



ALLAMA IQBAL LIBRARY

University of Kashmir

(NAAC Accredited "A" Grade University)

University Campus Hazratbal Srinagar, Kashmir, J&K- 190006

TENDER NOTICE FOR SANITATION & HOUSEKEEPING SERVICES

For and on behalf of Allama Iqbal Library, University of Kashmir, Hazratbal, Srinagar, sealed tenders affixed with revenue stamp of Rs.5/- are invited from registered agencies for providing of services of Sanitation Attendants/Housekeeping on outsource basis. The tender documents can be collected from the office of Allama Iqbal Library against the payment of Rs.200/- in the shape of Bank Draft pledged to the Librarian, Allama Iqbal Library, University of Kashmir, Hazratbal, Srinagar, subject to the production of following documents:

1. Registration certificate with appropriate authority of the local Government as per law for providing of such services.
2. Experience certificate, if any. The agency will be required to submit a CDR worth Rs.15,000/- (Rupees fifty thousand only).

The tender should reach the office of the undersigned ***by or before 30-12-2018*** upto 03:00 p.m. In case the date of receipt happens to be a non-working day, the tenders shall be received on the subsequent day.

LIBRARIAN

No. F-01(Tender-HK)/AIL/KU/18

Dated: 08-12-2018



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

Tender Document House Keeping

1) Scope of Bid: -

- a) Allama Iqbal Library intend to receive bids for House Keeping Services.
- b) The successful bidder shall provide uniformed trained personnel and will use its best endeavours to provide sanitation and housekeeping of the Allama Iqbal Library building as per the terms and conditions of the contract.

2) Eligible Bidder(s): -

- a) The bidder(s) should have provided similar kind of services for at least five consecutive years, having order worth of Rs. 50000/- per month or above in the last five years. Certified copy of work-order and successful completion certificate with reference to similar works from the customer(s) shall be submitted.
- b) The bidder(s) should have an up-to-date PAN card and GST certificate issued by the department of sales tax.
- c) The bidder should furnish documentary evidence (copies of balance sheets /Authorization letter(s), work-orders and relevant completion/performance certificates etc.) along with the bid.
- d) In absence of such requisite documents, the University Librarian reserves right to reject the bid without any reference to the bidder.
- e) The tenderer shall have to provide workforce in sufficient numbers to maintain the building as required and of quality to the satisfaction of the Librarian.
- f) The tenderer shall have to provide adult workers only, who shall be paid **“wages not less than the minimum wages specified by the State Govt.”** Employment of children will lead to termination of the contract.

3) General Terms and Conditions: -

- a) The bidder is advised to visit and examine the site of works and its surroundings and obtain for itself on his own responsibility all the information that may be necessary for the preparation of the bid and entering into the Housekeeping contract.
- b) Claims and objections due to ignorance of existing conditions will not be considered after submission of the bid and during the implementation.
- c) All duties and taxes including applicable GST and other levies payable by the firm under the Housekeeping Contract should be included in the rates and prices and the total bid price submitted by the bidder.



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

- d) The bidder shall quote prices both in figures as well as in words. There should not be any discrepancies between the prices indicated in figures and the prices indicated in words.
- e) Bids shall be kept valid for 4 months from the final bid due date.
- f) The EMD/bid security may be forfeited if:
 - The successful bidder withdraws its bid during the period of bid validity.
 - The successful bidder fails to accept work-order or fails to furnish performance security.
- g) The EMD of successful bidder shall be retained towards making of the security for the performance of the contract and shall only be discharged after submission of the required Performance Guarantee.
- h) Information related to the scrutiny, clarification, evaluation, and comparison of bids and recommendations for award of contract shall not be disclosed to bidder(s) or any other person.
- i) Any effort by the bidder, before the contract is made, to influence the Allama Iqbal Library's processing of bids or award decisions may result in the rejection of bidder's bid.
- j) Successful bidder shall be required to submit performance security for an amount equal to Rs. 50,000/- towards faithful performance of the contractual obligations and performance. The performance security shall be in the form of either Bank Cheque or Demand Draft or Bank Guarantee. The performance security shall be deposited within 15 days of issuance of Work Order.
- k) After the award of Contract, the agency shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period.
- l) Performance security shall be refunded after expiry of Housekeeping Contract or as may be specified by the University Librarian depending upon the nature of contract.



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

4) Force Majeure

- 1) In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.
- 2) The term “Force Majeure” as employed herein shall mean Act of God, War, Civil Riots, Fire affecting the performance of the Contract, natural disaster /calamity like Flood etc.
- 3) Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively. If services are suspended by Force Majeure conditions lasting for more than 2 (two) months, Allama Iqbal Library shall have the option of canceling this contract in whole or part at its discretion without any liability at its part.
- 4) Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

5) **Details of House Keeping Services**

The details of work for the Hygiene and Housekeeping Services to be provided are indicated as follows: -

Daily Services:

- 1) Daily cleaning and dusting of books and book racks present in the Library.
- 2) Proper and effective cleaning, brooming and mopping of flooring, corridors, staircase, pantries including sweeping and swabbing of the premises with water and approved detergent on all floors of the library, toilets, office chambers and approaches to the library building with brooms before the opening of office.
- 3) Proper and effective cleaning, disinfecting, deodorizing of toilets including removal of chokages at regular intervals throughout the day.



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

- 4) Daily upkeep and cleaning of floor areas, including rooms, corridors, grills, doors, window fixtures and fittings including lights, fans etc. on regular daily need basis, by providing all inputs including proper tools, cleaning equipment's, detergents/Cleaning agents, disinfectants, scrubbers, naphthalene balls, repellents, sprayers, liquid soap buckets, baskets, brooms, etc. of reputed brands. List of chemicals and items is given on proceeding paragraphs.
- 5) All rooms/cabins, corridors, balconies, doors, windows, almirahs, tables, waste dustbins, room furniture, etc. shall be cleaned daily once or more on need basis by scrubbing/mopping and by using quality cleaning agents.
- 6) Dusting of all items of furniture such as tables, chairs, filling cabinets, lockers, windows and their glasses from inside and outside, doors, computers equipment's, telephone instruments, notice boards, flower vases, art objects, pictures, paintings, all equipment's and machines in the premises.
- 7) Vacuum cleaning of carpet floorings and mats.
- 8) Spraying of air fresheners at daily regular basis.
- 9) Providing of Liquid soap and soap bars in toilets and placing of sufficient quantity of naphthalene balls/cakes in the urinals as per requirement. At no time the liquid soap dispenser shall be kept empty. All toilets should be washed twice a day using phenyl.
- 10) Scrubbing of WC's, wash basins, sanitary fittings and toilets floors should be done as per requirement.
- 11) Providing of clean towels in the toilets and changing towels once a day.
- 12) Removal of waste from dustbins and disposing off.
- 13) Brooming of parking area daily in the morning.
- 14) Wet mopping of floors thrice a day and on need basis.
- 15) Vacuum Cleaning of areas wherever computers are located and installed.
- 16) Cleaning of Baskets, waste paper baskets, cob-webs and disposing off all the collected refuse/garbage/rubbish and other unserviceable materials to the notified dumping areas of Department of Environment and Hygiene, University of Kashmir, on daily basis. Under No circumstances these shall be stacked /dumped even temporarily within the building or at the surrounding premises.
- 17) Cleaning and dusting of Electrical Switchboards, Light fixtures, doormats, and nameplates.
- 18) Lifting, carrying and disposing the dead birds, animals, rats, insects etc. if found in and around the library building.
- 19) Clearing of any choking's in the drainages, manholes etc.



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

- 20) Removal of beehives and cobwebs/honey webs from the library building and its premises.
- 21) Cleaning and sweeping of open area including balconies and roof tops with brooms.

Weekly Services

- 1) Proper and effective cleaning of glass doors, wooden doors, sign boards, name plates, fans, lamp shades, overhead light fixtures.
- 2) Washing and scrubbing of floor area with detergents such as Nirma/Sunlight/VIM/Cleanzo.
- 3) Vacuum cleaning of sofa's, Auditorium Chairs, Vertical Blinds.
- 4) Acid cleaning of sanitaryware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.

Monthly Services

- 1) Washing /cleaning of carpets wherever provided.
- 2) Washing /cleaning of curtains wherever provided.
- 3) Washing /cleaning of fabric chairs.
- 4) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of the Officer-In-charge.
- 5) All floors in common area floors, including staircases, shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water, the floors shall be properly dried and wherever necessary, wax polished.

6) List of Items to be used in housekeeping activities.

- 1) Liquid Hand wash Soap – Dettol
- 2) Odonil Cubes/Godrej Air Pockets
- 3) Toilet Cleaner – Harpic /Lizol/Cleanzo
- 4) Phenyl for Toilets wet Mopping
- 5) Acid for acid cleaning
- 6) Colin for Dry Mopping
- 7) Vim Powder for washbasins/sinks.
- 8) Naphthalene Balls
- 9) Room Freshener –Rose
- 10) Fena Powder for washing curtains



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

- 11) Cotton Dusters
- 12) Toilet Brush
- 13) Glass Dusters
- 14) Cobweb Brush Rod
- 15) Scrubbers
- 16) Glass Cleaning Set
- 17) Vacuum Sweepers
- 18) High Pressure Vacuum
- 19) Wet Vacuum
- 20) Ringer Trolley
- 21) Dust Blowers
- 22) Ladders
- 23) Wipers Larger
- 24) Floor Mops
- 25) Tissue Paper boxes
- 26) Housekeeping Caddy/Container for each personnel
- 27) Flat Wet Mop with cotton mop head and handle
- 28) Rough Brooms with handle for road cleaning
- 29) Rat Traps

7) Standard Terms and Conditions

- 1) Unless specific otherwise, the Manager/Supervisor and workers are supposed to report for duty before working hours of the library. The housekeeping/cleaning Services should be done daily from Monday to Saturday and it must be borne in the mind that some activities need to be started early in the morning and completed before 10.00AM. Similarly, some other activities can be done only on Sundays and Holidays to avoid any inconvenience to the users of the library. The work on Sundays or Holidays, as required, shall be carried out at **no extra cost**.
- 2) The agency shall deploy the required number of persons for satisfactory housekeeping services. The deployed labour shall be sufficiently experienced and qualified for the housekeeping services to complete the works within the specific time. Any unjustified delay in carrying out these services shall be treated as breach in contract and suitable penalty shall be imposed and recovered from the monthly bill.
- 3) Any damage to any of the equipment during handling by the staff of the agency shall be responsibility of the agency and shall indemnify the loss



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

caused to equipment, furniture and allied items of the university by the workers.

- 4) Deployed personnel shall be polite, courteous, well behaved and shall be ***dressed properly*** at all times while in the premises.
- 5) The agency shall be fully responsible for theft, burglary, fire or any mischievous deeds by its staff. Any loss due to any of above reasons shall be compensated by them in full.
- 6) After the award of work contract, the agency shall submit an undertaking to University Librarian that the staff deployed by the agency shall have no claim for any kind of employment in the Allama Iqbal library and the agency shall be responsible for any dispute of any wages or any other service condition.
- 7) The agency will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any intoxicants, chewing pan, tobacco etc. or unnecessarily loitering in the premises without work. If any person deployed by the agency is found to be indulging in these activities, a penalty of Rs.500/- per person per incident will be leviable by the Library, which will be intimated by the Library to the agency within 3 days of the incident, and deducted from the monthly payment of the agency.
- 8) The duty hours of housekeeping would be decided/changed by the University Librarian.
- 9) The agency shall employ virtuous and reliable persons with robust health and clean record and having ages of 18 years or more and less than 45 years old.
- 10) In case, any of the personnel so engaged by the agency is not found suitable by Allama Iqbal Library, the Allama Iqbal Library shall have the right to ask for replacement, without giving any reason thereof and the agency shall, on the receipt of written communication in this regard, replace such person immediately.
- 11) In case, any of contractor's personnel(s) deployed under the contract is (are) absent, his/her work is to be carried out by other sanitation staff/supervisors on that particular day.
- 12) In case, any of contractor's personnel deployed under the contract fails to report in time or is continuously absent for more than 3 days without any



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

valid reasons (to be ascertained by the Librarian) and contractor is unable to provide suitable substitute in time for the same, a penalty equal to double the wages of number of sanitation staff/supervisors absent on that particular day shall be levied by Allama Iqbal Library.

- 13) In case, any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty or 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,
- 14) The job of housekeeping is to be carried out on each floor of the library building and periphery of the library building. It is to be ensured by the agency that the services on each floor are provided and supervised properly. In case there will be reduction in area to be cleaned at any time, the charges shall be proportionately reduced.
- 15) The agency shall be wholly responsible for making payment of monthly salaries and other allowances, if any, to the personnel under Minimum Wages Act of J&K and Allama Iqbal Library shall be in no way responsible for any breach by the agency.
- 16) The job of minor shifting of any furniture items and other items in the Library will also be done by the personnel deployed by the agency, as and when required to do so.
- 17) All the persons deployed will perform their duty in proper uniform and the agency, at its own cost, shall provide **suitable uniform (Summer & Winter)** to the personnel. In addition, **proper photo identity cards shall be worn** by the personnel at all times.
- 18) The University Librarian reserves the right to terminate the housekeeping contract at any time without assigning any reason after giving a prior notice of one (01) month. The firm will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the firm for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.
16. Payment shall be made on monthly basis, after submission of the bill and satisfactory performance certificate issued by the University Librarian, or



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

any other officer(s) nominated by the University Librarian. The agency with the help of “Feedback Mechanism” shall duly monitor the services and payment shall be released on the basis of satisfactory report given in the feedback by all officers/section heads.

17. All the materials/Chemicals/Consumables brought to the site shall be protected suitably, duly wrapped/packed and stored, so as to avoid any damage during loading/unloading and handling.
18. The Demand Draft/CRD should be pledged to University Librarian, Allama Iqbal Library, University of Kashmir payable at Srinagar.
19. The performance Security shall be forfeited in the event of breach of the contract or non-performance of the agency.



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

Housekeeping Services – Financial Details

S/No.	Details of work	Amount per Month (Lump sum inclusive of all taxes)
1	Carrying out housekeeping work as per the scope of Work /requirement shown above by deploying man power & equipment's including consumables	Rs.
2.	Any other charges Please specify _____ _____	Rs.
	Grand Total Per Month	Rs.
Total in Words: -		

Signature of Authorized Person

Name: _____

Designation: _____



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

Bidder's General Information

- 1) Name of Firm _____
- 2) Address of Firm _____
- 3) Number of Years in Operation _____
- 4) Telephone No _____
- 5) Mobile No _____
- 6) Whether Registered YES / NO _____
- 7) Registration Number _____
- 8) Sales Tax Registered TIN No _____
- 9) GST Certificate enclosed YES/ NO _____
- 10) PAN Card Number _____
- 11) Earnest Money Deposit (EMD) amount _____ CDR/ DD Receipt
No. _____, Dated: _____
- 12) Details of Special Offer / Discount if any) _____
- 13) Dealership Certificate attached YES/NO _____
- 14) Taxes:
 - a. GST _____
 - b. Any other please specify _____



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

Declaration/ Undertaking

The University Librarian,
Allama Iqbal Library,
University of Kashmir

Sir,

After examining /reviewing the tender document for _____, including technical specifications , General and Standard Terms & conditions etc. the receipt of which is duly acknowledged , I(We) , the undersigned , is (are) pleased to offer to execute the whole job of _____ and in conformity with the tender notice and tender document.

I(we) confirm that this bid is valid for a period of four (4) months from the date of opening of the bids and it shall remain binding upon me/us and may be accepted by any time by or before the expiration of that period.

If my (our) bid is accepted, I (we) will provide the performance security equal to 10 % (ten percent) of the value of Work/Supply order, for due performance within 15 days of issue of the order.

Until a final agreement is prepared and executed, the bid together with your written work-order thereof shall constitute the binding agreement between us.

I(We) understand that Bid Document is not exhaustive and, any action & activity not mentioned in Tender Document, but may be inferred to be included to meet the purpose of the Tender, and shall be deemed to be mentioned in Tender Documents unless otherwise specifically excluded. I(we) confirm to perform for fulfillment of Agreement and completeness of the work in all respects within the time frame and agreed price.

I(We) understand that any deviation/exception in any form may result in rejection of bid. I(We), therefore, certify that I(we) have not taken any exceptions/deviations anywhere in the bid and I(we) agree that if any deviation/exception is mentioned or noticed, my/our bid may be rejected.

I(We) understand that you are not bound to accept the lowest priced or any bid that you may receive. I(We) understand that you believe in quality work/service.

Signature

Proprietor/ Partner / Representative
Of the firm with seal

Dated: _____



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

PROFORMA FOR BANK GUARANTEE

University Librarian
Allama Iqbal Library
University of Kashmir

Dear Sir,

In accordance with Letter Inviting Tender under your reference No. _____
M/s. _____ having their Registered / Head Office
at _____ (hereinafter called the Tenderer) has become successful in the said tender for
_____.

As an irrevocable Bank Guarantee against Performance Security for the amount of _____ is required to be submitted by the Tenderer as a condition precedent for participation in the said tender and the said amount is liable to be forfeited on the happening of any contingencies mentioned in the Tender Document.

We, the _____ bank _____ having
our Head Office _____
(Local Address) guarantees and undertakes to pay immediately on demand without any recourse to the tenderers by Allama Iqbal Library, the amount _____ without any reservation, protest, demur and recourse. Any such demand made by University Librarian, shall be conclusive and binding on us irrespective of any dispute or difference raised by the Tenderer.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s. _____ whose behalf this guarantee is issued.

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this _____ day of _____ 20__ at _____.

WITNESS:

(SIGNATURE)
(NAME)

(OFFICIAL ADDRESS)

(SIGNATURE)
(NAME)

Designation with Bank Stamp

Attorney as per
Power of Attorney No. _____

Date: _____



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 Certified Library)

University of Kashmir

Hazratbal Srinagar, Kashmir, J&K-190006

INSTRUCTIONS FOR FURNISHING BID-GUARANTEE/BANK GUARANTEE

1. The Bank Guarantee by bidder(s) will be given on Non-Judicial stamp paper as per stamp duty applicable. The Non-Judicial stamp paper should be in the name of the issuing bank. In case of foreign bank, the said bank's guarantee is to be issued by its correspondent bank in India on requisite Non-Judicial stamp paper.
2. The bank guarantee by bidder(s) will be given from bank.
3. A letter from the issuing bank of the requisite Bank Guarantee confirming that said bank guarantee /all future communication relating to the Bank Guarantee shall be forwarded to the University Librarian at his address as mentioned in tender notice.
4. Bidder(s) must indicate the full postal address of the bank along with the bank's E-mail/ Fax/. From where the earnest money bond has been issued.