keeping is found substandard.
 - b. Having annual turnover of **Rs. 4 Crores** in Housekeeping in the last two years.
 - c. Income Tax clearance certificate for last two years.
 - d. Annual return for last two years.
 - e. Audited accounts for last two years.
2. Technical bid should contain the following
 - a. Satisfactory experience certificates.
 - b. Those submitting tenders are required to have experience in Housekeeping.
 - c. The quality of Housekeeping in the place mentioned by bidders may be inspected by monitoring committee to decide about the technical qualification of the bidders.

Note: The technical bid will be disqualified if the Tender Committee headed by the Director, NIUM, BENGALURU considered that the offer given in the technical bid is not in conformity documentary proof to prove the competency of the firm. The decision of the tender committee will be final in this regard.

3. Penalty Clause

- a. For any type of short payment made to the persons engaged for housekeeping purpose an amount of Rs. 25,000/- each occasion shall be levied.
 - b. If the wages is not paid on or before 5th of every month Rs. 10,000/- per day shall be levied as fine.
 - c. For any infringement of instructions Rs. 10,000/- penalty
 - d. For non-submission of EPF, ESI challans as stated Rs.10,000/- per day fine.
 - e. For any cash payment to laborer's penalty of Rs. 5,000/- per labour per time
 - f. For not maintaining the manual attendance register Rs. 10,000/- fine on each occasion
- g. For non-payment of leave wages or allowing 15 days of leave to the employee penalty of Rs. 2,000/- per day shall be levied.
 - h. If any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty of Rs. 500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's shall be removed from the system immediately.

FINANCIAL BID FOR HOUSE KEEPING SERVICES

Sl.No.	Particulars	Housekeeping personnel	Housekeeping supervisor
1	Basic +VDA as on per month	As per GOI Provision	As per GOI Provision
2	Basic +VDA as on per month	----- Do -----	
3	ESIC @.....	----- Do -----	----- Do -----
4	EPF @.....	----- Do -----	----- Do -----
6	Total per person		
7	Total 35 persons		
8	Grand total 42 persons (Including Reliever)		
9	Charges for cleaning linens, blankets, etc., including materials		
10	Charges for removal of garbages		
11	Charges for clearing sewerage blockages in the entire campus including quarters		
12	Service Charges(in %) to be mentioned by the firm		
13	GST @%	As per GOI Provision	As per GOI Provision
14	Total per month		

(Note : The tenderer has to enclose Latest Gazette Notification issued by the Ministry of Labour, Govt. of India regarding minimum wages)

Firms quoted service charge less than the statutory recovery shall not be considered for allotment of contract.

**SIGNATURE OF TENDERER
&
FIRM SEAL**

Note:

1. The contract is for one year, renewable at the end of one year based on the performance and at the discretion of the Competent Authority.
2. The bidders are requested to inspect all the area to be entrusted for House Keeping Services at the National Institute of Unani medicine, Kottigepalya, Magadi Main Road, BENGALURU and acquaint him/her self before submitting the Financial Bid.