



**J&K INSTITUTE OF MANAGEMENT PUBLIC ADMINISTRATION &
RURAL DEVELOPMENT**

Main Campus, M.A. Road, Srinagar
Regional Centre, Sidra, Jammu

Location: JKIMPARD, Srinagar	Tender No.: IMPARD/Hostel/S-1/II/43
Ref: Outsourcing of Sanitation/Housekeeping & Laundry Services of Hostel Srinagar.	Date: 06-03-2020

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Name of the Supply: Outsourcing of Sanitation, Housekeeping & Laundry services of IMPARD Hostel.

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INVITATION OF e-BID

Tender Notice No: IMPARD/Hostel/S-1 / III/43

Dated:- 06-03-2020

E-tenders are invited for Outsourcing of Sanitation, Housekeeping & Laundry services at JK IMPARD, Hostel, Srinagar from Service Provider Firms/Agencies.

S.No.	Name of Supply	Estimated Cost of supply for a period of 2 years (Amount in Rs.)	Earnest Money (Amount in Rs.)	Tender document fee (Amount in Rs.)	Bid validity
1.	Outsourcing of Sanitation/ Housekeeping Services and Laundry Services of IMPARD, Hostel, Srinagar	Rs.12,00,000/-	Rs.24,000/-	Rs 500/-	90 days

Detailed Tender Documents along with Bill of Quantities (BOQ) and terms & conditions etc. can be downloaded from www.jktenders.gov.in as per the schedule given below:

1. Date of Issue of Tender Notice: 06/ 03/2020
2. Date of uploading of Tender Document: 06/03/2020
3. Bid Submission Start Date: 06/03/2020 (~~1800 hrs~~)
4. Bid Submission End Date: 26/03/2020 (1800 hrs)
5. Receiving hard copy of all prescribed documents & Original DD & EMD: 26/03/2020.
6. Bid Opening Date: 30/03/2020

The bid must be accompanied with cost of tender documents in shape of non-refundable DD of Rs.500/-(Rupees Five hundred only) drawn in favour of FA&CAO, JKIMPARD.

Earnest money in the shape of CDR/FDR for the above amount shall be pledged to the FA&CAO, JKIMPARD. Hard copies of prescribed documents received after the scheduled date shall not be entertained.

FA/CAO, JKIMPARD



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Cover – A (Technical/ Pre-Qualification Bid)

This Envelope shall contain the following:-

- A. Scanned copies of all the pages of NIT (Pages) dully page marked at bottom ~~centre~~ of each page signed and stamped by the Tenderers in token of having understood and accepted all the terms and conditions of NIT and specification of the items for which tenders are offered. Tenderer should also furnish (on the covering letter) full name, address and phone.
- B. It is essential that scanned copy of each page of the TENDER DOCUMENT DULY completed and signed by the tenderer is UPLOADED WITH YOUR OFFER in a sequential manner and not haphazardly.
- C. Scanned copy of the following documents must be placed in separate PDF file:
 - i. Valid Registration of Firm
 - ii. EPF/ESI Registration of the workers
 - iii. GST Registration
 - iv. PAN Card of the Contractor/Firm
- D. Similar line of business for five or more than five years towards out-sourcing of manpower for housekeeping services in Central Govt. Establishments / Semi Govt. Establishments / Govt. Undertaking/ Attached offices of Govt. /Autonomous Bodies under Govt. of India/ reputed public or private organizations.
- E. Scanned Copy of satisfactory work completion certificate/ proof of similar nature of work executed / being executed for Central Govt. Establishments / Semi Govt. Establishments / Govt. Undertaking/ Attached offices of Govt./Autonomous Bodies under Govt. of India/ reputed public or private organizations must be placed in separate PDF file.
- F. Scanned copy of Call Deposit Receipt/FDR as Earnest Money Deposit must be placed in separate PDF file.
- G. Scanned copy of bank voucher Deposit Receipt as Tender fee must be placed in separate PDF
- H. Tenderers are advised not to upload any irrelevant/un-necessary document against e-NITs.
- I. No duplicate documents/pages shall be uploaded by the bidders,



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Cover – B (Financial Bid/ Price Bid) – (Online only)

This Price Bid shall include the following:-

- A. Rates quoted should be in Indian Rupees.
- B. Rates quoted shall be valid till the validity of the contract.
- C. **PERIOD OF CONTRACT:** The contract shall be for a **period of two years**. However, initially the period of contract would be for **Three Months, extendable for further period of 21 months (total 24 months) on satisfactory performance** with such amendments as may be mutually agreed to and also subject to the necessary approval of the competent authority. In case performance is not satisfactory, the contract will be terminated after duly informing the party. Service charges/rates quoted by the agency would be fixed for a period of ~~24~~ months.

SCOPE OF WORK: To provide Sanitation, Housekeeping and Laundry services in the JKIMPARD Hostel, Srinagar during the period of contract. Details of the job work are as under:

a. **Requirement of Housekeeping Services Personnel**

It is estimated that the Housekeeping Services staff will consist of 04 sweepers to be deployed every day (Monday to Saturday) from 8.00 AM to 4.30 PM with half an hour lunch break in the JKIMPARD Hostel. Accordingly, the Housekeeping Services agency should deploy the personnel, keeping into consideration the requirements of maximum working hours, relieving requirements, weekly off to be given etc. to the personnel, as per existing rules and law.

b. **DESCRIPTION OF HOUSEKEEPING SERVICES TO BE RENDERED**

- a. To maintain cleanliness of all rooms/Halls,, Urinals, toilets, wash rooms, wash basins, corridors, staircase, ramps, etc. of JKIMPARD Hostel, Srinagar.
- b. Cleaning/dusting of writing tables, working tables, chairs, telephones, computers, office cubicles, printers etc. once in a week.
- c. Cleaning of window panes once in a month
- d. Cleaning of ceilings to remove cobwebs once in a month.
- e. Cleaning of Air Conditioners on the roof once a week



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- f. Maintain cleanliness around the JKIMPARD Hostel building, within its boundaries.
- g. Disposal of waste material at JKIMPARD dump station/as designated JKIMPARD official.
- h. Any other incidental housekeeping activities related to above.
- i. The Cleaning and maintenance staff should be present from 8A.M. to 4.30 P.M including lunch break of half an hour.
- j. Manpower should be dressed neatly and well behaved.
- k. Manpower should wear their Identity Cards with relevant details such as Name, Age, Gender, Address, and Contact No. (Landline/Mobile), Blood Group.

l. Area to be covered under the JKIMPARD Hostel Building, Srinagar

Floor		Area
All corridors and staircase including All rooms & Common Area		Total carpet area including building approximately <u>30289 sq.ft.</u>
Ground Floor	All rooms including wash Rooms & Corridors	
1 st Floor	All rooms including wash Rooms & Corridors	
2ndFloor	All rooms including wash Rooms & Corridors	
Roof	Complete Roof	
Parking Area & Back side of HOSTEL Building		



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m. Frequency of cleaning will be as under:

S. No.	Area	Details of Area	Frequency of cleaning	Remarks
1.	Corridors and staircase	All corridors and staircase in all floors	Daily before 9 : 00 AM	Sweeping and cleaning by Cleaning Agent
2.	Ground Floor	All rooms, Washrooms & Common Area	Daily before 9 : 00 AM	Sweeping and cleaning by Cleaning Agent
3.	1 st Floor	All rooms, washrooms & Common Area and	Daily before 9 : 00 AM	Sweeping and cleaning by Cleaning Agent
4.	2nd Floor	All rooms, washrooms & Common Area	Daily before 9 : 00 AM	Sweeping and cleaning by Cleaning Agent
5.	Roof	Entire Roof	Once A week	In the presence of the Caretaker/Hostel Supervisor
6.	Parking Area	Parking Area	Daily before 9 : 00 AM	
7.	Back-side of Building	Back side of Building	Once A week	In the presence of Hostel Supervisor
8.	All Floors		Every alternate day TVs, Bedding	Cleaning/dusting
9.	All Floors	window panes	once in a month	Cleaning
10.	All Floors	Ceilings	once in a month.	Cleaning to remove cobwebs
11.	Entire JKIMPARD Hostel premises	Within JKIMPARD Premises	Daily	Disposal of waste material at JKIMPARD dump station /as designated by JKIMPARD official
12.	Any other incidental housekeeping activities related to above.			



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DUTIES AND RESPONSIBILITY OF SANITATION STAFF:

1. Cleaning of floor areas, vertical finishes (walls) Roof and ceilings, Glass areas, doors and attached fixture, windows with attached fixtures and frames, Rolling shutters, railings, mirrors, grills, pillars, curtains, slabs, cabinets, almirahs with attached fixtures, etc. All the covered area including all rooms, corridors, stair-case associated bathrooms and toilets on all floors and open area including Hostel parking lots including overhead water tanks, if any.
2. Washing and cleaning and maintenance of Indoor and Outdoor decorative plants, flower pots, cleaning and maintenance of lawns, courtyard, backyard etc.
3. Emergency plumbing works pertaining to water supply, distribution and checking of leakages and replacement of leaking taps, etc.
4. Sanitation of bathrooms and toilets including supply of necessary items like liquid soap, naphthalene balls, room fresheners, etc. to maintain hygienic atmosphere.
5. Cleaning and maintenance of all the drains within the HOSTEL of the IMPARD.
6. Supply of suitable and adequate number of dustbins, cleaning of dustbins and removal/disposal of collected garbage to an approved location, clearance of segregated bio-degradable/non-degradable waste as per the prescribed norms.
7. Pest control, mosquito control including winged pests, larva control and rodent control of the entire Hostel Block of the IMPARD in all covered and open area.
8. Cleaning of all equipment available in the rooms including telephone sets and accessories, computers and accessories, furniture, sign boards, notice boards, switch boards, Air-conditioners, etc. with dusting or wet mopping or vacuum cleaning.
9. Cleaning of all lighting, indoor as well as outdoor, and electrical fixtures.
10. Cleaning of drinking water coolers, water filters, Desert coolers, etc.



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11. Cleaning of stair case with railing.
12. Cleaning of all miscellaneous equipment as available or being provided from time to time.
13. The cleaning of carpets, etc. with modern gadgets shall be done once a week.
14. Sweeping/Cleaning and wet mopping of the corridors, recreation halls, dining halls shall be done twice a day.
15. Washing/dry cleaning/ironing of Bed sheets/Bed covers/pillow covers on every alternate day and replacement of the same in every room and suites of the hostel at the time of departure of a guest and before the new guest occupies the room/suite.
16. Washing/Dry cleaning/ironing of curtains of all the rooms/suites of the hostel on fortnight basis and replacement of the curtains at the time of the departure of the old guest(s) and before the arrival of the new guest(s) in the Hostel.
17. To provide clothes washing/dry cleaning facility to the Hostel inmates/guests on payment basis on demand as per the quoted and approved rates.

GENERAL TERMS & CONDITIONS

1. The Services by the agency should commence within 3 days of award of contract or as requested by JKIMPARD.
2. For the Housekeeping services, the persons deployed should be skilled in performing such services.
3. For housekeeping services, all consumables, detergents, chemicals, like (Naphthalene ball, Room freshener, mosquito/insect repellent, liquid soap, Colin, phenyl) equipments, machineries etc. will be provided by the contractor.
4. The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of persons will be verified by the Service Provider before their deployment through local police, collecting proofs of residence, driving license, bank account details, previous work experience and recent photograph and a certification to this effect submitted to this office. The service provider will also ensure that the personnel deployed are medically fit and will keep in record



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a certificate of their medical fitness. The Service Provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.

5. The service provider shall engage necessary persons as required by this office from time to time. The Deployment of personnel is to be on monthly basis. Thus deployment/arrangement of the personnel should be in such a manner that there shall be no violations of any leave Rules and weekly off days. The tenderer will have to bear cost of providing personnel for this work load/ duty hours or weekly off. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month.
6. There is no Master and Servant relationship between the employees of the service provider and this office and further that the said person of the service provider shall not claim any absorption in this office.
7. The service provider's personnel shall not claim any benefit/compensation/ absorption/ regularization of services from/in this office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.
8. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature.
9. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer In-charge upon any matter arising under the clause shall be final and binding on the agency.
10. That the persons engaged shall not be below the age of 18 years or above the age of 55 years and they shall not interfere with the duties of the employees of this office.



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11. The functional control over the personnel deployed by the Agency will rest with this office and the disciplinary administrative / Technical control will be with the Agency.
12. This office may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements. The Service provider shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
13. The service provider has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately.
14. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
15. That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund Act etc. and this office shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation. The agency will require providing particulars of EPF of its employees engaged in this office. The Agency will comply all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time.
16. The service provider will submit the bill in triplicate to Financial Advisor, JKIMPARD in respect of a particular month in the first week of the next month. The payment will be released by the third week of the following month after subject to certificate given by the Officer In-Charge and production of documentary evidence towards EPF/Service tax of its staff for the previous month. Tax, if any, shall be deducted at source as per the relevant Act.
17. Payments to the service provider would be strictly on certification by the officer with whom he is attached that his services were satisfactory and attendance as per the bill preferred by the



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service provider.

18. No wage/remuneration will be paid to deployed persons for the days of absence from duty.
19. The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of this office.
20. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
21. The service provider shall be contactable at all times and messages sent by phone /e-mail/fax/special messenger from this office shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the JKIMPARD in fulfillment of the contract from time to time.
22. This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
23. That the Service Provider on its part and through its own resources shall ensure that the goods, materials and equipment's etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If this office suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to this office for the same. The agency shall keep this office fully indemnified against any such loss or damage. Any accident/ casualty occurred during the course of working to any staff engaged by the Agency, the responsibility will remain with the Agency. For any accident or casualty occurred during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with Agency and this office will no way be responsible for it or any other clause mentioned above.
24. This office will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/remuneration will be decided in respect of the staff at the



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approved rates.

25. The successful bidder will enter into an agreement with this office for the offer of services on these terms and conditions on non-judicial Rs.100/- stamp paper. The above stamp paper will be arranged by the bidder for execution of agreement.
26. The service provider shall not assign, transfer, pledge or sub contract the services without the prior written consent of this office.
27. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement then one month's wages etc. and any amount due to the Service Provider from the office shall be forfeited.
28. That on the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
29. In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Director General, JKIMPARD, whose decision shall be binding on both the parties.
30. The bidders shall have to obtain the required license from the licensing authority of respective Department/Circle/Division/Other units before deployment of personnel in this office.
31. On award of the contract, the agency would deposit amount equivalent to one month's charges as security deposit in terms of Performance Bank Guarantee or FDR marked lien to JKIMPARD, Srinagar or CDR/Demand Draft in favour of JKIMPARD, Srinagar. That if any amount is found payable by the bidders towards, wages, allowances and statutory dues in respect of personnel or any loss to this office property, the same shall be adjusted from the security deposit of the extent of the amount so determined reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without notice.



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32. This office reserves the right to reject any or all the tenders without assigning any reason whatsoever and the decision of the management shall be final and binding on all the bidders.
33. EPF contribution to be paid for personnel employed by bidder shall be the responsibility of the bidder.



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DESCRIPTION OF WAGES (Submit Online Only):

Requirement of Persons for Sanitation, Housekeeping & Laundry Services to be deployed every day (Monday to Saturday)

Break up of Wage Charges

SNo.	Details	Total Amount (inclusive of all Taxes) (Rs)
1.	Minimum wages of 04 persons for 01 month	To be filled on BoQ only
2.	EPF of 04 persons for 01 month	To be filled on BoQ only
3.	ESI of 04 persons for 01 month	To be filled on BoQ only
4.	Laundry Services for 01 month	To be filled on BoQ only
5.	Service charges including cost of Sanitation Items for 01 month	To be filled on BoQ only
	Total (Sr. No. 1+2+3+4+5)	To be filled on BoQ only