



ALLAMA IQBAL LIBRARY UNIVERSITY OF KASHMIR

SRINAGAR, KASHMIR, J&K-190006

Tender Notice

Sealed bids affixed with revenue stamp worth Rs.5/= (five) are invited from the registered Housekeeping Firms for the cleaning and Housekeeping of the Allama Iqbal Library.

Cost of Tender document : Rs.200/-

Earnest Money Deposit/Bid Security: Rs.10,000/-

Due date and time of submission of Bids: **By or before 2-4-2017, 1.00 PM**

Due date and time for the opening of Bid : **2-4-2017, 3.00 PM**

Position of funds : **Demanded.**

Place of Receipt of Tenders:-

Office of the University Librarian
Allama Iqbal Library, University of Kashmir
Hazratbal, Srinagar Kashmir, J&K -190006

The complete tender document can be had from the office of the undersigned or can be downloaded from the website of Kashmir university viz. www.kashmiruniversity.ac.in. In case downloaded Tender Document is provided with the Bid, a Demand Draft amounting to the cost of Tender document Fee of Rs. 200/- pledged to University Librarian, Allama Iqbal Library. The tender document fee can also be deposited in the Accounts Section of Allama Iqbal Library.

If any of the days specified above happens to be a holiday, the next working day shall be implied. Bids received after the due date and times are liable to be rejected.

Conditional bids will be straight away rejected and the bidder(s) are advised to quote strictly as per the terms and conditions of the tender documents and not to stipulate any deviations/exceptions.

The University Librarian reserves the right to reject any tender without assigning any reason thereof.

Sd/

Dr. Abdul Majid Baba

University Librarian

No. F (Tender-Notice-VI) AIL/KU/17

Dated:-17-3-2017

Copy to:

- 1) Public Relations Officer, for publicity through two prominent local dailies.
- 2) Scientist "D", IT&SS, for uploading on the website of University of Kashmir.
- 3) Scientist "B", Allama Iqbal Library, for uploading on the website of University of Kashmir.
- 4) File for record.



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Tender Document Housekeeping

1) Scope of Bid:-

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

2) Eligible Bidders:-

- a) The bidders should have provided similar kind of services for at least three consecutive years , having order worth of Rs. 45000/- per month or above in the last three years. Certified copy of work order and successful completion certificate with reference to similar works from the customer shall be submitted.
- b) The bidders should have up to date VAT/TAX Clearance certificate issued by the department of sales taxes.
- c) The bidder should furnish documentary evidence (copies of balance sheets /Authorization letter, work orders and relevant completion/performance certificates etc.) along with the bid.
- d) In the absence of such requisite documents, the University Librarian reserves right to reject the bid without any reference to the bidder.

3) General Terms and Conditions :-

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



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- d) The bidder shall quote prices both in figures as well as in words. There should not be any discrepancies between the prices indicated in figures and the prices indicated in words.
- e) Discount, if any, should be indicated in the space provide only. Conditional discount, if offered, shall not be considered for evaluation. In case discount is given as range (e.g. 1 to 5%) the higher side shall be treated final.
- f) Bids shall be kept valid for 4 months from the final bid due date.
- g) The EMD/bid security may be forfeited :
 - I.If the successful bidder withdraws his bid during the period of bid validity.
 - II.In case the successful bidder fails to accept work order or fails to furnish performance security.
- h) The EMD of successful bidder shall be retained towards making of the security for the performance of the contract and shall only be discharged after submission of the required Performance Security.
- i) Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for award of contract shall not be disclosed to bidders or any other person.
- j) Any effort by the bidder before the contract is made to influence the Allama Iqbal Library's processing of bids or award decisions may result in the rejection of bidder's bid.
- k) Successful bidder shall be required to submit performance security for an amount equal to 10% of the value of the contract towards faithful performance of the contractual obligations and performance. The performance security shall be in the form of either Bankers Cheque or Demand Draft or Bank Guarantee. The performance security shall be deposited within 15 days of issuance of Work Order. EMD of the successful tender can be converted into Performance Security.
- l) After the award of Contract, the agency shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period.



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- m) Performance security shall be refunded after expiry of Housekeeping Contract or as may be specified by the University Librarian depending upon the nature of contract.

4) **Force Majeure**

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

5) **Details of Housekeeping Services**

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

A. Man power

- | | |
|------------------------------------|--------|
| 1. Supervisor of housekeeping firm | 1 No. |
| 2. Male Workers | 7 No's |
| 3. Female Workers | 3 No's |



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B. Daily Services:-

1. Daily cleaning and dusting of books and book racks present in the Library.
2. Proper and effective cleaning, brimming and mapping of flooring, corridors, staircase, pantries including sweeping and swabbing of the premises with water and approved detergent on all the floors, toilets, offices chambers and approaches to the library building with brooms before the opening of office.
3. Proper and effective cleaning, disinfecting, deodorizing of toilets including removal of chokages at regular intervals throughout the day.
4. Daily up keeping and cleaning of floor areas, including rooms, corridors, grills, doors, windows fixtures and fittings including lights , fans, etc. on regular daily basis, by providing all inputs including proper tools, cleaning equipment, detergents/cleaning agents, disinfectants, scrubbers, naphthalene balls, repellents, sprayers, liquid soap buckets, brooms, etc. of reputed brands. List of chemicals and items is given on proceeding paragraphs.
5. All rooms, cabins, corridors, balconies, doors, windows, almirahs, tables, waste dust bins, room furniture, etc. shall be cleaned daily once or more on need basis by scrubbing/mopping and by using quality cleaning agents.
6. Dusting of all items of furniture such as tables, chairs, filing cabinets, lockers, windows and their glasses from inside and outside, doors, computers equipment, telephone instruments, notice boards, flower vases, art objects, pictures, paintings, all equipment and machines in the premises.
7. Vacuum cleaning of carpet floorings and mats.
8. Spraying of air fresheners at daily regular basis.
9. Providing of Liquid soap in toilets and placing of sufficient quantity of naphthalene balls/cakes in the urinals as per requirement. At no time the liquid soap dispenser shall be kept empty. All toilets should be washed twice a day using phenyl.
10. Scrubbing of WC's, wash basins, sanitary fittings and toilets should be done as per requirement.
11. Providing of clean towels in the toilets and changing towels once a day.
12. Removal of wastes from dustbins and disposing off.
13. Brooming of parking area daily in the morning.
14. Wet mopping the floors thrice a day and on need basis.
15. Vacuum cleaning of areas wherever computers are located/installed and as directed by Officer Incharge.
16. Cleaning of Baskets, waster paper baskets, cob-webs and disposing off all the collected refuse/garbage/rubbish and other unserviceable materials to the notified dumping areas of Department of Environment and Hygiene, University of Kashmir, on daily basis. Under No circumstances these shall be stacked /dumped even temporarily within the building or the surrounding premises.



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17. Cleaning and dusting of Electrical switchboards, Light fixtures, doormats and name plates.
18. Lifting, carrying and disposing the dead bird's animals, rats, insects' etc. if found in and around the office building.
19. Cleaning of any choking's in the drainages, manholes etc.
20. Removal of beehives and cobwebs/honey webs form the office building and its premises.
21. Cleaning and sweeping of open area including balconies and roofs tops with brooms.
22. Cleaning of front lawns or other areas of the Allama Iqbal Library like Reading Halls etc. on the directions of Officer Incharge whenever required.

C. Weekly services

1. Proper and effective cleaning of glass doors, wooden doors, sign boards, name plates, Fans, lamps shades, overhead light fixtures.
2. Washing and scrubbing of floor area with detergents such as Nirma/sunlight/VIM/Cleanzo.
3. Vacuum cleaning of sofas', Auditorium chairs, vertical Blinds.
4. Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.

D. Monthly Services

1. Washing/ cleaning of carpets whenever provided.
2. Washing/cleaning of curtains wherever provided.
3. Washing/ cleaning of fabric chairs.
4. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer Incharge.
- 5) List of Items to be used in housekeeping activities.
 1. Liquid Hand wash soap-Dettol in each Washroom.
 2. Odonil Cubes- sandal wood
 3. Toilet cleaner- Harpic/Lizol/Cleanzo.
 4. Phenyl for toilets, wet mopping.
 5. Acid for acid cleaning only when required
 6. Collin for dry mopping.
 7. Vim powder for washbasins/ sinks.
 8. Naphthalene balls.
 9. Room freshener-Rose
 10. Fena powder for washing curtains.
 11. Cotton Dusters.
 12. Toilet brushes.



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13. Glass dusters
14. Cobweb brush Rod.
15. Scrubbers.
16. Glass cleaning set.
17. Vacuum sweeper.
18. High pressure vacuums. 3No.
19. Wet vacuum
20. Ringer Trolley.
21. Dust Blowers.
22. Ladders.
23. Wipers larger.
24. Floor mops.
25. 12 Tissue paper boxes per month.
26. Housekeeping caddy/container for each personnel.
27. Flat wet mop with cotton mop head and handle
28. Rough brooms with handle for road cleaning.

Further, if the workers and above mentioned items are not available, it shall be the discretion of the Allama Iqbal Library to impose fine on the agency or terminate the contract without any notice.

6) Standard Terms and Conditions

- i. Unless specified otherwise, the Supervisor of the firm and workers are supposed to report for cleaning before the working hours of the library i.e, from 9:30 am to 5:00 pm in winter and 9:00 am to 5:30 pm in summers. The housekeeping/cleaning Services should be done daily from Monday to Saturday and it must be borne in the mind that some activities need to be started early in the morning and completed before 10.00 AM. Similarly some other activities can be done only on Sundays and holidays to avoid any inconvenience to the user of the library. The work on Sundays or holidays as required shall be carried out at no extra cost.
- ii. The agency shall deploy the required number of persons for satisfactory housekeeping services. The deployed labour shall be sufficiently experienced and qualified for the housekeeping services to complete the works within the specific time. Any unjustified delay in carrying out these services shall be treated as breach in contract and suitable penalty shall be imposed and recovered from the monthly bill.
- iii. For any damage to any of the equipment during handling by the workers, the



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- agency shall be the responsibility shall be made good by them at their cost.
- iv. Deployed personnel's shall be polite, courteous, well behaved and shall be dressed properly at all times while in the premises.
 - v. The agency shall be fully responsible for theft, burglary, fire or any mischievous deeds by its workers. Any loss due to any of above reasons shall be compensated by them in full.
 - vi. After the award of work contract the agency shall submit an undertaking to University Librarian that the workers deployed by the agency shall have no claim for any kind of employment in the Allama Iqbal library and the agency shall be responsible for any dispute of any wage or any other service condition.
 - vii. The agency will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any intoxicants, chewing pan, tobacco etc. or unnecessarily loitering in the premises without work. If any person deployed by the agency is found to be indulging in these activities, a penalty of Rs.300/- per person per incident will be leviable by the Library, which will be intimated by the Library to the agency within 3 days of the incident, and deducted from the monthly payment of the agency.
 - viii. The duty hours of housekeeping would be decided/changed by the University Librarian.
 - ix. The agency shall employ good and reliable persons with robust health and clean record and having ages of 18 years or more and less than 45 years old.
 - x. In case any of the personnel so engaged by the agency is not found suitable by Allama Iqbal Library, the Library shall have the right to ask for the replacement without giving any reason thereof and the agency shall on the receipt of written communication in this regard will have to replace such person immediately.
 - xi. The job of housekeeping is to be carried out on each floor (except 5th Floor) of the library building. It is to be ensured by the agency that the services on each floor are provided and supervised properly. In case there will be reduction in area to be cleaned at any time, the charges shall be proportionately reduced.
 - xii. The agency shall be wholly responsible for making payment of monthly salaries and other allowances if any to the personnel under Minimum Wages Act of J&K and Allama Iqbal Library shall be in no way responsible



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- for any breach by the agency.
- xiii. The job of minor shifting of any furniture items and other items in the Library will also be done by the personnel deployed by the agency as and when required so without extra cost.
- xiv. All the persons deployed will perform their duty in proper uniform and the agency, at his own cost, shall provide suitable uniform (Summer & Winter) to the personnel. In addition proper photo identity cards shall be worn by the personnel at all times.
- xv. The University Librarian reserves its right to terminate the housekeeping contract at any time without assigning any reason after giving a notice of 01 month. The firm will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the firm for housekeeping services already performed in terms of the contract, the same would be paid to it as per the contract terms.
- xvi. Payment shall be made on monthly basis, after submission of the bill and satisfactory performance certificate issued by the University Librarian, or Incharge Maintenance or any other officer (s) nominated by the University Librarian. The agency with the help of "Feedback Mechanism" shall duly monitor the services and payment shall be released on the basis of satisfactory report given in the feedback by all officers/section heads.
- xvii. All the materials /Chemicals/Consumables brought to the site shall be protected suitably, duly wrapped/packed and stored so as to avoid any damage during loading/unloading and handling.
- xviii. The Demand Draft/CDR should be pledged to University Librarian, Allama Iqbal Library.
- xix. The performance Security shall be forfeited in the event of breach of the contract or non-performance of the agency.



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Housekeeping Services – **Financial Details**

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

Signature of Authorized Person

Name _____

Designation _____



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Bidder's General Information

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



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Declaration/ Undertaking

The University Librarian,
Allama Iqbal Library,
University of Kashmir

Sir,

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

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

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

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

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

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

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

Dated _____

Signature

Proprietor/ Partner / Representative
Of the firm with seal.



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Performa for bank guarantee

Date.....

University Librarian
Allama Iqbal Library
University of Kashmir

Dear Sir,

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

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

We, the _____ bank _____ having our Head Office _____

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

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

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this _____ day of _____ 200__ at _____.

WITNESS:

(SIGNATURE)
(NAME)

(OFFICIAL ADDRESS)

(SIGNATURE)
(NAME)

Designation with Bank Stamp
Attorney as per
Power of Attorney No. _____
Date: _____



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INSTRUCTIONS FOR FURNISHING BID-GUARANTEE

BANK GUARANTEE

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