

TENDER DOCUMENT

SHRI VISHWAKARMA SKILL UNIVERSITY (SVSU) INVITES TENDERS FROM THE AGENCIES WITH EXPERTISE IN HOUSEKEEPING WORK CONSISTING OF PUBLIC/PRIVATE LIMITED COMPANIES FOR DAY TO DAY OPERATION AND MAINTENANCE OF HOUSEKEEPING/SANITATION AND CLEANING WORK OF CAMPUS SIX DAYS OF WEEK WITH ALL REQUIRED MATERIAL, EQUIPMENT AND MACHINERY AT VILLAGE - DUDHOLA, SVSU, PALWAL – 121102, FOR A PERIOD OF ONE YEAR EXTENDABLE FOR FURTHER PERIOD OF ONE YEAR DEPENDING ON PERFORMAMNCE.



SHRI VISHWAKARMA SKILL UNIVERSITY
VILLAGE – DUDHOLA – PALWAL - 121102, Website:
www.svsu.ac.in

NOTICE INVITING TENDER

Online tenders under two bids system are invited from **Agencies with expertise in Housekeeping /Sanitation and cleaning work consisting of Public / Private Limited Companies** for providing Services at SVSU Campus as listed under the scope of work in the tender documents. The key parameters are as follows: -

Sl.No	Description	Details
1.	Name of work	DAY TO DAY OPERATION & MAINTENANCE OF HOUSEKEEPING/SANITATION AND CLEANING WORK OF SVSU CAMPUS SIX DAYS OF WEEK WITH ALL REQUIRED MATERIAL, EQUIPMENT AND MACHINERY AT VILLAGE - DUDHOLA, SVSU, PALWAL – 121102, FOR A PERIOD OF ONE YEAR AND FURTHER EXTENDABLE FOR ONE YEAR BASED ON PERFORMANCE
2.	Estimated cost period of one year	Rs.1,42,92,000 /- per annum
3.	Period of Contract	One Year and further extendable for one year based on performance review, feedback of the Services.
4.	Earnest Money	Rs.2,85,840/- (Rupees only)
5.	Performance Guarantee	10 % (Ten Percent Only) of Contract value, valid for one year to be submitted within 15 days from the issue of Letter of Award. This will be released after three months of satisfactory completion of work. However, SVSU will be at liberty to forfeit the Performance Bank Guarantee of Service Provider in case the Services are not found to the satisfaction of SVSU or if the Contract is terminated by SVSU for any reason whatsoever. If Contract is extended for one year, then either the deposited guarantee be renewed for another one year from the date of award or fresh guarantee be deposited.
6.	Cost of Tender and Fees	Rs. ...1080/- (Non-Refundable)
7.	Start date of Bid	05/9/2025 at 18.00 Hrs.
8.	Date and Time for submission of Tender	Up to 18.00 hrs on 26/09/2025 at the online portal i.e. https://etenders.hry.nic.in and DNIT information can also download from www.svsu.ac.in
9.	Date and Time for opening of Tender	<ul style="list-style-type: none"> a. Technical Bid to open on 30/09/2025 at 15.00 hrs. b. The technical bids of tenders shall be opened through online portal of Haryana Government i.e. https://etenders.hry.nic.in c. Date of presentation- cum -interaction as per technical evaluation process to pre-eligible bidders shall be inform through email id of the Bidders. d. Date of opening of financial bids of the eligible bidders shall be intimated to the Bidders who are found to be technically pre-qualified.
10.	Date of Pre-Bid Meeting	A pre-bid meeting will be held on 16/09/2025 at 11.00 hrs at Admin Block, SVSU Campus, Village- Dudhola-Palwal (Haryana) - 121102.

11.	Tender Documents	Tender documents can also be Downloaded from the official website of SVSU i.e. www.svsu.ac.in .
12	Minimum Eligibility criteria	<p>(i) The Public /Private Limited companies should have minimum of seven years' satisfactory work experience as up to previous day of last date of submission of application in execution of similar works of Public Sector and Govt. Companies / Banks / Government Departments / Research Organizations/Institutional bodies/Commercial buildings.</p> <p>(ii) The Agency should have executed at least: -</p> <ol style="list-style-type: none"> One completed similar work of 80% of DNIT value in the last sevenyears. or Two completed similar works of 50% of DNIT value in the last sevenyears. or Three completed similar works of 40% of DNIT value each of value inthe last seven years. <p>d) The bidders shall submit performance certificates issued from the clients concerned for whom they have worked.</p> <p>e) They should not have been debarred/blacklisted/unsatisfactory report by any of the Govt. /PSUs /SVSU. A written statement on a stamp paper of Rs100/-- be submitted in this regard.</p> <p>(iii) Agencies having worked in Govt. Educational Institutions for Operation & Maintenance of Housekeeping services will be preferably considered</p> <p>(iv) Must have deployed at least 60 nos. housekeeping staff for Operation & Maintenance of Housekeeping services in any organization and documentary proof for the same will be provided by the tenderer.</p>
13	TECHNICAL EVALUATION PROCESS:	All technical bids of tenders will be scrutinized and shall be evaluated by an Evaluation Committee duly constituted by SVSU on the basis of eligibility criteria mentioned in this document. The pre-eligible bidder responders will explain before the Committee about execution of works of company during presentation- cum - interaction as per schedule published on website in pre-bid meeting.
14	General Instruction	All the documents are to be submitted by bidder should be self-attested. photocopies, legible, signed and stamped by authorized signatory, otherwise the bid is likely to be rejected.
15	Governing Law & Jurisdiction	<ul style="list-style-type: none"> This Tender shall in all respects be governed in accordance with the laws of India and the court of Palwal shall have the sole and exclusive jurisdiction to entertain any disputes that may arise hereunder. The parties here to undertake to use their best efforts to resolve amicably any dispute arising out of or in connection with this Tender and the interpretation thereof through consultation in good faith and mutual understanding, provided that such consultation shall not prejudice the exercise of any right or remedy of either Party hereto by any such Party in respect of any such dispute. <p>If the dispute doesn't resolve amicably then the same will be referred to the sole arbitrator to be appointed with the consent of both parties i.e. Service Provider and Vice Chancellor of SVSU. The decision of the arbitrator shall be binding on both the parties. The arbitration shall be concluded as per the provisions of "Arbitration and Conciliation act 1996". The place of Arbitration shall be at Palwal.</p>

16	Bid/Tender Validity	The Bid for the work will remain open for acceptance during the bid validity period to be reckoned from the last date of Submission of Online Bids. Bids as submitted online shall be valid for 120 days from the date of bid closing i.e. from the last date of submission of online bids. In case, the last day to accept the tender happens to be a holiday, validity to accept tenders will be on next working day.
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INSTRUCTIONS FOR TENDERERS

1. Bidders shall visit the site of work on any working day during office hours by contacting Administrative Officer/Authorized official of SVSUs / Caretaker to acquaint themselves of the type, Quality, quantity & conditions of work to be executed, to assess various requirements of resources, etc. at their own expenses
2. Bidders shall study the tender documents in detail along with conditions of Contracts, special conditions, general conditions, additional conditions, scope of work, etc. before submission and seek any clarification in writing at least 3 days before the last date of submission of tenders.
3. Tenders are invited in two bids system, both the parts shall be submitted Online at <https://etenders.hry.nic.in> with name of work, type of the bid (Technical and Financial) as per guidelines of Haryana Government e- procurement system.
4. Earnest money as indicated on NIT shall be deposited online with the Technical bids. The EMD of unsuccessful Bidders shall be refunded within one month after the award of work to the successful Bidders.
5. All the pages of the tender documents shall be signed and stamped by the authorized signatory before submission.
6. Conditional tenders shall not be accepted.
7. Rates and tendered amount shall be quoted in both, figures and words. Corrections shall be avoided, but if any is done, it shall be neatly & legibly carried out and duly signed. White fluid shall not be used for correction. Discrepancy in figure & words and rates versus amount shall be dealt as per Haryana State PWD/CPWD norms.
8. ***Last date of submission of tender is 26/09/2025 up to 03:00 P.M.***
9. ***Pre-Bid meeting date on 16/09/2025 at 11:00 AM.***
10. ***Date and time of opening of technical bids of tender is 30/09/2025 at 03:00 P.M.***
11. The financial bid of the Bidders, who are declared qualified in the technical bid and technical evaluation will be prequalified as mentioned in technical evaluation process. For attending the opening of financial bid, an e-mail from the SVSU to Bidders before 2 days opening of financial bid will be sent to the Bidders.
12. In general, Haryana State PWD specification/CPWD specifications, HSR/DSR 2021 with all up-to-date correction slips shall apply unless otherwise is indicated in these tender documents.
13. All Bidders shall indicate their contact details, mobile no and email IDs to seek any clarification from them by SVSU.
14. All financial term /demand draft etc. shall be submitted in the favor of Registrar, Shri Vishwakarma Skill University, Payable at

15. The bid for the work shall remain open for acceptance during the bid validity period to be reckoned from the last date of submission of on-line bids. The bids as submitted online shall be valid for 120 days from the date of bid closing i.e. from the last date of submission of on-line bids. In case the last day to accept the tender happens to be holiday, validity to accept tender will be next working day.
16. SVSU reserves the right to cancel the tender at any time for any reason whatsoever.
17. The SVSU reserves the rights to open or not to open any tender or to reject any or all the tenders without any liability whatsoever.
18. Bidding is open to all eligible bidders meeting the eligibility criteria. One bidder can submit one bid only.
19. ***The Competent Authority of SVSU, reserves the right to accept or reject any or all tenders or part of tender without assigning any reason whatsoever.***
20. Certificate of Financial Turn over: At the time of submission of tender, the Bidders shall upload Affidavit / Certificate from Chartered Accountant mentioning Financial Turnover of at last 4 years or for the period as specified in the tender document and further details if required may be asked by the Bidders after opening of technical tenders. There is no need to upload entire voluminous balance sheet. However, one page of summarized balance sheet (audited) and one page of summarized P & L (audited) for last three years ending on 31-03-2024 should be submitted.
 - a. The rates as per square meter of area shall be entered against each item in the Bill of Quantities/Schedule of Quantities along with cost. The cost of item against which the rates and prices of other items in Bill of Quantities/Schedule of Quantities shall be quoted and no payment shall be made for the quantities executed for items against which rate has not been quoted by the bidder. So the bidders should be careful while quoting rates for each item.
 - b. The Bidders if required may submit questions in writing (e-mail at fdc@svsu.ac.in) to seek clarifications latest by
22. It is mandatory to submit copies of all the documents such as Service tax registration//Sales Tax registration/EPF registration/ GST Registration /ESI registration, PAN no. with their latest returns / challans etc. as stipulated in the tender document.
23. The SVSU may modify the bidding documents before the deadline for submission of bids. Any addendum thus issued shall become a part of bidding documents
24. The SVSU will not be responsible for any disability or casualty incurred by the workers doing the work for the Agency. It is the responsibility of the Agency to comply with the statutory requirements of safety and compensation.
25. The tenders shall be submitted Online at <https://etenders.hry.nic.in> and visit for any query at Shri Vishwakarma Skill University, Dudhola Palwal. Bid details in as noted here under: -
 - a) Envelope-I super scribed as Earnest Money and Tender Fees which should contain EMD and tender fee details. Prequalification cum Technical Bid, Documents, required information for Technical evaluation process which should contain all the documents asked for the Prequalification along with DNIT with Technical Bid, Scope of Work, Special Conditions of Contract, General Conditions of Contract, additional conditions etc.

- b) Envelope-II superscripted as Price Bid which contains Bill of Quantities and Quoting per square meter area of rate only or otherwise as stipulated in tender document.

The price/financial bid of only those bidders shall be opened who qualify in Pre-qualification cum Technical Bid and Technical evaluation process.

Any claim for exemption from Tender Cost, Tender EMD & Security Deposit should be supported by appropriate applicable exemption documents i.e. NSIC, MSME, Udyog Aadhaar etc. making the agency eligible for such exemption, failing which, request for exemption will not be considered and tender will be out rightly rejected without assigning any reason. The self-certified photocopy of such valid registration/exemption certificate should be valid in the current year and should be applicable for providing Cleaning and Housekeeping Services and is to be attached with technical bid with details for consideration of the tender.

Shri Vishwakarma Skill University
(A Statutory Body of the Govt.
of Haryana) Village-Dudhola-
Palwal -121102
Email:fdc@svsu.ac.in

SCOPE OF WORK

DAY TO DAY OPERATION AND MAINTENANCE OF HOUSEKEEPING/SANITATION AND CLEANING WORK OF CAMPUS ON SIX DAYS OF WEEK WITH ALL REQUIRED MATERIAL, EQUIPMENT AND MACHINERY AT VILLAGE - DUDHOLA, SVSU, PALWAL – 121102, FOR A PERIOD OF ONE YEAR FURTHER EXTENDABLE FOR ANOTHER ONE YEAR BASED ON PERFORMANCE OF SERVICE PROVIDER

PART(A)-SITE OF WORK:

The site of SVSU Campus is located in Village-Dudhola Palwal, Haryana - 121102 having total area of approximately 82 Acres. The details of building and areas for covered and open areas for Housekeeping Services for SVSU are given under the head scope of work in this standard document

DETAILS OF COVERED AREAS

S.No.	Buildings	Area in SQM for Housekeeping Services	No. of Blocks	No. of Storeys	Ground Coverage in SQM
1	Administrative Block	5000	1	5	1115
2	Auditorium & Convention Centre	7760	1	5	2350
3	Academic Block(1E, 2E,3E 1W,2W, 3W)	22245	6	4	5561
4	Central Library/ Computer Centre/Student Activity Centre/ Central Cafeteria	2000	1	4	2400
5	Centre of Excellence	4660	1	6	773
6	V.C Residence cum Camp Office	411	1	2	330
7	Senior Admin Residences (4 no. Type-8)	1098	4	2	645
8	Type 4 Residence (12 residences)	1238	2	3	413
9	Girls Hostel 3-Seater (261 students)	7150	1	6	1897
10	Girls Hotel 4-Seater (114 students)				

11	Boys Hostel 3-Seater (261 students)	7150	1	6	1897
12	Boys Hotel 4-Seater (114 students)				
13	Stadium	2350	1	3	1175
14	Construction Skill Academy (CSA)	690			690
15	Feeder School	3000	1	4	750
16	01 No. Electrical Sub-Stations	500	6	1	500
	Total Area	65252			

DETAILS OF OPEN AREAS

S.No	NAME	AREA IN SQM
1	Road areas	8000
2	Parking areas	7000
3	Open area around buildings	5000
	Total	20000

Total Buildings area SVSU Campus:

-65252 SQM.

Total open area of roads, parking, playgrounds, area around buildings: **-20000 SQM.**

NOTE: - Following buildings are under construction and are likely to be made functional and work of the additional buildings which get completed will also be allotted to Service Provider for Housekeeping work as and when made functional on the same rates of square meter of area as quoted in the tender for covered and open area subject to approval of SVSU competent authority, to which the bidder shall have no objection:-

S.No.	Buildings	Area in Sq. M	No. of Blocks	No. of Storeys	Ground Coverage in SQM
1.	Guest House/ Faculty House (With 20 no. guest rooms on twin sharing basis and 2 no. VVIP Suits)	2686	1	4	935
2.	Type 8 & 7 Residence (32 residences)	10823	2	5	2165
3.	Type 6 & 5 Residence (32 residences)	7140	2	5	1428
4.	Type3 & 2 Residence (48 Residences)	4735	2	7	676
5.	Transit Accommodation (28 units)	1849	1	4	462
6.	Girls Hostel 1 Seater (85 students)	3492	1	6	582
7	Boys Hostel 1 Seater (85 students)	3492	1	6	582

8	Shopping Centre	1310	1	2	655
9	Health Centre	730	1	1	730
10	Community Centre	1020	1	2	700
11	Swimming Pool	1260	1	2	630
12	Playground (400 Meter Track) & Open area	23400	-	-	-
13	Type 1 Residences	831	2	3	277
14	Stadium	2350	1	3	1175
15	05 No. Electrical Sub-Stations	2500	5	1	500
16	Sewerage Treatment Plant	1000	1	1	1000

PART-(B): Details of Services:

- I. Day to day Operation and Maintenance of Housekeeping/Sanitation and cleaning work of Campus six days of week with all required material, equipment and machinery etc.

The work shall be carried out as per the provisions in General Conditions, Additional conditions, Special Conditions etc., Haryana State/CPWD Work & maintenance Manual Terms & Conditions of respective Services/trades, HSR/DSR in vogue and BOQ of the Contract. The Bidders are advised to have the detailed survey/study of the work site, its nature & condition, surroundings, all Conditions of the Contract before quoting their rates. It may please be noted that all the rates shall be inclusive of requisite manpower, consumable material for Housekeeping work, T&P, Machineries, ladders, M.S. scaffoldings safety & security arrangements including taxes like Labour cess, VAT, Service tax, levies, etc., statutory requirements like Labour license, PF registrations and other requirements under the Contract. No claim shall be entertained/accepted, unless otherwise specified on any account beyond the Agreement rates. In addition to the above any other work as may be deemed necessary by the Authorized officer/ official of SVSU as per his directions.

IMPORTANT DEFINITIONS

In this Contract, the following terms shall be interpreted as indicated below:

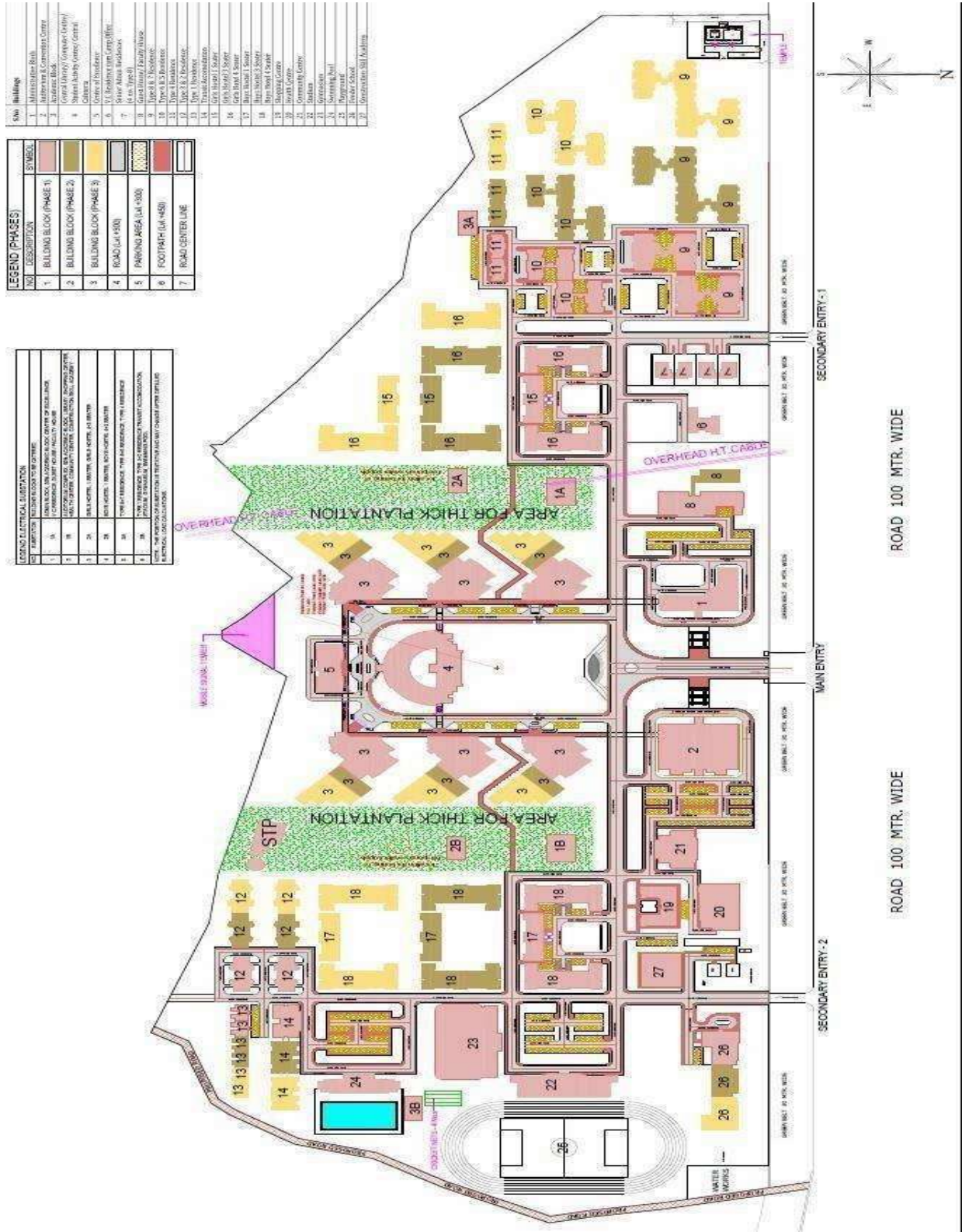
- i. "Service Provider" shall mean the successful bidder to whom the Contract has been awarded and with whom the Tendering Authority signs the Contract for rendering of Operation and Maintenance, Goods and Services.
- ii. "Contract" means the Agreement entered into between the Tendering Authority and the Service Provider, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
- iii. "Bidders/Bidder" means any firm taking the full responsibility of managing the Contract as required in the tender. The word "Bidder" when used in the pre-award period shall be synonymous with "Service Provider" which shall be used after award of the Contract.

- iv. "Contract Price" means the price payable / receivable to / by the Successful Bidder under the Contract for the full and proper performance of its Contractual obligations;
- v. "Services" means Services ancillary in the Operation & Maintenance Services in throughout Campus of SVSU.
- vi. "SVSU" means "Shri Vishwakarma Skill University". "Bank Guarantee" means the guarantee to be provided by the Bidders as given in the tender document for the specified amount.
- vii. "Housekeeping Agency": - After award of Tender/Contract the Bidder/Service Provider will be termed as Housekeeping Agency.
- viii. "Authorized officer":- The officer or officer authorized by the Competent Authority, SVSU to discharge duties on its behalf.

ABBREVIATIONS

- i. SVSU – Shri Vishwakarma Skill University
- ii. RTI - Right to Information under RTI Act, 2005.
- iii. B&R - Buildings & Roads.
- iv. EPF - Employees Provident Fund
- v. ESI - Employees State Insurance
- vi. SQM-Square Meter

Master Plan of SVSU Campus



E- TENDER NOTICE

Online bids are hereby invited on behalf of..... for the works mentioned below:

Description of Work	Date of downloading of e-tender documents	Date of submission of e-Tender	Date for submission of EMD, Tender fees and eligibility documents (verification of Technical documents as per Technical Bid)	Date of opening of Technical bid (subject to the fulfilling of eligibility criteria) (Online)
Day to day Operation and Maintenance of Housekeeping / Sanitation and cleaning Services in SVSU along with material, machinery, T&P , equipment etc. as per DNIT and tender document at SVSU Campus village Dudhola –Palwal. (Haryana)	Start Date: 05/09/2025 End Date: 26/09/2025	Start Date: 05/09/2025 End Date: 26/09/2025	Start Date: 05/09/2025 End Date: 26/09/2025	Date: 30/09/2025
DNIT Amount: Rs.1,42,92,000/-per annum Tender Fee: Rs1000/-, EMD: Rs.2,85,840/-				

1. Tenders can be downloaded from the website...and submitted online.
2. The Jurisdiction of the Court shall be at Palwal, Haryana
3. The University reserves the rights to open or not to open any tender or to reject any or all the tenders without any liability and reasons whatsoever.
4. Bidding will be open to all eligible bidders meeting the eligibility criteria. One bidder can submit only one bid.
5. All costs of preparing tender including visits to site and carrying out investigations and research are to bidder's account.
6. The University may modify the bidding documents before the deadline for submission of bids. Any addendum thus issued shall become a part of Tender Documents.

Eligibility Criteria:

1. (a) (i) Minimum one similar work satisfactorily completed amounting to 80% of DNIT or two similar works amounting to 50% of DNIT or 3 similar works amounting to 40% of DNIT in any Govt Semi-Govt. / PSU/ Autonomous/ Pvt. Ltd. Firms during last seven years preceding date of opening of tenders. The Agency will have to submit balance sheet of last 4 years confirming the turnover of the company minimum Rs. 3 crores per year (from the Housekeeping/sanitation Services only) duly certified by the Chartered Accountant.

ii) Not been debarred/blacklisted/Unsatisfactory Report/certified by any Organization.
iii) Is having valid updated Registered License under Contract labor (Regulations & Abolition) Act, 1970/ with active PAN, GST, PF & ESI registration.
2. (b) The Bidder must submit/upload duly filled Tender form specified in Format I to XI (as Technical Bid) of his document.
3. (c) Before participation in tendering process, the bidders are advised to visit to inspect the site, with technical staff of the University, to fully acquaint itself/ themselves about the site conditions with regard to accessibility of site, nature and the working condition etc. required for the satisfactory execution of the work. No claim, whatsoever, on this account shall be entertained by the University. **Later on, The Bidder will have to obtain a certificate of such visit to be issued by the authorized person of the University and will have to submit the same in pre-bid meeting.**
4. (d) If the bidder submits financial bid through e-tendering, but fails to submit either bid security or the technical bid or both then the Agency will be debarred from further tendering in SVSU for period of three years.

Procedure for submission of Document:

1. The Tender shall be submitted in two separate sealed envelopes one as Technical Bid and the other as Financial Bid, super-scribed as 'Tender for Housekeeping Services' with name of Agency clearly written, containing the following:
 - (i) Duly filled Tender form along with documents of eligibility as stated above.
 - (ii) Completion Certificate of having executed similar work(s) during last seven years.
 - (iii) Earnest Money & tender fee to be deposited through online mode.
 - (iv) Power of Attorney/ Authority to sign the documents.
 - (v) Any other prequalification documents as asked for, if any.
2. On the due date & time, the Envelope of Technical Bids of all bids received would be opened for technical evaluation of bids in the presence of those authorized representatives of bidders who opt to be present. The tenders received without tender fee, earnest money, completion certificates and other requisite documents to support fulfilling the eligibility criteria shall be summarily rejected.

Miscellaneous:

- 1 Conditional tenders will not be entertained at all and are liable to be rejected summarily.
- 2 Bid which is dependent upon the quotations of other bids shall be summarily rejected.
- 3 There should not be any alterations in the bidding documents. In case any alteration is being found at any stage, the tender shall be liable for rejection summarily without appeal.
- 4 All pages of the tender should be signed by the bidder. The bidder shall initial all corrections in his tender, failing which shall lead to the rejection.
- 5 The Bidders will submit the tenders on line as per process. Receipt of the tender to the appropriate authority in time is bidder's responsibility.
- 6 The bidder whose tender is accepted shall be required to execute Contract Deed on the prescribed form attached herein after.
- 7 Defaulting bidder in respect of performance of the Contract after ward is liable to be debarred from further tendering for a period of three years besides the Contractual remedies provided in the Contract.
- 8 The acceptance of tenders will rest with the Competent Authority of the SVSU, who does not bind itself to accept the lowest bidder and reserve the authority to reject any or all of the tenders without assigning any reason.
- 9 The Standard conditions of the Contract shall be applicable and can be downloaded separately from the website These conditions shall be considered as part and parcel of the Contract document and will have to be signed by the bidder while signing the Agreement.

SCOPE OF WORK

1. The covered & open areas are taken as 65252 and 20000 Square meters respectively considering the present status & the payment to the Service Provider will be made based on the actual area under Service; until unless there would be change in area due to addition of new building or demolition of old building. No claim in this regard shall be entertained.

DETAILS OF COVERED AREA

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1	Administrative Block	5000	1	5	1115
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3	Academic Block	22245	6	4	5561
4	Central Library/ Computer Centre/Student Activity Centre/ Central Cafeteria	2000	1	4	2400
5	Centre of Excellence	4660	1	6	773
6	V.C Residence cum Camp Office	411	1	2	330
7	Senior Admin Residences (4 no. Type-8)	1098	4	2	645

8	Type 4 Residence (12 residences)	1238	2	3	413
9	Girls Hostel 3-Seater (261 students)	7150	1	6	1897
10	Girls Hotel 4-Seater (114 students)				
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13	Stadium	2350	1	3	1175
14	Construction Skill Academy (CSA)	690			690
15	Feeder School	3000	1	4	750
16	01 No. Electrical Sub-Stations	500	6	1	500
	Total Area	65252			

1.

DETAILS OF OPEN AREAS

S.No	NAME	AREA IN SQM
1	Road areas	8000
2	Parking areas	7000
3	Open area around buildings	5000
4	Total Open area	20000

Total Buildings area of SVSU Campus: -65252 square meter

Total open area of SVSU Campus: -20000 square meter

- The tender is being invited on comprehensive basis i.e. the rates are inclusive of manpower, material equipment & machinery etc. cost, complete. (As per broad detail of scope of work)
- Tender will be considered on cumulative basis i.e. based on the rates of open as well as covered area & comparative statement shall be prepared based on both the rates & the lowest shall be called for negotiation. (As per Additional Terms & Conditions)
- The Agency will have to deploy trained minimum number of required male and female staff manpower so as to provide satisfactory Services to the satisfaction of SVSU Authorized Official and as per SVSU requirement. One weekly off will be allowed for each employee on roaster basis. If man power is found below 5 % at site on monthly average basis then deduction @ double rates of wages of the absentee staff shall be done from the bill of the Agency.
- During the work, if any deficiency is found in cleaning and sanitation then a penalty of Rs. 2000/- per day per building shall be imposed & deduction will be made from the Agency bill for that particular day.
- The Agency will have to make sure to start work from 7:00 A.M or early in the morning so as to finish major morning Housekeeping activity or till the time of opening of the University whichever is early however the routine Housekeeping work will be continued as per the schedule. (Attached with the Tender Document)
- Agency shall also be responsible for general cleaning work such as cleaning of fan, Spider Web etc. & will have to make a schedule for such type of work under intimation to the University and Daily cleaning of Doors, Brass plates, Name Plates, Sign Boards etc. along with Dusting of all furniture such as tables, chairs, sofas, almirahs etc. on daily basis. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire complex shall be cleaned daily.
- Agency shall also be responsible for the functioning of Sewer line of the building blocks & cleaning

of man holes with in the Campus and Removal of blockage/clogging in the wash- basins, urinals, toilet seats and other sanitary fittings in the toilets, as & when required for smooth outflow of waste water.

9. Wash room cleaning is most important aspect to have to be maintained properly round the clock & Cleaning of all the toilets at-least three times in a day with **toilet cleaner and not with acid** & cleaning of all sanitary fittings with cloth and washing of urinal Pots/WC pans/sinks/wash basin with **cleaner and not with acid** along with Filling up the soap containers and putting of air freshener/sanitary cubes/naphthalene balls in urinal pots, urinal mats etc.
10. SVSU reserves its right to terminate the Agreement by giving one month written notice without assigning any reason what so ever.

11. Mode of payment

- Payment will be made on monthly basis on submission of monthly bills as per actual work done by the Service Provider completed bill in all respect duly verified by SVSU authorized officer/official of SVSU.
- The bill shall be processed only after submission of proof of deposition of EPF and ESI contributions into the respective accounts of all employees.
- Before quoting, the bidders in his own interest shall carry out site visits to know the site conditions and full implications of the assignment. This will also help him in proper assessment of the quantum of work. Failure to do so will not absolve the bidders of his responsibility to carry out the work as specified in the Tender Documents. The cost of visiting the site shall be borne by the bidders and shall be at their own responsibility and risk.

During the period of Contract, if any work other than the specified herein, is required to run the premises, the rate will be finalized with the mutual consent of SVSU and the Service Provider.

12. The wages of the manpower deployed shall be as per the minimum wages rates approved by the Labor Department, Haryana Government notifications from time to time. If any non-compliance is being found in this regard from Service Provider side, then the SVSU will be at liberty to terminate the Service Agreement/Contract without any reference and without any notice.

13. ESCALATION:

No escalation whatsoever shall be paid during the Contract Period.

- Bills submitted/furnished after the stipulated time period (i.e. one month) may not be considered and University shall not be responsible for any delay or financial injury whatsoever incurred due to above act of Service Provider. However Competent Authority may allow to process the Bills after the stipulated time period after being satisfied with the reasons of delay.

SPECIAL TERMS AND CONDITIONS

1. The Service Provider/Housekeeping Agency shall provide trained, well-disciplined and properly uniformed staff with proper ID card to maintain & upkeep the University.
2. The Agency shall provide trained and experienced Housekeeping Supervisors to monitor the duties /functions of Housekeeping personnel and report to the management for any lapse immediately. The Agency shall ensure that the personnel deployed are disciplined and do not participate in the activity prejudicial to the interest of the Institute/Govt.
3. The Housekeeping Staff shall be of good physique, properly trained and should be able to communicate in Hindi. Age of Housekeeping staff, Housekeeping supervisor, computer operator and other managerial staff shall not be more than 50 years and not below 18 years. The Housekeeping personnel so deployed should not be changed frequently without the consent of the University. Change in the deputed staff is to be notified by the Agency via letter (on the same day).
4. If at any time additional personnel are required on temporary basis, the Agency shall arrange the required personnel without any additional cost to the University.
5. The Agency shall be solely responsible for compliance of the provisions of various Labour laws such as payment of wages and allowances, provident funds, ESI, etc. related to the Housekeeping personnel deployed. **The Agency will have to provide a certificate of attendance and receipt of payment of ESI, provident funds, etc. of the deputed staff along with the monthly bills.** The Housekeeping Agency shall solely be liable for payment of wages and other dues to the Housekeeping personnel.
6. The Agency shall follow the instructions of the University from time to time and in case of violation of such instructions, the Service Agreement can be cancelled/terminated without any reference or notice.
7. The Contract would be initially for a period of one year and if the Services are found satisfactory then the same may be extended for 01 year on satisfactory performance on mutual understanding while implementing same Terms & Conditions as prescribed herein.
8. The Services of the Agency can be terminated by SVSU without assigning any reason by giving One month notice.
9. The Agency shall have to provide the bill and certified attendance every month of deployed personnel.
10. During the period of the Contract, the SVSU will have full authority to recover the losses incurred due to the negligence of the manpower deployed by the Housekeeping Agency for housekeeping and other purposes. The decision of the Vice-Chancellor, SVSU with respect to calculating the losses will be final and binding.
11. The offer will be accepted subject to verification of documents and satisfactory quality of Services provided by the Agency to the other clients. In case any document submitted by the Agency is found false, the offer shall be rejected without assigning any reasons.
12. To extend all courtesy to the Visitors, Guests & SVSU employees while maintaining integrity, orderliness and discipline, the Housekeeping personnel shall be responsible for orderly and disciplined behavior.
13. The Housekeeping Agency owner/authorized representative shall visit the University once in a fortnightly or whenever specially called by the University and ensure that all the Housekeeping personnel are carrying out their duties efficiently, diligently and to the satisfaction of the University.
14. The Housekeeping Agency shall not use the SVSU premises for handling their dispute between the Housekeeping personnel. They shall resolve dispute in their office only.
15. Work shall be carried out strictly as per the frequency of the work specified in the State PWD/CPWD/OEM specifications and State PWD/CPWD Maintenance Manual/BOQs Item/conditions of Contract. One copy of Checklist (enclosed in the tender document) duly signed by the concerned official of SVSU, Palwal and Service Provider shall be submitted to SVSU at the end of day or subsequent day or as per frequency mentioned in the checklist. Please note that the payment of the work will be regulated based on the duly signed checklists and as per payment procedures as set forth in these documents. The Service Provider shall prepare checklists, booklets, invoices, other documents as required for authenticating payments in triplicate.

16. The Service Provider shall be responsible to maintain buildings/throughout Campus and in General Shift for Office Complex along with Complaint Centre by computer operator with use of Complaint Register / Computers & net based system (E-mail), telephone/mobile, messages (SMS), for receiving and monitoring the complaints 24x7 for all buildings/throughout SVSU Campus.
17. The Service Provider shall have to arrange and maintain at least 2 nos. Telephones/Mobile Phones, 2 nos. Computers with operators along with peripherals and broadband Internet connections to operate IVRS system and 01 no. photocopier at his own cost.
18. If the Agency intends to use computers and its internet connection(s) available at the Service center, the same shall be on chargeable basis and the Agency shall have to pay all the bills/ running cost of the same including administrative charges, other charges & maintenance thereof. All supervisors to be provided with shift cell phones and the wireless communication with workers through ordinary cells with all workers and their payment and upkeep is Service Provider's responsibility.
19. Electricity and water connections already available for general purpose at the Service Centre shall be provided free of cost by the SVSU for all works covered in the scope and specifications. However, the Service Provider to keep a record of works that require bulk use of these facilities in works/areas covered under the Contract with a fair approximation of the quantity required.
20. The Service Provider shall take immediate action to attend any complaint assigned to him through site orderbook/verbal instructions from Authorized official of SVSU or on telephones or by call Service center from officials (which must be authenticated subsequently by Authorized official of SVSU/Authorized official). In all cases, the Agency must attend the complaints in the specified duration as mentioned under Special Conditions of the Contract to avoid penalties/ recoveries.
21. All the executive, Housekeeping staff, managers, supervisors and staff etc. including labourers engaged by the Agency under this Contract shall wear neat and clean uniforms as approved by Competent Authority, SVSU along with name badges. Identity cards duly signed by Agency and countersigned by Authorized official or his representative shall be issued to each personnel by the Agency to have proper identification including their Police Verification.
22. All the Executives/Supervisors/Housekeeping staff etc. who are present at the site shall necessarily carry mobile telephone(s) to enable the Authorized official to have easy and quick communication. Service Provider to note that no extra payments shall be paid by SVSU to the Service Provider on this account and the quoted rates for various items under this Contract shall be inclusive of such obligations. Further the duty chart/roster along with designation, nature of work entrusted to them and Mobile Numbers, has to be displayed/circulated /hoisted on portal for easy access by all officials for different types of routine/regular/emergent works/Services. All such staff to be deputed at site by Agency must be got approved by REGISTRAR, SVSU /COMPETENT AUTHORITY OF SVSU /DESIGNATED AUTHORITY BY REGISTRAR, SVSU from the start of Contract.
23. The Service Provider shall deploy trained Housekeeping staff with at least one year experience in Housekeeping work to be able to clean buildings, computer operator for complaint management, with minimum one year experience, Housekeeping Executive having minimum experience of three years in Housekeeping work, trained supervisors preferably having at least two years of experience in Housekeeping works and Manager having at least three years' experience in Housekeeping or similar nature of work. The Housekeeping work has to be to the satisfaction of Authorized official and Registrar, SVSU. The approval of detailed manpower to be deployed shall be taken from SVSU before start of work.

24. Complaints Register, Attendance Register and other records shall have to be produced daily or as & when required by the Authorized official of SVSU or his authorized representative. The Service Provider will submit Bio Metric attendance with each monthly bill and in case of non-compliance, a penalty of Rs.5000/- per monthly bill shall be levied and deducted from the monthly bill.
25. When the Registers get completely filled, these will be handed over to the Authorized official of SVSU or his authorized representative. These will not be returned to the Service Provider and the same shall remain as the property of SVSU may be utilized by SVSU for setting Final Bills/recoveries as may be admissible.
26. All required Registers will be checked by Authorized official of SVSU duly marked in chronological order but the Service Provider will have to provide and maintain all such registers/ stationery etc. in up to date condition at all times. All such stationary items shall be made available by the Service Provider at its own cost and no extra payments shall be payable by SVSU on this account.
27. For the purpose of categorization of staff as highly skilled, skilled, semiskilled and unskilled, the Housekeeping staff shall be taken as unskilled but trained, Supervisor and Executives shall be taken as highly skilled. They shall wear different types of uniforms.
28. Staff employed by the Service Provider shall be well behaved & polite and any complaint of misbehavior shall be taken very seriously and the Agency will immediately have to remove such staff from the site by making alternative arrangement against the defaulter. Such replacement to be duly approved by Authorized official of SVSU.
29. The Service Provider shall make all safety arrangements required for the Labour engaged by him at his own cost including provisions for all personal protective equipment as per site requirement. Entire responsibility due to any type of negligence on account of security/ safety or otherwise shall be of Agency for his labour. SVSU shall not be at all responsible for any mishap, injury, accident or death of the Agency's staff. No claim in this regard shall be entertained/ accepted by SVSU. To ensure the same the Service Provider shall keep SVSU indemnified against all such claims arising out of the Contract either during the currency of the Contract or otherwise. The Service Provider to maintain comprehensive Insurance policy covering all their manpower, equipment, T&P and other items of use at all times during the entire validity of the Contract.
30. List of unattended complaints shall be submitted to the Authorized official of SVSU or his representative on daily basis by each supervisor. Action as already mentioned shall be taken for unattended complaints. The redressal of complaint will be immediately confirmed to the officials by e-mail/Mobile/ land line phone. A record of all such unattended complaints is to be maintained for the same along with the reasons for not attending the same duly authenticated by SVSU representative.
31. For non-compliance or partial compliance of execution of items of work, SVSU reserves its right to levy the amount of compensation to be made good by the Service Provider, in accordance with the scale of non- conformity and the period for which this non-conformity continues. However, the total amount of such compensation for the whole Contract shall not exceed 5% of the awarded value of this Contract. This shall be without prejudice to other remedies available to SVSU under this Contract to take action against the Service Provider.

32. All materials, T & P, consumables and contingent articles required for the work which shall be arranged by the Service Provider. Materials used shall be in the order of preference
- (i) as per the nomenclature of the item/OEM specifications/ISI marked/as per State PWD/CPWD specifications.
 - (ii) or as approved by the Authorized official of SVSU.
- The materials used for replacement shall have same or richer specifications to the original materials and compatible to the work duly approved by Authorized official of SVSU.
33. Proper record shall be maintained of all dismantled materials received from day to day operation/maintenance work. Though the same shall be the property of the SVSU which will be handed over to the Authorized official of SVSU in writing.
34. Service Provider shall be fully responsible for any damage caused to SVSU Campus property by him or his labourers in carrying out the work and shall be made good by the Service Provider at his own cost. In case the Service Provider fails to make good the repairs/replacements to the satisfaction of Authorized official of SVSU then SVSU shall make recoveries from the amounts due to the Service Provider from either their running bills or from other money/guarantees available with it.
35. The Service Provider shall be required to maintain sufficient quantity of spares, consumables, stationary items, protective gears, gloves, Housekeeping items consumables etc. their stock, conforming to relevant specifications to avoid any delay in attending the complaints.
36. The tax invoice to be provided on monthly basis by the Service Provider every month along with the bills of work done. All documentary proof of meeting all statutory requirements including payments to its staff (copy of wage sheets duly signed by its staff with payments through online transfer to their respective accounts only), PF statements (with e- challan copy) and other statutory requirements shall be provided with each bill. The bill shall be processed only after submission of proof of deposition of EPF and ESI contribution into respective accounts of all employees.
37. All malba or rubbish or debris, Housekeeping work/complete waste of the Campus, sweeping waste/non compostable throughout SVSU Campus waste/garbage/construction waste or any other waste collected/obtained from dismantling or otherwise during the maintenance and execution of the work etc. of the entire Campus, has to be disposed off to the nearest Dudhola/dumping ground as designated/approved by Civic Authorities and be arranged by the Service Provider at its own expense & nothing extra shall be payable on this account. However, all compostable household waste and other SVSU Campus waste are to be managed by the Service Provider in his quoted cost either with compost plant/pellet making Agency or safe disposal outside with or without consultation with local / statutory bodies. The Service Provider must follow all Rules & Regulation by any Govt. Bodies / Local Authority, etc. For the same the Service Provider shall do everything at his own level in the quoted rate, nothing extra will be paid for it by SVSU.
38. The Agency shall restore back the premises and other articles in its original condition provided by the SVSU at the time of closure of the Contract.
39. Cleaning and sweeping operation including mechanized cleaning shall commence before 7:00 AM and will be done twice (one in forenoon and one in afternoon) on all days. The forenoon cleaning must be completed by 12.00 hours in all respect. If it is noticed that the work or part of work is not done in the defined area before the above specified time, a penalty of Rs.1000/- (Rupees One thousand only) or proportionate amount respectively for each default shall be levied and the same shall be recovered from the amount due to Service Provider or the securities of the Service Provider or the bill of the Service Provider. The decision of Authorized official of SVSU-in- Charge shall be final in this regard. In case mechanized system is not working, equivalent quantum of sweepers has to be deployed for that period to the satisfaction of Authorized official of SVSU.

- 40 The Service Provider shall write and maintain Log with stencil on all the terrace tanks, underground sump and overhead tanks with paint the dates of cleaning and the next due date for cleaning within 2 days of the completion of the cleaning operation.
- a. For Operating 24x7 Integrated Facility Management Centre (Help Desk) with all necessary manpower, hardware and software for lodging day to day complaints is to be established at SVSU Maintenance office by the Agency to: -
 - b. Receive complaints through telephone/email/personal visit record the same in the system daily as well as in a complaint register for 24 X 7.
 - c. Provide automated status/completion of complaints to Authorized official/officer.
 - d. Provide system to allow feedback by Authorized official/officer regarding complaints.
 - e. Generate on line reports for monitoring by Authorized official of SVSU.
 - f. Space for running a call center/office shall be made available by SVSU in maintenance office free of cost. However, the requisite furnishing is to be provided by the Service Provider at his own cost.
- 41 Deployment of manpower and all consumables have to be provided by the Agency within the quoted cost for O&M Works/ in BOQ items Specialized mentioned works. A minimum number of trained Housekeeping staff required to get the work completed satisfactorily to the satisfaction of Authorized official/officer to be deployed by the Service Provider for day to day satisfactory operation and maintenance of Housekeeping and cleaning work from 7.00 A.M. to 6.00 P.M. in a day and six days of week or as required in any emergency for maintaining the complete Campus comprising of 82 Acres after formal discussion with Service Provider and SVSU by mutual consent before start of the Contract . The Service Provider will at times provide manpower in shifts on rotational basis as per requirement of Authorized official/officer of SVSU.
- 42 If extra manpower is required to complete any work in throughout Campus of SVSU it shall be deployed by the Service Provider as per the requirement of work or as per the direction of Authorized official of SVSU. In no case, Housekeeping work/cleaning/operation/maintenance and other works of complex shall be left unattended for another day; hence manpower may be increased accordingly. Nothing extra fee/amount shall be payable on this account.
- 43 The Service Provider should maintain a stock register for material purchased and consumed for maintenance work. This register should clearly indicate date wise receipt of material consumed on work. The Agency should also maintain a register for un- Serviceable or dismantled material received during repair work. The register will be checked by the Authorized official of SVSU at any time in respect of quality and quantity of the material.
- 44 Unless otherwise specified, the Agreement of rates for all items of work of the bill of quantities shall be applicable for all Housekeeping work involved in the execution of work.
- 45 Police verification of each and every staff deployed by the Service Provider shall be compulsorily done by the Service Provider and a copy of police verification shall be submitted to Authorized official of SVSU after which an identity card duly countersigned by him or his representative shall be issued to each employee of the Service Provider for proper identification with date of issue and validity. If the Police Verification is not received within 15 days of application, then the Service Provider will submit the proof of submission of application to Police and submit the certificate of conduct of worker from concerned Village Sarpanch or Parshad with an affidavit that they will be responsible if any misconduct is reported subsequently.

The Service Provider shall provide uniform along with Badge and shoes within 15 days of start of work and in case of non-compliance, recovery@Rs.50/- per defaulter employee per day each for uniform and identity card will be made from bills. In the event of non-compliance of submission of Police verification from Police or from Sarpanch/Parshad as mentioned herein, a recovery of Rs. 10/- per day per employee shall be made. The employee and labours engaged by the Service Provider under this Contract shall wear neat and clean uniforms along with name badges as approved by the Competent Authority of SVSU.

- 46 All the labourers should be registered with EPF & ESIC. All the Manpower engaged at this site shall have bank account so that they are covered under Pradhan Mantri Bima Yojna and other facilities covered under Labour Act. Moreover, their wages shall be paid through those accounts by cheque or through RTGS etc. However, the Service Provider must ensure compliance to Minimum Wages Act of Haryana Govt. Labor Department notifications .as may be applicable.
- 47 The Service Provider have to maintain the entire Campus complete as per existing standard by cleaning of roofs/solar panels, floors, tile/stone work, doors windows frames & shutters Including glass, all civil, hardware, CP fittings & fixtures, façade work, cleaning of water tank, sanitary fitting & fixtures etc. During cleaning work if any Damaged/defaced/missing items are found then those items shall be replaced by the existing quality/make or as per direction of Authorized official of SVSU. (The rate shall be inclusive of all activities).
- 48 The Agency has to submit a complete statement of complaints vis-à-vis their redressal/rectification up to previous day/night by 5.00PM next day, failing which the payment shall not be made for defaulted period. 75% of registered complaint shall have to be disposed off within 24 hours and 15% in next 48 hours and rest within 72 hours. However, complaint of emergent nature like VC Residence, Senior Admin Residences, sewer and solar heater etc. shall have to be attended within a maximum period of 4 hours. A recovery of Rs. 1000.00 per unattended/unsatisfactory- attending complaint shall be made from the monthly bill of the Agency for any delay etc. The decision of the Authorized official shall be final & binding upon the Agency.
- 49 Total cleaning including Mechanized wash of flooring/tiling, façade/glass work, lift, fitting & fixtures shall be included in the quoted rates.
- 50 All the complaints received through telephone/email/personal visit, shall be recorded daily in a complaint register for 24 X 7 by the Service Provider supervisors. Their redressal/rectification is to be posted on portal/email for information to SVSU Official /Authorized official/officer of SVSU have to be maintained on daily basis
- 51 In case the Service Provider is not able to complete any work within two days and un- necessarily delays are observed, the Authorized official of SVSU will be at liberty to get the remaining work completed at the risk and cost of the Service Provider after giving notice through the site order book or through communication by mail.
- 52 All the malba or rubbish or debris, sweeping waste, construction waste, complete Housekeeping waste, all buildings waste of the entire Campus, or any other waste collected/ obtained from dismantling or otherwise during the maintenance and execution of the work have to be collected at a centralized place and to be disposed off outside the Campus to a place to be arranged by the Service Provider. Nothing extra shall be paid for transportation and arrangement of disposal place if any. Further all the malba or rubbish, sweeping waste, construction waste, horticulture waste, Guest House waste, or any other waste collected/obtained from dismantling shall be brought down through the staircase and shall not be thrown

to the ground directly. Further, in case of any statutory levy by the Govt (and not levied or imposed as Penalty) the same shall be paid by Service Provider. Segregation of dry wet waste, plastic waste, e waste and residual oil etc. to authorized handlers is to be ensured by Service Provider.

- 53 No temporary huts/ structures shall be constructed by the Service Provider at the site of work or at any Government land within the jurisdiction of SVSU. Such structures, if any found at the Campus or at Government land will be demolished and removed without any notice. The Service Provider shall not pitch up tents for labourers, materials and his stores etc. at SVSU Campus.
- 54 All T&P including ladders, wire drawing equipment, chase cutting equipment, etc. required for the work shall have to be arranged by the Service Provider at his own cost. All instruments being used must be duly calibrated as per norms & standards.
- 55 All installations of SVSU Campus, Dudhola in complete operational/ Healthy condition shall be handed over to the Service Provider & it shall be his responsibility to keep the installation in operational & Healthy condition all the time including taking all precautions against theft etc.
- 56 The quoted/accepted rates shall be inclusive of all the operations involving manpower's, BOQ mentioned items, accessories, mechanical cleaning of façade/glass/flooring all T&P, machinery and equipment's etc. as contained in the scope of work, special, general conditions of Contract, and general terms & conditions of respective works as mentioned in the tender. Nothing extra shall be payable on any account what so ever.
- 57 The rates of all Operation & Maintenance of Housekeeping work are inclusive of all heights and depths. The Service Provider must arrange the sufficient MS scaffolding, jhoola etc. for cleaning of all types of buildings. While working at heights or depths all due precautions as per standard safety procedures must be taken. SVSU shall own no responsibility what-so-ever on this account.
- 58 Periodical cleaning of disposal point of storm water and its drains as well as untreated sewage waste must be ensured well before the ensuing rainy seasons. The Service Provider must coordinate with the concerned Agency for the same. In no case, there should be any area flooded during rains.
- 59 The Service Provider has to strictly submit relevant checklists as per frequency of preparation of checklists mentioned in the tender documents. The Service Provider will attach checklists with the bills and bills will not be accepted without checklists verified from SVSU. Every check list duly signed by Agency's engineer/Manager shall be submitted in triplicate to Authorized official of SVSU or his authorized representative. One copy of check list duly verified and signed by the Authorized official of SVSU or his authorized representative shall be preserved by Agency for further submitting the same as supporting document with monthly bill to SVSU for payment. The sample of check lists are attached.
- 60 Periodical bleaching/Fogging of garbage chutes, drains and other open areas wherever required shall be regularly carried out as per directions of Authorized official of SVSU
- 61 All the works mentioned in scope of work /BOQ quoted rates are to be covered in the quoted rates and nothing extra shall be paid unless and otherwise mentioned:
- 62 The Service Provider shall be solely responsible for compliance of the provisions of various labour laws such as payment of wages and allowances, provident funds, ESI etc. related to the Housekeeping personnel deployed. The Service Provider will have to provide a certificate of attendance and receipt of submission of (ESI, Provident funds, etc. of the deputed staff). The Service Provider shall solely be

liable for payment of wages and other dues to the Housekeeping personnel.

- 63 The Agency has to maintain daily category wise attendance register recording the name and designation of staff & workers as well as on Biometric electronics machines. The attendance shall be marked in register by the Agency's manager at the start & closer of each shift. The Authorized official of SVSU or his authorized representative may check the physical attendance of any staff and worker at any time. If any staff and/or workers found absent without his substitute (duly authorized by Agency and approved by Authorized official of SVSU) the penalty shall be recovered from the running or final bills of the Agency as 500/ per person per day and also for the withdrawn manpower shall be recovered from the running monthly Bill or Performance Bank Guarantee, through encashment as per the Accounts procedure, subject to a maximum of the financial value of the guarantee."
- 64 The Service Provider shall have to provide the bill and certified attendance every month.
- 65 The Housekeeping Service Provider owner/authorized representative shall visit the University once in a fortnightly or whenever specially called by the University and ensure that all the Housekeeping personnel are carrying out their duties efficiently, diligently and to the satisfaction of the University.
- 66 **COMPLETION PERIOD:** This Contract period and the quoted price/rates shall be valid for one year from the date of award of work. However, it can be extended by one year on same rates on satisfactory performance on mutual consent. SVSU reserves the right that due to necessity, any work may be added to the Contract at a later stage with mutual consent between SVSU and Service Provider.
- 67 The Service Provider shall at all times have stand by arrangements for carrying out the work under the Contract. In case of any failure of the existing arrangement, SVSU reserve the right for termination of the Contract at any time by giving one month written notice and if the Services are not found to the satisfaction of SVSU and also has the right to award the Contract to any other Service Provider at the cost, risk and responsibilities of Service Provider and excess expenditure incurred on account of this will be recovered by SVSU from Service Provider's Performance Guarantee or pending bill or by raising a separate recovery claim.
- 68 Any misconduct / misbehavior on the part of the manpower deployed by the Service Provider will not be tolerated and such person will have to be replaced by the Service Provider at his own costs, risks and responsibilities immediately, with written intimation to Authorized official of SVSU.
- 69 The Service Provider shall pay necessary taxes, such as GST etc. as above, to relevant authorities. In case of any dispute, the Service Provider shall submit to SVSU Authorities the proof of having discharged all the statutory obligations for consideration. The Service Provider has to provide Photo Identity Cards to the personnel deployed by them for carrying out the work. These cards are to be constantly displayed by their staff & their loss be reported immediately to SVSU & Service Provider.
- 70 The Service Provider has to assure that no dispute or demand shall be raised by its employees/ personnel on SVSU and further undertakes that in case SVSU is involved or dragged into any Court of Law/ in any litigation by any employee/ personnel of the Service Provider, the Service Provider shall take all appropriate and necessary steps for withdrawing such claims/ demands/ disputes by its employees/ personnel and resolve and settle the same without involving SVSU in any manner, financially or otherwise.

- 71 The Service Provider has to undertake to pay/ compensate SVSU in respect of cost and expenses incurred by it in countering defending such claims/ demand/ disputes and if SVSU is made liable to pay any amount by way of penalty/compensation/ damages due to any court order or otherwise, the Service Provider undertakes to indemnify and compensate the same fully.
- 72 The SVSU shall provide space for storage of machines, material and chemicals as per availability for which no rentals for space will be recoverable, however, no extra payment shall be admissible for carriage/shifting etc.
- 73 SVSU shall not be in any manner responsible for any act, omission and commission of the employees/ personnel engaged by the Service Provider.
- 74 The construction work of the SVSU Campus is going on. The actual payment will be made to the Service Provider as per actual work done.
- 75 There should not be any history of litigations against the Bidder and the Bidder should not have been blacklisted by any of the government agencies or departments or should not have been guilty of moral turpitude or convicted of any labour laws etc., by any court or authority appointed to enforce any labour law or regulations.
- 76 Service Provider shall have infrastructure for dealing with Provident Fund, ESI, Bonus, Minimum wages, Labour Laws, Industrial Disputes etc. Service Providers shall manage timely payment to staff even in case of delayed payment/ reimbursement by SVSU.
- 77 The work shall be awarded to the L1 bidder based on total cost of the all Services (mentioned in the BOQ).
- 78 The price bid by the Contractor shall include all Taxes & duties including GST unless specified specifically that may be levied in accordance to the laws and regulations up to the closing date for submission of bid.
- 79 The material procured shall be recorded by the Service Provider and open to inspection with bills as and when called for by Authorized official of SVSU.
- 80 The SVSU reserves the right to terminate the entire Agreement/Contract by giving one month written notice without assigning any reasons whatsoever and SVSU will be at liberty to forfeit the Performance Bank Guarantee of Service Provider in case of any default at the part of Service Provider.
- 81 The Service Provider whose tender is accepted shall be required to execute the Contract Deed on prescribed form attached herein
- 82 Defaulter Bidder in respect of performance of the Contract afterwards shall be liable to be debarred from further tendering for a period of three years besides the Contractual remedies provided in the Contract.
- 83 The SVSU will be at liberty to forfeit the performance Bank guarantee of Service Provider in case the services are not found to the satisfaction of SVSU or if the Contract is terminated by SVSU for any reason whatsoever.

ADDITIONAL CONDITIONS

1. The covered & open area taken as 65252 and 20000 square meter respectively considering present status of the SVSU as on date & payment to the Agency will be made based on above mentioned areas as per actual work done until and unless there would be change in area due to addition of new building or demolition of old building. No claim in this regard shall be entertained.
2. The tender is being invited on comprehensive basis i.e. the rates are inclusive of manpower, material & machinery cost etc.
3. Tender shall be considered on cumulative basis i.e. based on the rates of open as well as covered area & comparative statement shall be prepared based on both the rates & the lowest bidder shall be called for negotiation.
4. The Service Provider shall have to deploy minimum 54 nos. male and 06 nos. female Housekeeping staff, one Housekeeping Executive, one computer operator, minimum one Housekeeping supervisor for two buildings and other managerial staff as mentioned in this tender document for the day to day Operation and Maintenance of Housekeeping Services of mentioned areas with one weekly off will be allowed for each employee on roster basis. The official authorized by the University may carry out surprise visit/inspection, if during inspection, any discrepancy is observed or deficient of minimum staff is found, then a penalty of Rs.500/- may be imposed for each person/day. If manpower is found below 5 % at site on monthly average basis then deduction @ double rates of wages of the absentee staff shall be done from the bill of the Agency.
5. During the work if any deficiency is found in cleaning and sanitation then a penalty of Rs. 2000/- per day per building shall be imposed & deduction will be made from the Agency bill for that particular day.
6. The Service Provider shall have to make sure to start work from 7:00 A.M or early in the morning so as to finish major morning Housekeeping activity or till the time of opening of the SVSU whichever is early however the routine Housekeeping work will be continued as per the schedule.
7. The Service Provider shall also be responsible for general cleaning work such as cleaning of fans/lights, Spider Web, glasses, upholstery, façade etc. & he will have to make a schedule for such type of work as mentioned in this tender under intimation to SVSU.
8. The Service Provider shall also be responsible for the functioning of Sewer line of the building block & cleaning of manholes within the Campus of SVSU.
9. The Service Provider shall have to submit balance sheet of last 3 years confirming the turnover of the company minimum Rs. 3 crores per annum.
10. Washroom cleaning is most important aspect to have to be maintained properly round the clock.
11. SVSU reserves its right to terminate the Agreement by giving one month written notice without assigning any reason what so ever and SVSU will be at liberty to forfeit the Performance Bank Guarantee of Service Provider.
12. EMD amount will be Rs. 2,85,840/-.
13. Employees of Service Provider engaged in Housekeeping being part of essential services shall not be allowed to strike (mass absence) and shall not discontinue their services under any circumstances.
14. No payment shall be made for the period during which employee is on strike or has discontinued services. Further penalty of Rs. 800/- per person shall be imposed for each day of such strike or mass absence and shall be recovered from monthly bill or bank guarantee.
15. Those buildings which are under construction and are likely to be made functional and work of additional buildings which get completed will also be allotted to Service Provider for housekeeping work on same rate of square meter of area as quoted in the Tender proportionally as per building area, additional manpower may be deployed proportionally for new building area, subject to approval of SVSU Competent authority.

GENERAL INSTRUCTION AND CONDITIONS

1. Before tendering, the Contractor is advised to inspect the site to fully acquaint him about the site conditions in regard to accessibility of site, nature and the extent of ground, working condition required for the satisfactory execution of the work. No claim, whatsoever, on this account shall be entertained by the University.
2. **Period of Contract:** The Agreement would be initially for a period of one year, and if the Services are found satisfactory then the same will be extended for 01 year on satisfactory performance on mutual understanding while implementing same Terms & Conditions as prescribed. The Services of the Agency can be terminated without assigning any reason by giving 30 days written notice.
3. The Agency shall consult the General Branch of the SVSU in writing regarding collection and stacking of materials.
4. The Agency shall be responsible for all damages and accidents caused due to negligence on his part. No hindrance shall be caused to staff/ student during the execution of work.
5. The rates toward the defined Services quoted by Bidder shall be fixed for the whole duration of the Service Contract and shall not be subject to adjustment on any account.
6. The successful tenderer/Agency shall not engage any Sub-Agency or transfer the Contract to any other person/firm/Agency in any manner. The Agency shall not be permitted to transfer their rights and obligations under the Contract to any other person/organization or otherwise.
7. Any misconduct/misbehavior/indiscipline will not be tolerated and such persons will have to be replaced immediately and for such act the Agency is sole responsible to resolve the issue (if any). The SVSU reserves the right to take all appropriate actions under such circumstances
8. The Agency shall be responsible for depositing requisite provident fund & ESI contribution for ESI in advance in respect of the personnel engaged as per applicable laws. The Agency will have to provide a certificate of attendance and receipt of payment of ESI, provident funds, etc. of the deputed staff along with the monthly bills.
9. The SVSU shall not be responsible for any disability or casualty incurred by the workers doing the work for the Contractor. It is the responsibility of the Service Provider to comply with the statutory requirements of safety and compensation
10. Taxes as applicable shall be deducted from the bill of the Agency.
11. Earnest Money will be forfeited if the Contractor fails to commence the work as per the award of the work.
12. In case of non-compliance with the Contract, the University reserves its right to cancel/revoke the order and impose penalty up to 10% of the total value of the Contract.
13. The SVSU reserves the right to consider/reject any or all tenders the tender process without assigning any reasons/notice. The decision of Competent Authority in this regard shall be final in all respect and shall be binding on the Bidders.

14. Each page of the Tender documents is required to be signed by the Bidders. The Tender documents must be filled in English and all the entries must be hand written in ink. If any of the documents is missing or unsigned, the tender may be considered as invalid. Overwriting of figures is not permissible. If overwriting is being found then the Tender shall not be considered & summarily rejected.
15. Any change in the Housekeeping personal deployed by the Contractor will not be done without the consent of the SVSU .
16. Only those bids which are declared technically qualified shall be considered for opening of the financial part bid.
17. No bidder shall bring outside influence on any matter relating to its bid, from the time of the bid opening till the time the Contract is being awarded. Any effort by a bidder to modify his bid or influence the Contracting Authority in its bid evaluation, bid comparison or Contract award decision shall result in the rejection of the bid.
18. Any one or more of the following are likely to cause rejection of a Bid:
 - a) Any bid not accompanied by required fee/EMD
 - b) Any bid received offline
 - c) Any conditional bid
 - d) Any bid in which rates have not been quoted in accordance with specified formats / details as specified in tender document
 - e) Any bid received not signed by duly authorized signatory at all appropriate places
19. All legal matter shall be subject to exclusive jurisdiction at Palwal Court.
20. The garbage/debris/waste shall be collected from rooms twice in a day and should be disposed off at Segregation yard at marked place of local municipal committee or arrange by the Service Provider outside of SVSU Campus.
21. The Service Provider will maintain biometric attendance records of its staff, which will be checked by the authorized SVSU officer/SVSU officials of the work. In case of absence of any staff, recovery shall be made as per the "Details of deployment of man power" under Special Conditions of Contract.
22. The Service Provider shall arrange minimum list of machinery (T&P) as approved by SVSU required moping/sweeping/ cleaning/cleaning of façade work/cleaning of glasses/ garbage chute cleaning. In case the minimum nos. of T & P if not provided by Service Provider then recovery of Rs.5000/-shall be made from the bills.
 - a. Double bucket trolley (Wringer trolley with wheels) with two buckets system of 25 liters each 2 nos.
 - b. High pressure water jet machine mounted with battery/generator system and water storage tank complete on wheels 2 no.
 - c. Wheel mounted dustbin closed trolley for disposal of garbage from chutes 8 nos.
 - d. Operator for Vacuum cleaner as per requirement
 - e. List of chemicals required for Housekeeping work

M/s Johnson and Diversey

23. No. of Chemicals Items to be cleaned

1	R2	Marble floors, Granite floor.
2	Complete	Kota, Mosaic tiles, Vinyl, Rectified tiles-Polish
3	Nobile	Marble floors-Polishing
4	Spiral	Kota & Hard Floor
5	Snapback	Kota, Vinyl, Mosaic tiles
6	Liver Star	Hand disinfectant before/after going into critical areas
7	Emerel	Restorative product for fixtures

AND/OR

M/s ECO Lab-Henkel

1	Sigla	Floor moping & scrubbing on daily basis.
2	Nettoklar	Marble crystallization as and when required basis.
3	Polli	Regular buffing of Granite

Note: -

1. The consumption of various chemicals shall be regulated as per the manufactures specifications.
2. The chemicals regarding toiletries etc. not mentioned above shall be from M/s Johnson and Divers and/or M/s ECO Lab-Henkel as approved by the Authorized official of SVSU-in-charge.
3. Sewer lines and drains shall be cleaned with high pressure jet machine through approved Agency by the Authorized official of SVSU-in-charge twice a year or, if required more followed by all repair works Including replacement of damaged sewer line, manhole cover & frame etc. In no case manholes and drains are to be left open and are to be kept always covered failing which the entire responsibility of any mishappening, if any, shall be of the Service Provider.
4. The drains/sewer are to be cleaned by the end of the month of April i.e. well before the arrival of the monsoon. The drain shall always be covered with proper & regular size of pre-cast RCC covers and the corners and/or irregular size of openings shall be covered with cast –in- situ RCC covers. Cleaning operation shall be followed by repair work as per requirement at site.
5. All domes in SVSU Campus including. Projected chhajjas etc. shall be dusted off/cleaned monthly.
6. Glow Painting of kerb stones and road marking shall be carried out once a year Including repair/ replacement of damaged kerb stone & MS gratings and paint them to match with existing one.
7. At all times the work area or the area unsafe for passage must be displayed with placard carrying the message of such safety.
8. In case of poor /unsatisfactory performance, SVSU reserves the right to terminate the Contract by issuing one- month written notice.

9. The Service Provider needs to carry out housekeeping and cleaning work as per contingences at any day as per direction of Authorized officer of SVSU and weekly rest of the staff shall be given by making suitable alternative arrangement for which no extra payment shall be made.
10. The staff of the Service Provider shall maintain the complaint register, log-books, maintenance records and registers, which will be supplied by the Service Provider.
11. The Service Provider has to depute the Housekeeping manpower as detailed in this document as required to manage throughout Campus.
12. The Service Provider shall maintain attendance register of the staff, which will be checked & verified by the Authorized official of SVSU.
13. All the equipment's and installations shall be maintained in neat and clean condition by the Service Provider.
14. Any damage/theft caused to the fittings/ switch gears/ installations/machinery shall have to be made good by the Service Provider at his own risk and cost. The Service Provider should take care for the same y properly
Agency senior management staff shall carry out routine and regular checks on all the Housekeeping and cleaning works at least once a week and will interact with SVSU to review the operations and take steps to resolve the matters for improvement of Housekeeping work.
15. The Service Provider shall cover its personnel under Insurance for personal accident and death during performing the duty and the University shall not owe any liability and obligation in this regard. All workers to be covered under ESIC, PF norms.
 - a) The Service Provider and its staff shall take reasonable precautions to preserve from loss, deduction, waste or misuse of areas of responsibilities given to them by SVSU.
 - b) The Service Provider shall ensure that the employees will not consume tobacco, gutka tobacco, alcohol, any type of drugs while in SVSU Campus & Smoking cigarettes & beeris are also prohibited in the Campus.
 - c) The Service Provider will supply copy of updated License issued by concerned Labor Department Govt. of Haryana granted to it for manpower supply.
 - d) An executive/officer from senior management of Service Provider shall visit SVSU site once in a week and will meet SVSU representatives designated for the purpose to review the work of supervisors and Housekeeping staff and will take steps for completing the deficiencies in Services, if any and will ensure that schedule of Services is being maintained including supply of consumables and machinery.
 - e) Service Provider shall ensure required minimum number of efficient supervisors and well-trained Housekeeping staff suitably dressed with all equipment, tools and consumables to ensure the quality of desired Services. Service Provider shall be supplying 02 sets of uniform including shoes with thick sole to look well dressed. However, the strength of staff shall be sufficient to perform Housekeeping Services which may have to be augmented if work is not to the satisfaction of Authorized official of SVSU without any additional financial implications to SVSU.

BROAD DETAILS OF SCOPE OF WORK

1. Cleaning, sweeping, moping and wiping of floors, staircase on daily basis from Monday to Saturday or as required by Officer-In-charge. Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 AM.
2. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
3. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
4. Lifting, carrying and disposing the dead bird's animals, rats, insect's etc. if found in and around the office building.
5. Clearing of any choking's in the drainages, manholes etc.
6. Washing/dry cleaning of chairs, sheets, towels, clothes, curtains etc. in SVSU premises will be done by the Service Provider from time to time or as and when required or as per the directions of the Authorized official of SVSU which are included in the BOQ quoted rates. Nothing extra will be paid for the same by the SVSU Time to time laundry of chairs, bed-sheets, towels, cloths, curtains, should etc be done.
7. The consumable items i.e. Toilet Cleaner (Harpic/Lizol/Homeninza), Hand wash refill pack(Savlon/Dettol/Godrej/Santoor), Soap(Dettol/Medimix/Lifeboy), Dustpan, Glass Cleaner(Collin), Liquid Hand Wash with pump(Lifeboy/Dettol), Urinal Cube, Washing Powder(Speed/Nirma/fena), Toilet Air Freshener (Odonil/Goodhome), Floor Cloth (Poucha,XL Size), Room Freshener(Godrej/Ambipur), Scrubber(10x15cm) , Stick Broom (Tilli Jharoo) , Toilet Tissue Role(Origami) , Toilet Brush (42-45cm in length), Naphthalene Balls (80Gm), Phenyl of white color concentrated (5ltr Can), Wiper large Having blade size 41cm and M.S rod Length 120cm., Wiper(Small) Having blade size 38 cm and M.S length 85-90 cm., PVC Buckets (18 ltr)., Mask (Pioneer or equivalent), Hand Guard Surgical Gloves/Disposable latex Examination Gloves (Nature to White Color, Powdered with absorbable dusting Powder, Large Size Box, Mortein Spray/All Out Baygon, Window Cleaning Wiper Having Blade Length 25cm, Plastic Hand Pot (Mug-1 Ltr), Bleaching Powder (25 Kg Bag), Rubber Gloves (Pinhole free, Non Sterile, No Filler, made from Natural Rubber (Latex size-8) etc. to be provided by the Service Provider/Agency for the Housekeeping facility in the Quoted rates. nothing extra shall be payable on this account by the SVSU.
8. Removal of beehives and cobwebs/honey webs from the office building and its premises.
9. Cleaning and sweeping of open area including balconies and roof tops with brooms.
10. Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by mail and removal of garbage from the office building and its premises.
11. The Service Provider shall also be responsible for **pest control** in the all offices/ buildings of SVSU Campus and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects at library and carpeted rooms, rats etc. The insecticide and pesticides prayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month. If any damage in equipment i.e. electrical wiring, EPBAX System, HVAC PCB, Indoor/Outdoor unit of HVAC systems, ofc wirings/ cables etc. is caused by rats in the buildings, Service Provider will be responsible for the same and due to same, if any damaged equipment/instrument will be repaired by the Service Provider within 3 days at own cost. SVSU has not been responsible for the same.

12. The Service Provider must employ adult and experienced Labour only. Employment of child Labour shall lead to the termination of the Contract. The Service Provider shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality Services and minimize operational problems, the Service Provider must rotate the staff once in six months with prior written intimation to SVSU.
13. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis shall be maintained by the Supervisor of the Service Provider and will be countersigned by the SVSU officer-in-charge at regular intervals and finally at the end of each month.
14. The Service Provider shall possess or procure needful infrastructure, gadgets and other material required for smooth Housekeeping Services. No additional cost towards this will be borne by SVSU.

Terrace Cleaning: -

The Service Provider shall clean the terrace periodically as per instruction of SVSU official. Quoted rates should be inclusive of this item. No extra payment whatsoever will be made on this account.

Cleaning Services:

1. The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The Service Provider and his management team will supervise the awarded work. The Service Provider has to ensure that the staff deployed is dressed in neat and clean uniform approved by the SVSU, Officials.
2. General Requirements and Documentation
3. Organizational structure and line of authority
4. Mechanized Housekeeping manual and all SOP (Standard Operating Procedures)
5. List of equipment used
6. Description for each category of Mechanized Housekeeping & Arboriculture
7. Maintaining records / details of
 - a) Complaint Book
 - b) Duty Roster / Deployment Sheet of Housekeeping
 - c) Inventory of Stores
 - d) Accident / theft Register
 - e) Logs and checklists
8. The Service Provider shall undertake all types of work viz, cleaning, dusting, toilet cleaning, etc., in general and the following works in particular.
9. Monthly WORK:

UNDERGROUND & OVERHEAD WATER TANKS: -

1. The Service Provider shall clean & disinfect the Underground & Overhead Tank periodically after emptying the water from the tanks as per instruction of SVSU. The Service Provider's quoted rates should be inclusive of this item. No extra payment whatsoever will be made on this account.
2. Cleaning of underground/OH or terrace water storage tanks including chemical treatment with Anti-bacterial agent. All the above operations should be executed by trained workers and technicians, properly dressed along with gum boots, to work as per the direction of Authorized official/officer

JOBS TO BE CARRIED OUT DAILY

1. Cleaning of general toilets at least thrice daily (at 8.00 AM, 12.00 Noon & 3.30 PM) with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets is to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the Agency regularly to ensure continuous availability of these materials in requisite place/container.
2. Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier; toilet rolls/paper rolls and liquid soap are to be provided by the Agency regularly to ensure continuous availability of these materials in requisite place/container.
3. Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
4. Cleaning & moping of pantries and electrical rooms once in a day during office hours.
5. Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass panes,computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
6. Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
7. Cleaning of carpets by soft brush.
8. To clean glass panes on doors, windows & partitions with soap/cleaning agent.
9. Cleaning of chokage in sewer and pumping lines within premises as and when required.
10. Cleaning gulley trap and manholes within and surrounding of premises as and when required.
11. Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
12. Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
13. Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
14. Cleaning of carpets in rooms by vacuum cleaners.
15. Cleaning of lift walls with silver/brass liquid cleaner.
16. Cleaning of Each Sub-station and STP.
17. Cleaning the all road of SVSU Campus.
18. Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
19. Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark. Special scanted purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception, conference halls lift lobby, other lifts of the Campus etc.
20. Maintenance of lawns & surroundings, cutting of hedges, cutting / shaping of plants by mali and removal of garbage from the office building and its premises.

JOBS TO BE CARRIED OUT WEEKLY

1. Acid cleaning of sanitary ware 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.
2. Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.
3. Cleaning of brass letters by brasso (polish).

JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS

1. Polishing of brass items with approved brass cleaning material.
2. Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet Dusting of false ceiling etc. with soft broom and cloth. Cleaning of sofa sets with soap water/ vacuum cleaners.
3. Washing and cleaning of driveways, parking areas and roads within the office premises.
4. Lift lobby and all toilets floors and other areas, as may be directed by Officer In-charge, shall be cleaned with floor scrubbing machine.
5. Cleaning of Façade work / cleaning of glasses of all buildings by Automated Facade Cleaning System.

JOBS TO BE CARRIED OUT ON MONTHLY BASIS:

1. 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 wax polished.
2. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In- charge.
3. The façade cleaning of buildings will be done once in a month.

PROVIDING WORKFORCE;

The Service Provider has to provide workforce with all required materials in sufficient numbers to maintain the buildings/throughout Campus of SVSU as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Authorized official of SVSU of SVSU/SVSU officials.

I/we hereby agree to the above terms and conditions

TENDER APPLICATION FROM FOR HOUSEKEEPING SERVICES*To be submitted by the Agency, use Separate Sheet wherever required):***FORMAT- 1**

Sr.	Particulars	Details		
1	Name of the Firm			
2	Address of the Firm			
3	Name of Contact Person(s)			
4	Contact No.	Mb:	Landline:	E-Mail ID:
5	Establishment Registration No. & Date			
6	Proof of Registration with Labour Deptt.			
7	Labour License Registration no. & Date			
8	EPF Registration no. & Date			
9	ESI Registration no. & Date			
10	GST Regn. No. & Date			
11	PAN Details			
12	Tender fee details Rs.1000/- online		Date	
13	EMD details Rs.2,85,840/-online		Date	
14	Average Annual Turnover (details of Last four FYs) Please enclose copy of audited Balance Sheet and P& L A/c of last four years)			
15	Income Tax Details of Last four FYs			
16	Experience of similar Services, enclose proof List of existing clients (Please use Separate Sheet if required)			
17	Whether the firm has any legal suit/criminal cases pending against it. If yes, furnish details.			
18	Any other information, bidder wishes to provide in support of their credentials, if any.			

I/We have carefully read the terms and conditions as contained in tender and agree to abide by these terms. If, I/We fail to fulfill any of these conditions, then SVSU the right to cancel the Contract without any further correspondence and no financial liability. I/We promise to pay the compensation /fine in case of such default.

Place:

Date:

Signature of the Agency with seal.....

FORMAT-II

BID SECURING DECLARATION FORM

E-Tender No. : ./ Dated _____

To, Regisar
Shri Vishwakarma Skill University
Village Dhudhola- Palwal (Haryana)

I/We accept that I/we may be disqualified from bidding for any Contract with you for a period of two years from the date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the Contract, if required or (ii) fail or refuse to furnish the Performance Security, in accordance with the instruction to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of successful Bidder; (ii) thirty days after the expiration of the validity of my/our Bid.

Place:

Date

Authorized Signature

SAMPLE FORM FOR SITE ORDERS BOOK

Name of work

Sl. No.	Remarks of the Inspecting Officer or Contractor	Action taken by Whom	Remarks
1	2	3	4

OPERATION AND MAINTENANCE, HOUSEKEEPING & SANITATION CHECKLIST

(It is not a complete list. The checklist to meet their needs, requirements and abilities. As per requirements any other item can be added or deleted)

<i>Service Provider</i>	<i>SVSU officials</i>	<i>Date</i>
Urinals		
Toilets		
Dispenser operation/conditions		
Partitions		
Trach receptacles		
House keeping Services		
Cleaning of toilets		
Cleaning of roofs		
Cleaning of floors		
External throughout Campus of SVSU		

SHRI VISHWAKARMA SKILL UNIVERSITY
(Established under State Government Act 25 of 2016)

Operation and Maintenance

of day to day Housekeeping/sanitation

and cleaning work of Campus

BILL OF QUANTITIES

Sr. No.	Description of item of work	Quantity	UNIT S	Basic rate per SQM without GST in figures to be entered by the bidder in rupees	GST % (if applicable to be entered by the bidder in percentage)	GST Amount in figures in rupees	Total amount without GST in figures in rupees (in words) per month	Total amount with GST in figures in rupees (in words) per month
	Day to day Operation and Maintenance of Housekeeping /sanitation and cleaning of SVSU Campus							
	Day to day Operation & maintenance of Housekeeping/sanitation and cleaning Services by engaging Housekeepers, computer operator, Supervisors, Executive, manager to perform various Services as per terms and conditions of Agreement, Housekeeping facility will provide including all required machines, consumables ,T&P items etc. complete for the Housekeeping facility with six days in a month in all buildings/throughout Campus of SVSU as mentioned in tender							

	<p>document and as per terms and conditions attached complete to the entire satisfaction and as per directions of Authorized official of SVSU- in - charge.</p> <p>The Details of Area for Housekeeping facility are as under: -</p> <p>(i) Total Buildings area of SVSU Campus: - 65252 Sq. meter.</p> <p>(ii) Total Open area of SVSU Campus: - 20000 Sq. meter.</p> <p>Note: - Lay out of all Buildings of SVSU Campus has been given in the master plan of the SVSU Campus which are attached in DNIT.</p> <p>The above works are to be carried out in the following buildings/areas and the rates of work as per SQM. will be quoted and buildings/specified name wise details of which are given therein.</p>							
1	Administrative Block	5000	SQM					
2	Auditorium & Convention Centre	7760	SQM					
3	Academic Blocks (1E, 2E, 3E, 1W, 2W, 3W)	22245	SQM					
4	Central Library/ Computer Centre/Student Activity Centre/ Central Cafeteria	2000	SQM					

5	Centre of Excellence	4660	SQM					
6	V.C Residence cum Camp Office	411	SQM					
7	Senior Admin Residences (4 no. Type-8)	1098	SQM					
8	Type 4 Residence (12 residences)	1238	SQM					
9	Girls Hostel 3 Seater (261 students)	7150	SQM					
10	Girls Hotel 4 Seater (114 students)		SQM					
11	Boys Hostel 3 Seater (261 students)	7150	SQM					
12	Boys Hotel 4 Seater (114 students)							
13	Stadium	2350	SQM					
14	Construction Skill Academy (CSA)	690	SQM					
15	Feeder School	3000	SQM					
16	01 No. Electrical Sub-Stations	500	SQM					
	Total Area	65252	SQM					
	Details of open area							

1	Road areas	8000	SQM					
2	Parking areas	7000	SQM					
3	Open area around buildings	5000	SQM					
	Total Open Area	20000	SQM					
	Total cost (1 Month)							
	Total Cost (1 Year)							
	The work to be executed as per Haryana PWD/CPWD HSR/DSR and manpower requirements as per actual work as required at site. Rates to be quoted by the firm/Contractors on per square meter area basis. Payment will be regulated as per actual work done .							

TENDER FORMAT-III

- I/We have read and examined the notice inviting tender, schedule, Specifications applicable, Drawings & Designs, General Rules and Directions, Conditions of Contract, clauses of Contract, Special conditions, General Contract conditions & other documents and Rules referred to in the conditions of Contract and all other contents in the tender document for the work.
- I/We hereby tender for the execution of the work specified for the SVSU within the time specified **in Schedule** ' viz., schedule of quantities and in accordance in all respect with the specifications, designs of SVSU Campus and instructions in writing referred to in Rule-1 of General Rules, Directions other Conditions of Contract and with such materials as are provided for, by, and in respect of and in accordance with, such conditions as applicable.
- We agree to keep the tender open for one hundred twenty (180) days from the date of opening of technical bid.
- A sum of Rs. is hereby forwarded in receipt treasury challan/deposit at call receipt of a scheduled bank/fixed deposit receipt of scheduled bank/demand draft of a scheduled bank/bank guarantee issued by a scheduled bank as earnest money.
- A copy of earnest money in receipt treasury challan/deposit at call receipt of a scheduled bank/fixed deposit receipt of scheduled bank/demand draft of a scheduled bank/bank guarantee issued by a scheduled bank is scanned and uploaded **(strike out as the case may be)**.
- If I/We, fail to furnish the prescribed performance guarantee within prescribed period, I/We agree that the said SVSU or his successors, in office shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely.
- Further, if I/We fail to commence work as specified, I/ We agree that SVSU or the successors in office shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said performance guarantee absolutely.
- The said Performance Guarantee shall be a guarantee to execute all the works referred to in the tender documents upon the special and General terms and conditions contained and we agree that SVSU will be at liberty to forfeit the Performance Bank Guarantee if Services are not found satisfactory by SVSU or if Contract is terminated for any reason whatsoever.
- Further, I/We agree that in case of forfeiture of Earnest Money or Performance Guarantee as aforesaid, I/We shall be debarred from participating in the re-tendering process.
- I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another Contractor on back to back basis. Further that, if such a violation comes to the notice of Department, then I/We shall be debarred from tendering in future. Also, if such a violation comes to the notice of Department before date of start of work, the Authorized official of SVSU shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee.
- I/We hereby declare that I/We shall treat the tender documents drawings and other records connected with the work as confidential documents and shall not communicate information/derived there from to any person other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Dated:

Postal Address:

Witness:

Address:

Occupation:

Signature of Bidder

A C C E P T A N C E

The above tender (as modified by you as provided in the letters mentioned herein under) is accepted by me for and on behalf of the SVSU for a sum of Rs.

(Rupees.....)
.....)

The letters referred to below shall form part of this Contract Agreement: -

- (a)
- (b)
- (c)

For & on behalf of SVSU

Signatures.....

Dated: Designation.....

**FORMAT-IV
DETAILS OF BIDDER**

1 NAME OF TENDERING COMPANY / FIRM / BIDDER:

--

2 NAME OF OWNER / DIRECTORS / PROPRIETOR:

--

3 FULL PARTICULARS OF OFFICE:

- (a) Address:
- (b) Telephone No.:
- (c) Fax No.:
- (d) E-Mail Address

4 FULL PARTICULARS OF THE BANKERS OF COMPANY / FIRM /:

- (a) Name of the Bank:
- (b) Address of the Bank:

- (c) Telephone No.

- (d) E-Mail Address:

5 REGISTRATION DETAILS:(a) PAN / TAN No:

(b) Service Tax Registration No, GST Registration no.

(c) E.P.F. Registration No.

(d) E.S.I. Registration No.:

6 DETAILS OF EARNEST MONEY DEPOSIT:

(a) Amount (Rs.):	
(b) On line proof	Date:
(c) Remittance details	
(d) Valid up to:	

7 DETAILS OF TENDER FEES:

(a) Amount (Rs.):	
	Date:

The above format may be used to provide requisite details

Date:

Place:

Name:

Seal:

Signature of Bidder

FORMAT- V

WORK EXPERIENCE

Experience of Repairs, Operation and Maintenance works completed during last seven years preceding 30 October , 2024 and ongoing works Use separate sheet for each work.

1.	Name of the work/ Project Name	
2.	Name of the Client and Address	
3.	Describe area of Participation(Specific Work done/Services rendered by the applicant)	
4.	Period of Work Done/Services rendered for the project	
5.	Total cost of work	
6.	Date of start of the work and the present status	
7.	Any other details	

NOTE:

Supporting documents like certificates from the clients in support of each of the above projects has been furnished.

Signature of Bidder

FORMAT -VI

DECLARATION

1. I, Son/ Daughter of Shri.....
.....Proprietor /
Partner / Director / Authorized Signatory of am competent to sign this declaration and
execute this tender document. (copy of companys authorisation/resolution is attached)
2. I have carefully read and understood all the terms and conditions of the tender and hereby
convey my acceptance of the same.
3. The information / documents furnished along with the above application are true and
authentic tothe best of my knowledge and belief. I / we, am / are well aware of the fact that
furnishing of any false information / fabricated document would lead to rejection of my
tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Date:

Full Name:

Place:

Company's Seal:

**N.B.: The above declaration, duly signed and sealed by the authorized signatory of
the company, should be enclosed with Technical tender.**

FORMAT-VII
(TO BE TYPED ON A LETTER HEAD)

UNDERTAKING

To,
RegistrarSVSU,
Village-Dudhola Palwal - 121102

Subject: Tender for providing Repairs, Operation and Maintenance (with day to day) works
at SVSU, Dudhola-Palwal for a period of two years.

Sir/Madam,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves to abide by the said terms and conditions.
3. I/We abide by the provisions of Income Tax return/and other statutory provisions like Service tax, TIN number, from time to time.
4. I/We do hereby undertake that execution of work of Operation and Maintenance Services of Housekeeping /sanitation and cleaning Services etc.mentioned in scope of work at SVSU, Dudhola-Palwal shall be ensured by our Agency, as well as any other assignment considered by the Registrar, SVSU, Dudhola-Palwal.
5. I/We do hereby undertake that in case Agency is unable to prove by documentary evidence compliance regarding ESI Act, EPF Act, Minimum Wage Act, GST Regulations, any other Act as applicable, SVSU shall be at liberty to terminate the Contract at any stage.

(Signature of the Bidder) Name and Address of
the Bidder. Telephone No.

FORMAT –VIII
CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED
WITH THE TENDER

S. No	Items	Confirm and Indicate Page Number
1	Proof of submitted EMD.	
2	Proof of submitted Tender/Bid documents fees.	
3	Tender form with complete technical bid and Financial bid, with signed and stamped on each page,	
4	Copy of PAN Card & TAN Certificate,	
5	Labour License under the Contractor Labour Act (R & A, Act 1970),	
6	Registration certificate of Company Act,	
7	Income Tax return for the last three years,	
8	Balance Sheet & Profit & Loss Account for last three years,	
9	Service Tax registration certificate with details of the last payment,	
10	Copy of Sales Tax/TIN Certificate/copy of GST Registration,	
11	Sealed, Signed & Separate Technical bid documents,	
12	Filled Format- I to XII	
13	Documents in support of Satisfactory work experience during last 7 years	
14	Certificate of Satisfactory work completion from previous organizations,	
15	Relevant documents of Annual Turnover of company (Last financial year), certified by Chartered Accountant,	
16	Relevant documents of Experience of work in a Campus of 50 Acre or more OR in an office Establishment, commercial office of 40 Acre or more completed/executed in a Central/State Govt. Organization/Autonomous Body/ Central Public Sector Undertaking/Commercial buildings	
17	Relevant documents of Experience in similar nature of work in number of countries.	
18	Relevant documents of Average of Profit before Tax (Average of last 3 Financial year) also certified by CA	
19	Relevant documents Works in GRIHA rated buildings	
20	Agency should not have been debarred/blacklisted by any of the Govt. /PSUs /SVSU. A written statement on a stamp paper of Rs10/- will be submitted.	
21	ESI Certificate along with latest challan,	
22	EPF Certificate along with latest challan,	
23	Valid License copy for Operation & Maintenance of Housekeeping Services as per the CPWD/State Govt./PSUs./MES/Others,	
24	ISO Certificate, if any.	

Signature of Authorized Person

Date:

Full Name:

FORMAT- IX
DETAILS OF EXISTING CONTRACTS:

Sr. No.	Name and Address of the Organization, Name, Designation and Contact Telephone / email id of the Officer concerned	Details regardin g the Contract	Value of Contact (Rs.)	Duration of Contract	
				From	To
				DD/MM/YYYY	DD/MM/YYYY
A					
B					
C					
D					
	Additional information, If any				

The above format may be used to provide requisite details

Signature of Bidder

Date:

Name:

Place:

Seal:

FORMAT -X

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

(To reach on or before time of bid opening)

To

Registrar, SVSU

Village-Dudhola Palwal - 121102

Subject: Authorization for attending bid opening on in the Tender of.....

.....

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf (Bidder) in order of preference given below.

Order of Preference	Name	Specimen Signatures
I.		
II.		

Alternate Representative

Signature of Bidder

Or

Officer authorized to sign the bid Documents on behalf of the Bidder

Note:

- Maximum of two representatives will be permitted to attend bid opening. In case where entry is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
- Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

FORMAT -XI
(TO BE TYPED ON A LETTER HEAD OF THE AGENCY)

UNDERTAKING

Certificate of Non-Participation of near Relatives in the tender

I.....S/o.....R/o.....

.....

hereby certify that none of my relative(s)is/are employed in SVSU as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, SVSU shall have the absolute right to take any actionas deemed fit/without any prior intimation to me.

Signed_____For and on behalf of the Bidder

Name (caps)_____Position____Date__

To,
Registrar SVSU,
Village-Dudhola Palwal - 121102

Signature of Bidder

For office use only

Technical Evaluation Score-Sheet for maintenance tender of SVSU Campus

Sr. No.	Description	Maximum Marks	Obtained Marks (as per scrutiny)
(i)	Turnover (Last Financial Year)	30	
(ii)	Experience of work in a Campus of 50 Acre or more Or in an office Establishment commercial office of 40 acre or more completed/executed in a Central/State Govt. Organization/Autonomous Body/ Central Public sector Undertaking/commercial buildings.	30	
(iii)	Average of profit before Tax(Average of last 3 Financial year) also certified by CA.	20	
(iv)	Pre-bid presentation -cum –interaction with Service Provider on Concept and Emphasis on organization structure to manage the entire running operation maintenance Contract with deployments of minimum manpower, plant machinery and equipment as proposed for Housekeeping works.	20	
Total Marks		100	

Signature of Committee Members with Names