

# TENDER DOCUMENT FOR THE SUPPLY OF HOUSE KEEPING SERVICES

Tender No. 1/2022



क्षेत्रीय अनुसंधान संस्थान यूनानी चिकित्सा  
REGIONAL RESEARCH INSTITUTE OF UNANI MEDICINE,  
SRINAGAR  
(Central Council for Research in Unani Medicine, New Delhi,  
Ministry of Ayush, Govt. of India)

NASEEM BAGH CAMPUS, UNIVERSITY OF KASHMIR- Srinagar - 190006,  
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CCRUM website: [ccrum.res.in](http://ccrum.res.in)

[rrium.uok.edu.in](http://rrium.uok.edu.in)



## TENDER NOTIFICATION

Notice Inviting Tenders (NIT) for selection of Agencies to provide outsourcing of **Housekeeping personnel** at Regional Research Institute of Unani Medicine, (RRIUM), Srinagar – 190006

### Dates and information :

S.No.	Description	Date & Time
1	Documents download/issue	_____ at 10-30 AM
2	Bid Submission starting	_____ at 11-30 AM
3	Last Date of submission of Tender with Earnest Money Deposit	_____ at 05-00 PM
4	Bid opening (Technical bid)	_____ at 11-00 AM
5	Bid opening (Financial Bid)	Will be informed to those who qualify in Tech. bid

### About the Institute:

Regional Research Institute of Unani Medicine, Srinagar a peripheral Institute of Central Council for Research in Unani Medicine, New Delhi (CCRUM), under Ministry of Ayush, Govt. of India is occupied on 10 kanals of land with 2 Floors of Main Building. This Research Institute consists of General Out-Patient Department (GOPD), In-patient department (IPD) Research OPD, pre-clinical laborites, Regimental therapy, PG Class rooms, PG Labs, Animal holding facility, Laboratories, Pharmacy, Survey of



Medicinal Plants Unit, Herbal Garden, Kitchen, Drug Standardization Research Unit etc.

**Details of Tender:**

1. Sealed tenders are invited from reputed, registered and licensed agencies that can take on the work of Housekeeping Services at RRIUM, Srinagar for a period of **One Year and may be extended on the same terms & conditions with the approval of competent authority.**
2. The agency should have experience in providing Housekeeping Services in reputed organizations / major hospitals preferably in Govt./Public Sector for at least **Three Years.**
3. The wages will be paid as per the **Minimum wages of the Govt. of J&K (UT).**
4. A set of tender documents can be obtained from this Institute between 11.00 am and 4.00 pm on any working day before \_\_\_\_\_ and also it can be downloaded from the website: **ccrum.res.in**. The cost of tender document is **Rs. 500/- (Rupees Five hundred only)** in form of Demand Draft drawn in favor of Assistant Director, Incharge, RRIUM, Srinagar. If tender document is downloaded from website: **ccrum.res.in OR rriium.uok.edu.in** then also attach a DD of Rs. 500/- towards the cost of tender document.
5. **Tender document consists of the following:-**  
 Annexure – A: Scope of Work  
**Technical Bid Includes (Annexure B,C,D,E,F)**
  - Annexure – B : Checklist of Information to be provided along with the tender document





- Annexure – C : Details of organizations in contract (last 3 Years)
- Annexure –D : Declaration by the Tenderer about its Structure & Organization ;
- Annexure – E : Undertaking – Details of Experience
- Annexure – F : Proforma of declaration

**Financial Bid Includes (Annexure G)**

- Annexure – G : Financial Bid

6. Sealed Tenders with separate covers of Technical and Financial bids have to be filled in the prescribed Proforma Super scribed in Bold Letters "Tender for Housekeeping" and addressed to the Assistant Director Incharge, Regional Research Institute of Unani Medicine . Naseembagh campus, University of Kashmir-should reach on or before \_\_\_\_\_ (05-00 pm) in person or by speed post/courier. Postal delay will not be entertained.
7. Along with the technical bid, an EMD of Rs. 35000 (Rupees thirty five thousand only) is to be deposited in the form of Demand Draft in Favour of "ASSTT. DIRECTOR, RRIUM- SRINAGAR". The Tenders without EMD will be summarily rejected.
8. The Technical Bids shall be opened at 11-00 AM on \_\_\_\_\_ in the presence of such tenderers or their authorized representatives who may wish to be present.
9. The tenderers whose technical bids are accepted will be intimated about the date of the opening of financial bid.
10. Tenders received after the closing date and time due to Postal delay or delay due to any other reason shall not be considered.

**DETAILED GUIDELINES & INFORMATION**



**A. Eligibility Criteria :**

1. The Tenderer must have an average annual turnover of Rs. 10,00,000 (Rupees Ten lakh only) during the last three years.

2. Copies of the following documents should be submitted along with the Technical Bid.

(a) Audited Balance Sheet of last three years i.e., 2018-19, 2019-20 and 2020-21. Audited Income and Expenditure statement of last three years i.e. ~~2018-19~~, 2019-20 and 2020-21. Income 21.22  
2021-22  
Tax Returns of the last three Assessment years.

(b) Goods and Service Tax, duly registered with Commercial Tax Department

(c) Copies of Labour License issued under Contract Labour (R & A) Act by Licensing Officer of Central / State Government.

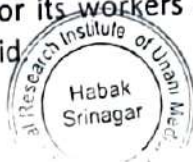
(d) ESI & PF Registration with payment details for last three years from April, 2019 to April, 2021

(e) PAN/ TAN No. and GST Registration.

(f) Company /-Proprietorship/Partnership Registration Certificate.

(g) The Tenderer should submit details of proprietor/Partners/Directors.

3. The Tenderer should have sufficient employees as detailed in Annexure 'A' on its rolls or rolls of its associates, specifically trained for the work. Full list of the employees, viz., Name & Designation should be attached with the technical Bid. Document in support of ESI, EPF deductions, should be attached with the Technical Bid. Details of the health and safety measures, the agency takes for its workers if any should also be attached with the technical bid.



4. Tenderers should submit "**Satisfactory Service**" Certificates from their previous client/Employer as supporting documents in Tech. bid failing which the information will be treated as invalid.
5. The Assistant Director Incharge, RRIUM, reserves the right to relax/cancel any condition.
6. Submission of EMD of Rs. 35000 (Rupees thirty five thousand only) is to be deposited in the form of DD in favor of Assistant Director, Incharge RRIUM, Srinagar.

**B. INSTRUCTIONS FOR SUBMISSION OF TENDERS :**

1. The Tenderers are required to submit two separate bids i.e., Technical and Financial as per prescribed Proforma. The two bids should be submitted in two separate sealed envelopes with superscript (in Bold Letters) "Technical Bid" for Housekeeping Services in RRIUM, Srinagar and "Financial Bid" for Housekeeping services in RRIUM, Srinagar. Both sealed envelopes should be put in a third sealed envelope with superscript "**BIDS FOR HOUSEKEEPING SERVICES**". The bid shall be valid for **180 days** from the date of opening of financial bids.
2. The declaration in the prescribed Proforma (Annexure E) enclosed should be submitted along with the Technical Bid.
3. All entries in the Tender form should be readable and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory. The bid shall contain no alterations. Omissions or additions except to correct errors made by the Tenderer, and in such case all the corrections must be authorized/signed and dated by the person or persons signing the bid. Corrections and overwriting are not permitted in financial bid.
4. Tender incomplete in any form will be rejected outright; Conditional Tenders will also be rejected outright. Each page of the Tender document should be signed and stamped by





authorized representative of Tenderer in acceptance of the terms and conditions laid down by RRIUM, Srinagar

5. The closing date and time for receipt of tenders will be 05-00 PM on \_\_\_\_\_. The Technical Bid shall be opened at 11-00 AM on \_\_\_\_\_ at Regional Research Institute of Unani Medicine, Srinagar in the presence of the authorized representative of the Tenderer (one person only) who wish to be present at that time. All the Technical Bids, will be scrutinized, relevant documents checked for their authenticity and the tenderers whose technical tenders are accepted will be informed about the date and time for opening the Financial Bids
6. A formal contract shall be entered into with the successful tenderer. In this contract the successful tenderer shall be defined as "Contractor".
7. The competent authority of RRIUM, Srinagar reserves the right to withdraw/relax any of the terms and conditions mentioned above.
8. The competent authority of RRIUM, Srinagar reserves the right to Reject tenders in whole, or in part, without assigning any reasons thereof.

**C. BID EVALUATION :**

1. The Tenderer should fulfill all the eligibility criteria for qualification. Only such Tenderer who fulfills these criteria will be technically shortlisted for opening of the financial bid.
2. The Tenderer will further be liable for disqualification if it has:



- I. Made misleading or fall representation or deliberately suppressed the information in the form, statement and enclosures required in the tender document.
- II. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/weaknesses, unsatisfactory performance etc., not remitting the statutory deductions in time including short remittance and reduced payment of wages to employees
- III. If the Tenderer or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for any reason by any organization at any time or ever been convicted by a Court of Law, their application will be summarily rejected.
- IV. All Tenderers who qualify based on technical bid only shall be informed to attend the financial bid on prescribed date and time.

**Minimum Qualifying Criteria for Technical bid**

S.No.	Criteria	Eligibility
1	Total years of experience in the field of Housekeeping services.	3years Experience.
2.	Total Annual Turnover in the business of providing Housekeeping Services( determined from last 3 years balance sheet)	Rs.10,00,000 (Ten Lakh only)
3.	Total Number of Manpower (determined from Form 9A EPF& 5 Return of contribution to ESI) provided by the firm.	30 persons with their details
4	Work performance	Satisfactory work performance certificate from previous



		organizations for three years
5.	Submission of EMD	DD of Rs.35000 (Rupees thirty five thousand only) in favour of Assistant Director, Incharge RRIUM, Srinagar
6.	Tender document cost	DD of Rs.500 (Rupees Five hundred only) in favour of Assistant Director, Incharge RRIUM, Srinagar

**FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL TENDERER**

1. The financial bid of technically qualified bidders will be opened
2. The contract will be awarded on L-1 basis i.e. financial bid with the lowest service charges
3. In case of amount quoted by two or more agencies being same (i.e. Tie bidders), the lowest will be decided by draw of lots which shall be conducted in the presence of tie bidders. The same has to be accepted by tie bidders and no further discussion will be entertained.
4. Zero profit bids will be considered as non responsive.
5. The Service charges in % (percent) only should be quoted based on monthly total wages (without taking statutory deduction like EPF, ESI etc.)
6. If a firm quotes "NIL" as service charges the same will not be considered and it will be treated as cancelled.



**Format for submitting financial bid and mechanism for payment:**

1. Tenderers will quote the rates taking into account the scope of work mentioned and rates should be quoted for a month as per format mentioned in **Annexure-G**.
2. **Fall Clause:** The rates charged for the outsourced services by the Tenderer shall in no event exceed the lowest price of identical services being provided by the Tenderer to any person/organization including any department of Central Government or any Statutory undertaking of the Central Govt, as the case may be during the currency of the contract except when the increase is due to statutory dues and levies.
3. **Tolerance Clause:** The organization reserves the right to increase the quantum of work by 25% on pro rata basis.
4. Payment will be made every month subject to production of satisfactory performance report and remittance receipt of ESI, EPF, Amount credited into employee bank account and PT (as applicable) of previous month along with the bill. If it is found employees are paid less than what is due, the contract shall be cancelled.
5. No escalation of rates quoted will be allowed during the period of the contract except due to revision of **Minimum Wages of Government of India** only or revised statutory provision (ESI, EPF)
6. In case of any attempt for cartelization by Tenderers with a view to hike up the prices, all bids will be rejected and such Tenderer will be blacklisted and bid security will be forfeited.

**D. REPORTING & PENALTIES FOR QUALITY ASSUARANCE :**

1. Reports to be submitted by the Tenderer
  - i. A daily report of staff on duty in all the shifts.



- ii. A daily report of the status of the equipment and its utilization
- iii. A daily report of the washing undertaken
- iv. A daily report of the chemicals and consumables use
- v. A daily report of the general sanitation from the sanitation officer or any other officer deputed for the purpose based on the designated Proforma.
- vi. A monthly feedback report from the user areas as based on key performance indicators (KPI)
- vii. A centralized complaint reporting and redressal mechanism to be manned by the Tenderer. The redressal has to be certified by the complainant.
- viii. Any other reporting mechanism as desired by the Institute

### Penalty Clauses

In case the contractor fails to commence / execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, the Institute reserves the right to impose the penalty as detailed below:

Offences	Penalties ( In Rupees )
Not found displaying photo ID	Rs. 20/- per instance
Worker not in proper uniform	Rs. 50/- per instance
Indulging in smoking /drinking /Tobacco chewing/sleeping or any other misconduct during duty hours	Rs. 100/- with removal of the offender
Duty performed by a worker for more than one shift in 24 hours	With due permission from the sanitary Officer linked to Biometric attendance system. Not more than 5% of the total attendance Penalty of Rs. 50/- per instance in case of non – compliance





Unsatisfactory performance, individual complaint .	Rs. 100/- per instance
Adverse report by adhoc Committee for inspection	Rs. 500/- per instance
Complaints are not registered or not redressed	Rs. 200/- per instance
Absence of personal protective gears	Rs. 200/- per instance
For any other breach , violence or contravention of any terms and conditions	Rs. 500/- will be imposed per day
In case the service remains consistently unsatisfactory for a period of more than 2 weeks.	Penalty of 5% of the annual contract value will be imposed

- (a) 2% of the cost of agreement (Annual cost to Institute as quoted in tender per week up to 2 weeks delays for non- execution of contract after award of work.
- (b) After 2 weeks delay, the Institute reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from L-2 Tenderer. The defaulting L-1 Tenderer may be debarred /blacklisted for a period of 4 years. The security deposited by the contractor shall also be forfeited.
- (c) During interim period of award of work and taking over the contracted work by the successful Tenderer, the ongoing system by earlier service provider will continue.
- (d) In case of default / cessation of work by the service provider during the currency of contract, the organization reserves the right to make interim alternate arrangements from the market /L2 /L3 Tenderers



and any excess amount payable arising thereof will be the liability of the defaulting service provider.

- (e) The amount payable for the preceding month will only be released after certification of satisfactory performance. Penalty will be recovered from the performance security and the Tenderer will have to deposit the corresponding amount before release of further payments.
- (f) In case of any damage / lost / theft of property attributed to the personnel deployed by the service provider, the cost of the same will be recovered from service provider.

**F. OTHER TERMS&CONDITIONS:**

1. The contractor shall obtain a license under Contract Labour (R&A) Act 1970 ( if applicable) and also submit a copy of such license duly attested, to the Institute. No payments would be released till the contract license is submitted to the Institute. Moreover, he shall abide by all the necessary provisions of various Labour Laws /Acts, ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard. It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and employer's amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month. In the eventuality of the contractor failing to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the administrative head of the Institute is entitled to recover equal sum of money from any payment due or accrue to the contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged. The contractor shall issue EPF Pass Book/ESI card to every worker and shall supply the code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work. If any change is required on part of Institute, a fresh list of personnel shall be made available by the contractor after each and every change.





2. It shall be the sole responsibility of the contractor to abide by all statutory rules & regulations (eg. ESI, EPF, MW & PT etc.) as applicable from time to time and no separate claims for the same shall be entertained by the organization.
3. The contractor shall mandatorily furnish proof of payment of all the legal entitlements to the workers, besides wages on a monthly basis.
4. If on account of non-compliances with the provisions of any laws, Institute is called upon to make any payment to in respect of his employees, the service provider shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the contractor shall immediately pay to the Institute such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Institute to the contractor. The contractor will sign an Indemnity Bond in favor of Institute to this effect. No liability, whatsoever shall attach to the Institute on account of or any failure on the part of the service provider to observe these regulations.
5. In case, any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
6. The Institute shall not provide any sort of accommodation to the personnel deployed by the contractor and no cooking/lodging will be allowed in the premises of the Institute at any time.
7. If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the Institute authorities then responsibility for all such activities shall be of the contractor and any





loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall himself be responsible to make good for the losses so suffered by the Institute.

8. If any grievance is addressed by your present or former employees to this Institute, the Assistant Director Incharge shall have power to direct you to settle the genuine and legal grievances.
9. The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of Institute or do anything which may cause unnecessary disturbance or inconvenience to other persons working there as well as to the general public in the Institute premises and near to it.
10. The Institute will deduct Tax at source (TDS) under section 194-C of the Income Tax Act, 1961 from the contractor and GST
11. The contract can be terminated by the first party (Head of Institute) by giving one month prior notice. The second party (Contractor), if so desire to terminate the contract will be required to give two months prior notice (in writing) or till Institute is able to make alternative arrangements, whichever is earlier.
12. The contractor shall not engage the personnel below the age of 21 years. All the personnel deployed by the contractor shall be medically fit and their antecedent be verified prior to the deployment in the Institute. All the personnel should be vaccinated against Hepatitis B and Covid-19 vaccination and their proof of certificate to be submitted.
13. The average age should be between 18 years and 55 years irrespective of the gender.
14. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all compensation/damage/expenses/fines. The concerned contractor personnel shall attend the Court as and when required.



15. If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the contractor or alleged to have been done by the contractor under the tender, it shall be recovered by the Institute from the contractor.
16. The contract will be valid for a period of one year from the date of commencement and may be extended on the same terms and conditions with the approval of competent authority.
17. The contractor shall not engage any sub contractor or transfer the contract to any other service provider.
18. The contractor has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability for the same shall devolve on the contractor and not on Institute administration.
19. The contractor shall be responsible for all acts of omission/commission in the Institute by his employees during the course of discharge of their duties at the Institute. The Institute will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission.
20. Persons suffering from contagious or infectious disease shall not be employed or permitted to work in Institute & it reserves its rights to examine any of the workers of medical fitness without prior notice. Expenses, if any incurred by the Institute on medical examination of such employees, shall be borne and paid by the contractor.
21. The contractor will be required to remove or replace any of its personnel whose duty has not been found satisfactory or whose presence in the Institute premises is considered undesirable by the authorities.





22. The service provider's work shall be executed under the Assistant Director Incharge of the Institute. The contractor shall make arrangements to appoint Supervisor(s) at his own cost & provide them with a mobile connection. The complaints regarding the sanitation & housekeeping services made at the centralized control room/desk shall be directed to the supervisor and he must ensure speedy redressal.

23. The service provider (Contractor) shall disburse the monthly wages to its personnel deployed in the Institute on or before 7<sup>th</sup> of every month through ECS. The service provider shall invariably claim the monthly bill from the client (RRIUM) after making the payment to all personnel deployed alongwith the proof of payment made.

24. The Client (RRIUM) shall make every effort to settle the monthly bill raise by the Contractor within 15 days of the receipt of the said bill from the Contractor.

25. The contractor will have to deposit the proof of depositing employee's contribution towards EPF, ESI & PT etc. of each employee every month.

26. The contractor shall submit a certificate monthly along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations have been complied.

27. It is the sole responsibility of housekeeping agency to take all precautions in implementing wages notified by the Government of India from time to time under Minimum Wages Contract Labour Act.

28. The contractor / agency will be responsible as employer of his/her own staff in maintaining housekeeping records and shall maintain all records furnished under Contract Labor (R & A) Act, EPF Act and records under various act, Rules applicable to the contractor which should be made available to the Assistant Director, Incharge RRIUM, Srinagar as and when demanded.





29. Cleaning equipment and materials will be provided by the Contractor. Cleaning work shall be carried out strictly as per the NABH Standards. Now THEREFORE BY THESE ARTICLES AND ON THE PREMISES mentioned above, the parties have agreed to as under:-

- a) General Cleaning daily;
- b) Moping of floor with disinfectants;
- c) Sweeping of approach roads daily;
- d) Disposal of litter daily;
- e) Cleaning and disinfecting of wash rooms & toilets daily;
- f) Dusting of Slacks and Books;
- g) Chemical spray on books to save the insects once in two months;
- h) Dusting / Vacuuming and cleaning of furniture daily;
- i) Cleaning of electrical fixture weekly;
- j) Washing of window panes & other glass area (both internal & external) weekly;
- k) Cleaning of computers/ A.C. weekly;
- l) Carpet washing / shampooing and disinfecting monthly;
- m) Scrubbing / polishing of floors with machine as and when required;
- n) Supply of janitorial viz. Tissues, fresheners, cream-soap etc as and when required;
- o) Any other service(s) required for keeping the whole building neat and clean;
- p) Naphthalene balls for sinks daily; and
- q) The following tools and materials will be supplied by the agency to the workers engaged.
  - i) Brooms (ii) sweeping Brooms (iii) coir brushes with long wooden handle (iv) scraping sheets (v) plastic containers for carrying bleaching powder (vii) plastic bucket (25 lits. Capacity) (viii) plastic mugs (ix) working soap (x) identity card (xi) apron /uniform.



30. The Contractor shall cover its personnel under insurance for personal accident and or death whilst performing the duty.
31. The personnel of the Contractor shall not be the employees of the client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment / duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
32. The Contractor shall also ensure all the building areas namely entrance, outer, toilets, floors, room, halls etc are neat and clean every time and shall be maintained in the neat and tidy position every time.
33. The Contractor must provide two sets of uniforms to its employees/supervisors of the House keeping staff with their photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Contractor or its deployed staff from the Client for such items.
34. The Contractor of the Housekeeping service shall deal with and settle the matters related with unions and shall make sure that no labour disputes/problems are referred to the client. He shall totally indemnify client in this regard.
35. The number of person required for the House keeping service at present is **12nos and One Supervisor (Total – 13nos)**
36. The Institute reserves the right to increase or decrease the no. of persons required for the Housekeeping service depending upon the requirement of service after approval from competent authority.
37. The Institute reserve the right to postpone/and/or extend the date of receipt/opening of rates/tenders or to withdraw the same, without assigning any reason thereof which will be notified only in the Councils website.



38. The Institute may terminate the offer/service contract if it is found later that the selected bidder is black listed/debarred on previous occasions by any of the Govt. departments/Institutions/Public Sector Undertakings/Local Bodies/Municipalities etc.
39. The Institute may terminate the service contract in the event of the successful bidder fails to furnish the Performance Security or fails to execute the service contract.
40. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to legal recourse at Srinagar jurisdiction only and entitled to withhold payments due to the Housekeeping agency till it is resolved
41. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after the award of the service contract.
42. The Housekeeping Agency shall provide Salary slip/Wage slip to all the Housekeeping personnel engaged every month under the statutory provision of labour laws. The salary slip/wage slip[ should display at least the following details i.e. Name of the Housekeeping Agency, Name of the housekeeping personnel, Employee code (issued by the housekeeping Agency) Statutory deductions details (ESIC & EPF), No. of days worked, Basic wages, gross wages & Net wages
43. In the event of any damage, theft or loss of property and equipment of RRIUM including that of its staff in areas where the Housekeeping Agency's personnel were deployed, Housekeeping Agency shall be liable to pay compensation for both the financial loss and associated punitive damages that may be imposed on them by a Committee constituted by the Assistant Director, Incharge RRIUM.





44. The Housekeeping Agency and their housekeeping staff shall not be permitted to involve themselves in any type of strike, rally, bandh or dharna held during the service contract period and in the event of any such involvement of the Housekeeping Agency and their housekeeping staff in such activities action will be taken against the Housekeeping Agency like removal of Housekeeping Agency from the list of Housekeeping Agencies/such housekeeping staff will not be taken further on duty/service contract will be terminated and consequential forfeiture of Bid Security/Performance Security already deposited against the service contract.
45. RRIUM, Srinagar shall not be under any obligation for providing employment to any of the worker of the Housekeeping Agency after expiry of the service contract. RRIUM, Srinagar does not recognize any employee employer relationship with any of the workers of the Housekeeping Agency.
46. The Service Provider (Contractor) shall ensure that personnel on duty are in proper Uniform. All the personnel shall wear the photo identity card issued by Service Provider and properly display it for easy identification. The Service Provider shall supply all the required materials like Uniform, Cap, belt, badge, insignia, footwear's, shoes, torch light, and etc to the Housekeeping staff whenever required
47. The Service Provider shall get the police verification done on credentials of the security force to be employed by him in the premises and keep the original thereof with him/them for production to the RRIUM. However a certified copy of police verification shall be submitted to the RRIUM.
48. Housekeeping personnel should not smoke or consume liquor or indulge in any unhygienic activities which are prohibited under the law.
49. The RRIUM does not bind itself to accept the lowest bid.



50. The salary of the Housekeeping personnel should be disbursed within 7 days of the next month without anticipating the amount from the RRIUM and to avoid any representation to the department for non-payment of the same in time.

51. In the event of increases in Dearness Allowance under the Minimum Wages Act by the Central Government, the contractor shall accordingly pay the revised DA and the Institute shall bear the increase.

52. The personnel may be called on beyond office hours and on holidays/Sundays, if required.

**G. The monthly wages bill has to be accompanied with :**

1. The bills have to be accompanied by exact data on personnel employed and the deployments have to be certified by authorized official of Institute on a daily basis.
2. Contractor shall provide Registration Numbers allotted by ESI authorities for each and every personnel deployed by them at Institute against this contract.
3. Particulars of the personnel engaged for the work are required to be submitted to Institute.
4. The contractor has to ensure that all personnel deployed have valid bank account and payment to their account every month and certified copy of payment has to be submitted along with bills.
5. Bills in detail may be drawn as per column given below:
  - Basic, VDA, ESI, EPF,
  - Service Charges
  - Service Tax, PT
  - Any other head under which payment sought



6. Proof of depository contribution towards EPF, ESI etc of each employee for previous month for both employer side and employee side, amount credited into the bank account of staff.
7. All the personnel engaged for the work will compulsorily be rotated every three months.

#### **H. CERTIFICATE/AFFIDAVIT BY SERVICE PROVIDER :**

The service provider has to submit adequate documentary proof of depositing of ESI, EPF, Service tax and PT in concerned authorities and has to submit an affidavit on non-judicial stamp paper of Rs.10/- that they have deposited the ESI,EPF contribution of actual numbers of personnel mentioned in the bill yearly.

#### **I. Force majeure :**

Any failure or omission or commission to carry out the provision of this Agreement by the contractor shall not give rise to any claim by one party against the other, if such failure of omission or commission arises from an act of nature, which shall include acts of natural calamities such as flood, earthquake, from civil strikes, riots, curfew, embargoes or from any political or other reason beyond the party's control including war (whether declared or not) civil war or stage of insurrection, provided that notice of the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to Force majeure conditions.

#### **J. Waiver :**

At any time any indulgence or concession granted by the Institute shall not alter or invalidate the terms of the contract nor constitute the waiver of any of the provisions hereof after such time, indulgence or concession shall have been granted. Further the failure of Institute to enforce at any time any of the provisions of the contract or to exercise any





option which is herein provided, shall in no way be construed to be waiver of such provisions nor in any way affect the validity of the contract or any part thereof or the right of Institute to enforce the same in part or in entirety of it. Waiver, if any, has to be in writing.

**Annexure - A**

**SCOPE OF WORK/SERVICE PROVIDER'S RESPONSIBILITIES**

The agency will have to provide the house keeping services and cleaning of the premises of RRIUM, Srinagar complex

**STAFF REQUIREMENT OF HOUSE KEEPING**

S.No.	Description	No. of person	Male/female	Remark
1.	Supervisor	1 no.	Female	-
2.	House keeping personal	12 no.	Male/Female	-
-	<b>Total</b>	<b>13</b>	-	-

**DUTIES AND RESPONSIBILITIES OF HOUSE KEEPING AGENCIES**

The house keeping agency will be responsible for overall cleaning RRIUM, Srinagar Complex including staff quarters covered in the contract will be ensure that all the instructions issued from time to time are being strictly followed and there is no lapse of any kind.

**Note:** The personnel deployed will have to perform the above duties in addition to the following other work given below. The detailed work to be performed will be assigned separately to each worker from time to time.

**Other work:** Housekeeping normal duties shall inter alia include: He/She is responsible for keeping the area assigned to him/her spick and span



He/she will promptly give spotlessly clean urinals and bed pan as and when required by patients. He/She will assist by nursing staff in collection of urine and stools specimens. He/she will assist in cleaning and disinfections of soiled linen, mattresses, articles etc. Any other task assigned by the section incharges and other higher officials like loading and unloading of medicines and shifting of hospital items. The duties and responsibilities may be enhanced as per the requirement of the Institute and/or as per the standard norms of NABH /Government of India.

The category of each posts and number of posts may be increased or decreased at any point of time after approval of competent authority.



**Annexure – B****Deployment of House Keeping Staff at RRIUM, Srinagar.**

In a separate sealed Envelope No.1 super scribed "Technical Bid".

**TECHNICAL BID**

Checklist of Information to be provided along with the tender

S.No	Particulars	Attached/ Not Attached
1.	Name of Tenderer (attach certificates of registration with a brief profile of the company)	
2.	Name of Proprietor / Director of Company/Partners of Firms	
3.	Full address of Registered Office with Telephone No. FAX and E-Mail	
4.	Full address of operating/Branch Office with Telephone no. FAX and E-Mail	
5.	Banker of Company with full address appropriate document/blank cancelled cheque	
6.	GST/PAN/GIR/PT No. (Attach copy)	
7.	Service Tax Registration No. (Attach copy)	
8.	EPF Registration No. (Attach copy)	
9.	ESI Registration No. (Attach copy)	
10.	MSME registration No. (Attach copy)	
11.	Income tax clearance certificate	
12.	Documents showing completing at least one service where it has provided persons in one organization during last 3 years	
13.	DD for Rs.35000/- in favor of Assistant Director, Incharge RRIUM, Srinagar for EMD Amount with details	
14.	DD for Rs. 500/- in favor of Assistant Director, Incharge RRIUM, Srinagar for cost of Tender document with details	





15.	As per Annexure - "E" <ul style="list-style-type: none"> <li>• Acceptance of Terms and Conditions</li> <li>• Signed declaration stating that the company is not/has not been blacklisted by Central/State Government/any PSUs/Private Sector</li> <li>• Signed declaration about Non-Fraud and Non-Corrupt practices</li> </ul>	
16.	List of similar assignments and number of Manpower provided to Central Government Departments/State Government/Statutory bodies / Autonomous bodies/ PSUs/ Private Sector during the last 3 years.	
17.	Any other information to establish financial worth and technical competence	
18.	Staff will be provided the ID card of company	
19.	Any other relevant information	



**Signature of authorized person**

**Name:**

**Seal:**

**Date & Place:**

**Annexure-C**

Details of other organizations where contracts were undertaken during last three years (enclose supporting documents)

S.No.	Name & Address of the Organization with Contact No.	Nature & No. of Personnel Supplied	Period of Contractor	Whether Central Govt./State Govt./ (Pl. Specify)	Amount of Contract (yearly)	Reason for termination (if currently not valid)	Self attested copies of work order may be attached
1.							
2.							
3.							

This information to be given in "Envelope No.1 along with Technical Bid for Contract for supply of Housekeeping Services.



(Signature & Stamp of the bidder)

**Structure & Organization**

1. Name & Address of the Tenderer
2. Telephone No. / Fax No.
3. Legal status of the Tenderer (attach copies of original document the legal status)
  - a. A Society registered under the Societies Registration Act 1860
  - b. A Proprietary firm
  - c. A partnership firm
  - d. A limited company or Corporation
4. Particulars of registration with various Government bodies (attach attested photocopy and give relevant page numbers)  
Organization/Place of registration/ license Registration/license No.
  - .....
  - .....
  - .....
5. Names and Titles of Directors & Officers with designation of the agency/contractor/firm/company.
6. Designation of individuals authorized to act on behalf of the organization





7. Was the Tenderer ever required to suspend operation for a period of more than one month continuously after the bidder commenced the operation? If so, give the name of the project and reasons of suspension of work.
8. Has the Tenderer or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandoned.
9. Has the Tenderer or any constituent partner in case of partnership firm, even been Debarred/ Blacklisted for tendering in any organization at any time? If so, give details
10. Has the Tenderer or any constituent partner in case of partnership firm even been convicted by a court of law? If so, give details.
11. Has the Tenderer any valid GST/VAT/Works, Contract Tax registration with the Sales Tax department?
12. Total number of employees along with their designations engaged by the Tenderer for the sanitation and housekeeping services.
13. Any other information considered necessary but not included above

**Signature of Applicant**

**Annexure – E**

### UNDERTAKING – YEARS OF EXPERIENCE

Tender No. \_\_\_\_\_ Due for opening

on: \_\_\_\_\_

Name of the Service \_\_\_\_\_

I/We/M/s \_\_\_\_\_ hereby declare that:



1. Our agency has been in business for a period of at least last 3 years in Sanitation & Housekeeping for which the relevant supporting documents are submitted.
2. Minimum Qualifying criteria for Technical Bid

S.No.	Criteria	Eligibility	Copies of Supportive documents with relevant page numbers
1	Total years of experience in the field of Housekeeping	3years Experience	
2.	Total Annual Turnover in the Business of providing housekeeping services (determined from last year balance sheet)	Rs. 10,00,000 (Ten Lakh only)	
3	Total number of manpower (Determined from FORM 9A EPF & 5-Return of Contribution to ESI) provide by the firm	50 persons	
4	Work performance	Satisfactory work performance certificate from previous organizations	

3. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the tender term within 15 days of award of contract.
4. We declare that we have necessary infrastructure/tie up for the maintenance of the equipment being used and enough manpower to cater to any additional need of Institute at short notice (any increase



in required manpower), if any such need arises during the tenure of the contract.

5. We fulfill all the statutory requirements of the relevant labour laws of India.

**Signature of the Authorized Representative  
Name & Address with stamp of Tenderers.**

Annexure - E

**PROFORMA OF DECLARATION**

1. Name of the Contractor
2. Full Address
3. Email Address
4. Phone Number

**UNDERTAKING**

I/We \_\_\_\_\_

do hereby declare that we have carefully read all the conditions of the tender schedule of the Regional Research Institute of Unani Medicine, Srinagar for tender quoted for the supply of outsourcing personnel for housekeeping services of Regional Research Institute of Unani Medicine, Srinagar for a period of one year from the date of acceptance of tender and shall abide by all the conditions set in therein. The company is not/has not been blacklisted by Central/State Government/any PSUs/Private Sector for Non- Fraud and Non-Corrupt practices. I/We also declare that the details furnished above are true and if found to be false I/We shall be liable to disqualification.

**Signature of Authorized Representative  
of Agency/Firm/Contractor**

Date:

Name:

Place:

Seal:



Envelop - 2 (Sealed)

FINANCIAL BID**FINANCIAL BID FORMAT FOR PROVIDING FOR HOUSEKEEPING  
PERSONNEL AT RRIUM, SRINAGAR**

Name of the agency \_\_\_\_\_

House keeping / Service rates: All rates should be quoted in Indian rupees (Rs)

2	3	4	5	6	7	8	9	10	11
Description	No. of persons required	Rates per month per person as per minimum wages Act of J&K (a)	PF (b)	ESI (c)	Service charges of contractor (d)	Total per person (a+b+c+d)	Total for required strength	GST 18% on column 9	Grand Total
Supervisor	1								
Worker	12								

Note: Quoted rates should not be less than the rates of minimum wages as prescribed by the government orders enhance from time to time.

Signature of the bidder

Name

Company Seal

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

Place: \_\_\_\_\_



Signature of the bidder  
Name  
Company Seal

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

Place: \_\_\_\_\_

Financial bids of only those tenders who declared qualified technically shall be evaluated.

- i. Corrections, if any must be attested. All amounts shall be indicated both in words as well as in figures. Where there is a difference between the amount quoted in words and figures, the amount quoted in words shall prevail.
- ii. Payments shall be made by the Institute as per the terms and conditions of the Tender Documents.
- iii. The prices in the Price schedule shall be exclusive of any Service charge, Education Cess, Secondary and Higher Education Cess or any other applicable taxes as may be levied by the Government from time to time and same shall be charged in addition to the applicable rate.

I / We agree to execute the contract in accordance with the provisions of the tender document.



Signature .....

Name.....

Designation.....

Address.....

Seal of the Agency.....