

**TENDER NOTICE**

Sealed tenders are invited from the Service Providers of National repute for providing housekeeping (cleaning, dusting , sweeping , complete), complete electrical maintenance and public health maintenance services at part of MDU Campus, Rohtak; University Institute of Law and Management Studies(UILMS), Gurgaon and Indira Gandhi Post Graduate Regional Centre (IGPRC), Meepur (Rewari).

**(A) SCOPE OF WORK :**

1. The outsourcing will be done for housekeeping (cleaning, dusting, sweeping complete), overall internal electrical maintenance and public health maintenance complete of the all buildings and cleaning of roads situated on Eastern side of Hardwari Lal Road including Hardwari lal Road except Humanities Block and Everest Boys Hostel (held with IIM Rohtak), Swimming Pool building(held with other agency), Sub Stations, Shopping Complex near Boys Hostels, Transit Hostel, DDE Building, Chemistry Department building, Old Bio-Chemistry Department building, Law Department building, IMSAR building, Ambedker Hall, Krishna Girls Hostel (held with PGI), Central Co-op Bank, Private Canteen near Library, small private booth along the road. The buildings of War Memorial, Freedom Fighter Complex, Street Light, over head & under ground HT/LT electric line, main water line, main sewer lines, Horticulture and carriage of garbage outside the University premises are also not the part of this contract.
2. The responsibility of service provider starts from the electric meter and replacement (excluding the maintenance of meter) i.e. overall internal electrical maintenance including repair of all service main cables, water connection of the building from the main water line and sewer connection upto main sewer lines (including the water and sewer connections with main line). For any work which involves labour for tunneling in wall / digging / filling earth, breaking of wall, floor, ceiling, redoing of flooring, wall, ceiling, etc. in cases where a pipe, pipeline, sewer line, cables etc is required to be repaired/replaced the same will be done by the agency. However for a new water/sewer/electric connection is required to be provided, the agency, after full examination of the site requirements in such cases, will submit an estimate with/without material to the Controlling Officer for his approval and take up the work only after the estimate has been duly approved. For rough cost estimate calculations, the labour rate will be as per DC rates and cost of material will be based on local market rates. The agency shall submit bills in respect of such works within one week of its completion to facilitate proper inspection.
3. The service contract includes the cleaning of roads which have been black topped / CC roads, footpaths, hard-standings, parking areas of the zone and also includes the roads, hard-standings areas near and around of the buildings. Certain roads, footpaths and Hard-standings are under construction. These shall be included in the service contract as and when they are completed.

4. To clean the open and covered storm water drains including the culverts in this area especially before and during the rains.
  5. To clean the litters like polythene bags and other foreign materials from the area including open areas on Eastern side of Hardwari Lal Road including Hardwari Lal Road except areas where construction work is going on and especially excluded vide Para-I above .
  6. Maintenance of trees, grass, plants, lawns, horticulture work etc. is not the responsibility of service provider. However, keeping these clear of polythene bags, waste papers and such like other materials so as to give a clean look to the whole area will be the responsibility of the service provider. No earth/sand/rubbish shall be thrown in the flower/tree beds and over lawns anywhere. Contravention of this will lead to a fine of Rs. 500/- in each instance.
  7. Provision of security services of the buildings and area shall be dealt separately and shall not be part of this service contract.
  8. Certain buildings are under construction/ near completion in the area of proposed operation of service provider. The same shall be added to the service contract as and when completed on same terms and conditions with proportionate rate. These buildings are:-
    - (i) Psychology Building
    - (ii) Extension of Psychology
    - (iii) Mathematical Science Building
    - (iv) Mount Abu Boys Hostel
    - (v) Mini Auditorium Buildingand so on.
  9. The above buildings or any other building in that zone may be added to service contract on mutually agreed basis on same terms and conditions and on pro-rata basis considering 92% cost for covered area and the balance for premises, surroundings and the connecting roads etc of that building and zone.
- (B) The whole area of MDU Campus, Rohtak; UILMS, Gurgaon and IGPGRC, Meerpur(Rewari) will be divided into following zones:-

a) **BOYS HOSTEL ZONE:**

Boys Hostel Complex including all the Boys Hostels and connected complexes such as roads footpaths, Lawns, open areas etc. The following hostels will be under this zone.

- (i) Kailash Boys Hostel
- (ii) Nilgiri Boys Hostel
- (iii) Himalaya Boys Hostel

- (iv) Udagiri and its Extension
- (v) Vindya Boys Hostel
- (vi) Hingiri Boys Hostel
- (vii) Dhaulagiri Boys Hostel

Provost (Boys) will be responsible for administration of the service contract of this area and dedicated Supervisors other than the skilled and unskilled workers will be provided by the service provider for working under him.

**b) GIRLS HOSTEL ZONE:**

Girls Hostel Complex including all the Girls Hostels and connected complexes such as roads, footpaths, lawns, open areas etc. The following hostels will be under this zone.

- (i) Saraswati Girls Hostel
- (ii) Ganga Girls Hostel
- (iii) Yamuna Girls Hostel
- (iv) Narmada Girls Hostel
- (v) Kaveri Girls Hostel and its Extension
- (vi) Sabarmati Girls Hostel and its Extension
- (vii) Meghna Girls Hostel
- (viii) Bhagirathi Girls Hostel
- (ix) Godavari Girls Hostel

Provost (Girls) will be responsible for administration of the service contract of this area and dedicated supervisors other than the skilled and unskilled workers will be provided by the service provider for working under him .

**c) UIET COMPLEX ZONE:**

The following buildings including roads, footpaths, lawns, open area etc., on Northern side of road connecting Hardwari Lal Road to Maharshi Dayanand Chowk upto the end of Auditorium and beyond will be in this zone:

- (i) UIET and its Extension
- (ii) ACBT building
- (iii) Physic Department
- (iv) Maths. Department
- (v) Pharmaceutical Science Department
- (vi) Statistics Building
- (vii) New Examination Block

The HOD of the concerned Department will be responsible for administration of the service contract of this area and dedicated Supervisors other than the skilled and unskilled workers will be provided by the service provider for work in this area.

**d) HOTEL & TOURISM COMPLEX ZONE:**

The following buildings on southern side of the road connecting to Harwari Lal Road to Maharashtra Dayanand Chowk upto the end of Auditorium and beyond including this road and surrounding and premises will be in this zone.

- (i) Library Building
- (ii) Bio-Sciences Department
- (iii) Hotel & Tourism Management Building
- (iv) New Arts Faculty
- (v) Yagyashalla
- (vi) Sports Stadium
- (vii) Press Building
- (viii) Swraj Sadan
- (ix) New Administrative Block
- (x) Gymnasium Building

The HOD concerned will be responsible for administration of the service contract of this area and dedicated other than the skilled and unskilled workers Supervisors will be provided by the service provider for working in this area.

**e) TAGORE AUDITORIUM ZONE:** (for scope of work, please refer Appendix 'A')

**f) FACULTY HOUSE AND ITS EXTENSION ZONE:** (for scope of work, please refer Appendix 'B')

**g) UILMS, GURGAON ZONE:**

The UILMS, Gurgaon Zone includes the buildings and the area of that Campus in Sector-40, Gurgaon. The Director, UILMS, Gurgaon will be responsible for the administration of service contract of this area and dedicated Supervisors other than the skilled and unskilled workers will be provided by the Service Provider for working under him. The scope of work of this Zone will be same as mentioned at A and D.

**h) IGPGRC, MEERPUR (REWARI) ZONE:**

The Academic-cum-Administrative building, premises, surrounding and connecting roads will be in this Zone. The Director, IGPGRC, Meerpur (Rewari) will be responsible for the administration of service contract of this area and dedicated Supervisors other than the skilled and unskilled workers will be provided by the Service Provider for working under him. The scope of work of this Zone will be same as mentioned at sr. no. A and D.

The service contract of this Zone may be withdrawn at any time due to upgrading this IGPGRC into University by the Haryana Govt., if required.

**NOTE: The agency shall quote separate rates including everything for each Zone and then add the rates of all zones to arrive at the total rate of the whole area as per the sheet attached at Annexure-II.**

**(C) SUBMISSION OF TENDER:**

1. The sealed quotations/tenders, complete in all respects, must reach the Registrar, Maharshi Dayanand University, Rohtak-124001(Haryana) latest by 2:00 p.m. upto 30.09.2013. The same shall be opened on 30.09.2013 at 3:00 p.m. in the office of the registrar M.D University, Rohtak. The quotees or their authorized representatives shall be allowed to attend the meeting of the Tender Opening Committee at their own (quotees) costs.
2. The tender received after due date and time or incomplete shall be rejected out-rightly.
3. The agency shall submit duly sealed technical and financial bids in separately envelopes. Both these sealed envelopes shall then be sealed in the third envelop. Following must be super scribed on the sealed envelopes;

Envelope containing technical bid only;

“ TECHNICAL BID FOR HOUSEKEEPING SERVICES, ETC”

Envelope containing financial bid only;

“FINANCIAL BID FOR HOUSEKEEPING SERVICES, ETC”

Envelop containing both technical and financial bids;

“TECHNICAL AND FINANCIAL BIDS FOR HOUSEKEEPING SERVICES, ETC”

The quotation/tender without superscription on envelopes may not be entertained.

4. The tender document can be purchased from the office of the Registrar, Maharshi Dayanand University, Rohtak-124001 (Haryana) either in person by cash payment of Rs. 15,000/- or may be downloaded from the University website (<http://www.mdurohtak.ac.in>). The downloaded tender must be accompanied by Bank Draft of Rs. 15,000/- in the favour of Finance Officer, MDU, Rohtak.
5. The agency must supply the following documents with the technical bid of tender;
  - i. The agency must have an experience of at least five years in the field of housekeeping electrical and public health services and must therefore, attach a certificate of experience.
  - ii. The agency should have completed the similar nature of job as follows. Similar nature means the work of housekeeping (cleaning, sweeping, dusting etc.), electrical and public health maintenance of the areas /campus/zone, etc.:-
    - a) One work of more than 2.5 crore in last three financial year ending 2012-13.  
or
    - b) Two works of more than 1.75 crore in last three financial year ending 2012-13.  
or
    - c) Three works of more than 1.0 crore in last three financial year ending 2012-13.
  - iii. The agency with an annual turnover of less than Rs 2.50 crore each for last three years ending 2012-13 from similar business will not be entertained. Proof of turnover duly certified by the Auditor shall be attached with the bid.

- iv. Bank Solvency certificate to be submitted for the value of Rs. 1.00 crore which should have been issued by the Bank within one year from the date of publication of this NIT.
- v. Copy of Registration Certificate of the firm under companies act.
- vi. Copy of PAN NO
- vii. The agency must be registered with ESI, EPF and Service Tax Department.
- viii. List of clients (central/state Govt. Dept. / University / PSU / Private Organizations etc) along with complete addresses and telephone numbers and satisfactory service certificate.
- ix. Latest income tax return file.
- x. The firm shall be ISO-9000 certified from last three years.
- xi. The agency shall append the following declaration with the technical bid.

**DECLARATION**

I/We (Name)\_\_\_\_\_do hereby solemnly affirm and declare that the facts stated in the Technical Bid No.\_\_\_\_\_ dated\_\_\_\_\_ and Financial Bid No\_\_\_\_\_ dated \_\_\_\_\_ are correct and true to the best of my/our knowledge and belief and nothing has been concealed therein. In case of any concealment or misrepresentation detected at any stage. I/We shall be liable to legal action under Section 182 and section 415 read with section 417 and 420 of Indian Penal Code as the case may be.

\_\_\_\_\_  
(Signature of the quotee)

Name\_\_\_\_\_

Place;\_\_\_\_\_

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

- xii. The following certificate/ undertaking shall be submitted by the agency on the letter head:

I/We(Name)\_\_\_\_\_ do hereby solemnly affirm and declare that I/we have studied the terms and conditions of the tender documents i.e. scope of work, name of Zones, guidelines of submission of tender etc. and have filled up the tender under my/our full understanding. Nothing has been left without studying and I/we have filled up the rates accordingly.

- xiii. The technical bid will be evaluated as per Annexure-I.
- xiv. The Company must possess the Labour License of at least 150 labour in last two years.

- xv. The agency should submit the document of EPF in proof of having employed more than 150 employees in the organization.
  - xvi. The agency should submit a certificate of non-debarment/non blacklisting from any department.
  - xvii. The agency should submit the list of equipment available with the agency.
  - xviii. All the pages of the tender document should be numbered and signed with seal.
6. The tender/quotation must be valid for a period of at least three months from the date of its opening.
  7. The security/earnest money of Rs. 10.00 lac of all services in the shape of Demand draft drawn in the favour of the Executive Engineer, MD University, Rohtak shall accompany the tender/quotation failing which the quotation/tender will not be considered. The security/earnest money in any other shape or manner shall not be accepted. Earnest Money shall be forfeited if the quote backs out after opening of quotations / tenders. Earnest money of the unsuccessful bidders shall be returned.
  8. The tenderers are expected to visit the site (buildings ,roads, Complex etc) before submission of tender.
  9. The price bid will be opened only of those tenderers who qualify the pre- qualification requirements as laid down by the University.
  10. In case any family member of the agency is serving in the University then the agency must record a certificate to that effect on the offer failing which the quotation/ tender shall be rejected out-rightly.
  11. The agency shall submit a copy of the registered partnership deed, if any, with the quotation/tender and the copy must be signed by all the partners.
  12. The agencies shall paste the cello tape on the rates quoted by them.
  13. Tender by post / telegraphic/courier shall out-rightly be rejected.
  14. Exemption of tender fee or earnest money or security will not be permitted in any case

**(D) OBLIGATION OF THE AGENCY:-**

The contractor shall be responsible for discharging the following obligations;

**1. HOUSEKEEPING:-**

- 1.1 The agency shall be responsible for sweeping of all floors, all stairs, all offices, Committee Rooms, Lounges, Lobbies, class rooms, and entire premises of all the buildings and their surroundings including drains, removal of spider webs (from ceilings, walls, window panes etc.) from inside and outside the buildings , toilets, removal of blockages in toilets, maintenance of taps, maintenance of cisterns in all the toilets, maintenance of water pipes inside the buildings, maintenance of urine pots, maintenance of wash basins, maintenance of mirrors and cleaning of all drains, etc.

1.2 The contractor shall provide consumables and non-consumables (daily use material only) and equipments of daily use for cleaning and dusting such as dusters, vacuum cleaners, scrubbers, brooms, ladder (simple, hydraulic any other type) etc. at their own cost.

1.3 **Machines Equipments Specialists:**

The machines equipments like blowers, excalators, scurbbers, vaccum cleaners etc. and trained human resources/specialist like Spiderman etc. needed for complete maintenance of premises upto the highest points shall be provided for external/internal maintenance /cleaning of building by agency to the satisfaction of the Controlling Officer.

1.4 The agency shall be responsible for sweeping of all the roads, parks, car /cycle parking lots, collection of litter from inside and surroundings of all the buildings, roads and open areas. He will keep the edges of roads, footpaths, hard standings round about on cross section of roads clear of grass and vegetation. Sweeping, dusting, cleaning and keeping in presentable condition the road side kerbs / edges and roundabout on the cross section of the roads will be responsibility of agency.

1.5 Breakages during repairs, cleaning etc. or otherwise by the agency and making good the same as per the original surface will be the responsibility of the agency.

1.6 The cleaning of the tiles, grills, fountains etc. of the mini fountain in the ponds between dividers of the roads etc will be the responsibility of the agency, who will also be responsible for running the fountains as ordered by the Controlling Officer. The electric motor and connected infrastructure for the fountain will be maintained in serviceable and presentable condition at all times.

1.7 The agency shall be responsible for rodent control, insect control, termite control, pest control, mosquito control, fungus control etc. (excluding the treatment involved for prevention of these) in the buildings/ Campus) and shall maintain hygienic conditions in drains, toilets and other parts of all the buildings by using such insecticides/ pesticides. fungicides as phenyl (Lyzol / equivalent), naphthalene balls, Harpic, Dettol hand wash, Odonil / other room fresher's, hit/bygone etc.

2. **ELECTRICAL MAINTENANCE:-**

2.1 The contractor shall provide housekeeping services such as daily cleaning and dusting of all furniture (chairs, tables, sofas, almirahs, etc) all equipments (computers, printers, UPSs, telephone sets, Generator set, A.C. Plants, ACs, etc.) tube lights, ceiling fans etc., all doors and window panes from inside and outside the Rooms and circulation areas, all class rooms ,halls, corridors portraits and photographs, Offices, Reception counters, Committee Rooms etc, on all the floors of all the buildings on all the working days, and on holidays whenever required during the year.

- 2.2 The agency shall be responsible for complete maintenance including servicing, repairing and operation of Generator sets and its control or change over panels, maintenance of log books, bringing the diesel/petrol from the Petrol Pump, and putting the diesel in the Generator Sets, while MDU shall pay the cost of diesel petrol and carriage on the production of bills. The log book of generators shall be maintained by service provider but should be signed by Controlling Officer or his representative each time diesel is filled in the tank.
- 2.3 Complete operation, maintenance, repair & timely servicing of all window, split, duct able, package A.C. Units including repairing of stabilizers, PCB, gas refilling, replacement of compressor, rewinding of fan motor, replacement of condensers, contactors and installation-dismantling of new/old A.Cs with internal transportation in Campus area.
- 2.4 Complete operation, maintenance, repair & timely servicing of A.C. plants including rewinding/replacement of fan motor, blower motor, water pumps of any size or scaling, descaling of A.C. plant, gas charging and compressor oil charging, replacement of expansion valve and stating valve, repair of A.C. plant control panel, replacement of all water gauge, temperature gauge, replacement of blower and fan blades.
- 2.5 Maintenance of desert coolers including rewinding/replacement of fan motor & water pump, replacement of pads, supporting jal, elbow, water pipe, main supply wire, selector switch, on-off switch, front grill, fan motor supporting legs, rubber gasket, fan blades with nut & bolts, float valve etc. Paining of desert coolers body with aluminum spray paint and water tank with compound paint for rusted units etc. decided by concerned J.E.
- 2.6 Complete repairing and maintenance of ceiling fans, exhaust fans including rewinding, oiling, greasing, welding and turning of shaft, bearing sheets & replacement of bearing, bush, shaft, rubber real, nut & bolts, quarter pin, fan blades etc. Painting of rusted fans, exhaust fans and louver shutters etc. decided by concerned J.E. Installation of new ceiling fans and exhausts fans.
- 2.7 Timely cleaning of ceiling fans, exhaust fans, tube fittings, switches & sheets, main nitch & sub nitches, flood lights etc.
- 2.8 Repair / replacement of all size cables from main nitch to sub-nitch inside/outside, open or laid underground in building area including earth excavation and refilling to the original finish. Providing of all cable joints and end termination including lugs fixing and crimping for new or fault cables.
- 2.9 Repairing and replacement of fused tube fittings, light switches, MCBs, MCCBs, main switches, contactor, bus bars of area allotted.
- 2.10 Maintenance and repairing of all internal wiring of building and replacement / rewiring of burnt /damaged wiring with new one.

- 2.11 All tools & plants, safety devices and ladders etc. used for maintenance shall be provided by the agency.
- 2.12 Duty roster of trained electrical man power with Zone wise and round the clock should be provided by agency.
- 2.13 Complete repairing and maintenance of all compound lights within the building boundary wall premises external lights including flood lights over the building comes under maintenance Zone.
- 2.14 Any other maintenance required at site other than from sr. no.2.1 to 2.13 will carry out by the agency.

**3. PUBLIC HEALTH MAINTENANCE:-**

- 3.1 The agency shall be responsible for repairing, maintenance and operation of all public health fittings in the buildings.
- 3.2 Complete operation, repairing, maintenance and timely servicing of water coolers, water purifiers, aquaguards, geysers, etc including repairing of stabilizers, replacement of compressors, gas refilling, rewinding of fan motor, etc. and installation/dismantling of new / old water coolers, purifiers, geysers etc. with internal transportation in the campus.
- 3.3 For non-repairing of water cooler/water purifier/geysers more than two days, Rs. 500/- per day per set will be recovered from the running account bill of the agency.
- 3.4 The agency shall be responsible for wastage of water from any point in the buildings.
- 3.5 The agency shall ensure to remove any blockage, leakage of any pipe line etc. immediately after tracing out the building.
- 3.6 To clean the open drain including under the culverts and free from any kind of material all the time.
- 3.7 The agency will ensure proper cleaning of overhead tanks on roof/water cooler time to time and as per entire satisfaction of Engineer-in-Charge.
- 3.8 Fire Fighting Equipments, Fire Hydrants/Static Water Tanks, etc. will be kept in serviceable / working conditions at all times and annual maintenance like filling of powder etc. provided by the University.
- 3.9 Any other maintenance required at site for public health works other than from sr. no. 3.1 to 3.8 will be done by the agency.

**4. CIVIL MAINTENANCE:**

- 4.1 The agency shall be responsible for keeping the roofs of the buildings free from dust, leaves and waste material of any other type, grass and weeds, and keep all water outlets clean not only during rainy season but throughout the year.
- 4.2 The agency shall be responsible for fixing of broken glass panes of windows of the buildings. However glass panes & glass putty (if required) will be provided by the university. Cutting of glass pans in size shall be done by the agency. Minor wooden beading, nailing in doors, windows, furnitures, etc shall be done by the service provider. Beading will be provided by the University.
- 4.3 The agency shall be responsible for repairing of aluminum works openable or fixed, maintenance / repair the blinds in the building
- 4.4 Nailing in doors/windows, furniture or any other wood work in the building will be the responsibility of the agency. Nails, screws, nut & bolts and fevicol etc. will be arranged by the agency itself.
- 4.5 Any welding work in these buildings will be responsibility of the agency. The welding set and the rods of good quality will also be arranged by the agency.
- 4.6 The agency shall be responsible for moving the chairs, tables another furniture from one part of the building to another and from one building to another whenever needed.
- 4.7 Any kind of minor repair of furniture, wooden work will be got done by the agency. Consumable material required for this will be arranged by the agency.
- 4.8 Fixing of broken tiles on floor / walls and any other minor repairs in the buildings or its premises will be done by the agency as per directions of Controlling Officer.
- 4.9 Making arrangement for fixing of ACs etc. in window/wall be done by the agency.

**5. GENERAL OBLIGATIONS:-**

- 5.1 A helpline number is also to be provided by the service provider at their office/store.
- 5.2 The manpower required for electrical and public health maintenance jobs should be well experienced and license holder from the appropriate authority.

In addition to the Supervisors, one overall in-charge who will be a technically qualified and experienced person (note less than 10 years) will be deputed by the service provider.

The technical workers such as electricians, plumbers etc. will be well qualified and experienced, having minimum qualification of ITI Trade Certificate and minimum 2 years experience

- 5.3 Wearing of uniforms by the contractor's staff during duty hours shall be compulsory. The contractor shall provide uniform having firm's icon to its staff and issue identity cards to its staff for purpose of identification. The ID cards shall also bear the signature of the designated officer of the University.
- 5.4 The agency shall ensure the regularity of the staff for various jobs as per requirement.
- 5.5 Any other services felt essential will be added to this contract on mutually agreed terms and conditions.
- 5.6 The spare parts will be issued against indent by the University Engineering Store. The old/defective material will be returned by the service provider to the Engineering Store. The space for store & main office shall be provided by the University, but electricity charges shall be borne by the service provider. All other tools and tackles regarding the repairing shall also be borne by the service provider. In case of non availability of material in Engineering Store, the service provider will purchase this material from the market after getting the approval from Controlling Officer at cash purchase rate and shall be paid 10% extra after production of the proper bill.

But in no case the work should remain undone beyond reasonable time on this count. The bill in all such cases should be submitted to the Executive Engineer the next working day after completion of the work.

5.7 **Miscellaneous Maintenance / Equipments/Fittings/Fixtures:**

Any other miscellaneous lines/equipments/fittings/fixtures etc. in the buildings not specifically mentioned above will be maintained in proper condition by the service provider.

6. **The following conditions shall be applicable w.r.t. supply of material /facilities;**

- i. The University shall provide a covered space for store and office to the contractor on the campus where the overall incharge of the service provider along with helpline number will be available for overall coordination and trouble shooting but the contractor shall arrange racks, tables, chairs etc at their own cost.
- ii. The University shall not provide any accommodation to the employees of the contractor.
- iii. The University shall pay the cost of diesel for the generators and carriage charges from petrol pump to the location of generator sets on the production of bill.
- iv. The University shall supply electric tubes, switches, chokes, starters, MCBs electric wires and other spare parts of water coolers/ desert coolers/ACs/ generator sets, etc., wire for re-winding of motors and fan motors etc./any other material as and when required as per site requirement.

- v. Daily consumption of material and dismantled material will be retained by the concerned J.E.
- vi. The University shall supply taps, cisterns, wash basins, water pipes, urine pots, mirrors, etc and their spare parts .

**(E) OTHER TERMS AND CONDITIONS:**

1. The agency appointed for providing above services shall enter into a binding agreement with the university for the execution of services wherein all the obligations of both the parties shall be spelt out.
2. The payment terms shall be as under:-
  - i. The agency shall raise the bills to Engineer-in-Charge on monthly basis.
  - ii. Payment of the bills shall be made to the agency as early as possible and subject to satisfactory report of the work from the Controlling Officer/Designated Officer.
  - iii. TDS towards income tax and any other statutory taxes/cesses/levies as per rules on the rates prevalent at the time shall be deducted at source and deposited with the quarter concerned
3. The acceptance of the quotation/tender shall rest with the committee constituted for the purpose and the committee does not bind itself to accept the lowest quotation and reserves the right to reject any or all items of quotation/tender without assigning any reason therefor. The Committee also reserves the right to accept quotation/ tender in part or whole i.e any item or any quantity or any zone and to reject it for the rest or to accept the tender in toto.
4. Initially the contract shall be awarded for a period of 1½ years and shall be extended/ renewed for another 1½ years subject to mutual consent of both the parties with an increase of 5% on initially allotted rate to the agency, provided the services of the agency are found satisfactory.
5. If the performance of the agency is not found to be satisfactory at any time during the contract period, the University shall be at liberty to terminate the contract without any liability on its part by giving three months notice.
6. The agency shall indemnify/compensate MDU and its properties against any loss and / or damage caused or likely to be caused by any omission/neglect / action, demand, proceedings, prosecutions, attachments, non –payment of taxes, non-clearance of liabilities, non –observance of statutory laws /rules of the local bodies / State/ Central Governments and the like arising due to its workmen's fault and /or deficiency/negligence.

7. The University shall not be responsible for payment of any claim whatsoever made by the workmen engaged by the agency. The service provider will ensure all the safety precautions required for a job and ensure that his workmen are insured to cater for any mishappening inspite of all the precautions.
8. The University shall not be liable for discharging any financial, judicial and / or administrative commitments made by the agency to any entity whatsoever.
9. The agency shall be solely responsible for fulfilling its obligations towards its staff under various laws as applicable and amended from time to time . The contractor shall be responsible for payment of wages to its staff at the rates fixed from time to time by Deputy Commissioner Rohtak / Gurgaon / Rewari as the case may be.
10. The agency and concerned Head of the Department will jointly make a detailed service provisions programme which will be submitted to Engineer-in-Charge. If there is a deficiency in provision of service following will be deducted from the bills after giving the written notices on each occurrence by Engineer-in-Charge with copy to Registrar and Finance Officer, MDU.
  - a) **Adequate trained Manpower or /and Machineries/ Equipments/Stores etc. not employed**

Controlling Officer will assess the deficiency in service and cost saved by contractor plus 20% of such amount on each occurrence which may be increased upto 100% of repeated deficiencies.
  - b) **Service not provided properly**

Say toilets not cleaned properly, rude behavior by workmen, dusting /cleaning not done properly etc; in such eventuality Controlling Officer may impose penalty on agency ranging from Rs 100/- to Rs 1000/- for each occurrence and intimate the agency in writing on each occurrence. Copy of all such letters shall be endorsed to the Registrar and the Finance Officer.
  - c) Cost incurred by MDU in getting the service completed satisfactorily, if any.
11. Register will be maintained for deployment of manpower and registering of deficiencies and complaints and prompt action taken. Controller of zone will have access to these registers whenever needed.
12. The agency must attach a list of equipments which the firm possesses for providing services in the Campus.
13. The dispute if any shall be subject to the jurisdiction of courts at Rohtak. Any other jurisdiction mentioned in the quotation/ tender or invoices or any other document shall have no legal sanctity.

14. Terms and conditions printed on Quotation/.invoice of the firm if any shall not be binding on the university except those mentioned specifically on the work order and acceptance of the work order shall be construed as the firms complete agreement to all the terms and conditions contained in the work order.
15. Any dispute arising with regard to any aspect of the contract shall be settled through mutual consultations and agreement between the contractor and the University. In case settlement is not arrived at, the dispute (s) will come under the purview of Indian Arbitration Act 1996 and the area of jurisdiction shall be Rohtak.
16. **Amendment to the MOU:-**  
The obligations of agency and MDU have been spelt out of this MOU. However, during the operation of the agreement, circumstances may arise which may call for amendment or modification of the terms and conditions of this agreement. In such a situation, the amendments / modifications as may be mutually agreed upon shall be incorporated in this agreement.
17. **Doubts/Ambiguities:-**  
If any doubt or ambiguity arises as to the meaning and effect of any provision (s) of this agreement, the same shall be referred to the Vice-Chancellor, MDU Rohtak for clarification. The clarification so provided by the Vice-Chancellor shall be binding on both parties.
18. Copies of all correspondence between the Controlling Officers and the agency, will be endorsed to the Engineer-in-Charge and the Registrar. All instructions/directions of the Controlling Officers and compliance report etc. by the agency shall be in writing. There shall be no verbal communication in these matters.
19. Whenever there is a duplication of clause either in the terms and conditions or in the agreement, the clause, which is beneficial to the MDU, Rohtak will be considered.
20. In case any other information/clarification is required, the agency may contact at Telephone No. 9416401254 on any working day(Monday to Friday) during office hours ( 9 a.m. to 5.00 p.m.).
21. The detailed instructions specific to a zone keeping within the parameters of the service contract after conclusion of the contract will be issued by respective Heads of the buildings / zone.
22. The Officer-in-Charge will ensure that the D.C rates of Rohtak / Gurgaon / Rewari as the case may be are being paid to the labourers, Electrician, Plumber etc . The service provider shall intimate the date of payment to the zonal-in-charge whose authorized rep. will have full authority to check the payments and the documents pertaining to the payments. However the format attached with this at Annexure 'A' will be submitted(daily filled) with the each running bill.

23. In case of failure of the agency after the conclusion of the contract the University reserves the right to call the other two lowest tenderers for award of the contract at the negotiated rates at the risk and cost of the engaged agency or otherwise to carry out the work at the risk and cost of the engaged agency or otherwise to carryout the work at their own risk and cost by other mean as deemed fit by University.
24. Other “General Rules and directions for the guidance of contractors” issued by MDU, Rohtak containing 17 pages will form part of the contact and can be had from the office of Executive Engineer.
25. The service provider shall raise the bills to the Engineer-in-Charge on monthly basis who will process the bills and make payments after fully satisfying.
26. MDU shall make payment of the bills within at the earliest after submission of correct and complete bills alongwith satisfactory report of the work from officers referred to.
27. The performance security of 5% of contract value including the earnest money of Rs. 10.00 lac will be submitted by the agency within 7 days of receipt of LOI. This balance security (excluding Rs. 10.00 lac) may be in the form of bank guarantee/bank draft in the name of Executive Engineer, MDU, Rohtak. It will be retained till the satisfactory completion of the service contact. The security shall be forfeited if the agency backs out without any reason from the contract besides forfeiting the due payment to the agency by MDU at that time.
28. MDU may secure additional man power for security and housekeeping etc. from agency on prevailing D.C. rates + 10% agency’s profit for a specific purpose and specific period.
29. The agency shall be responsible of any type of mishappening with their workers during all type of maintenance / execution of work.
30. The agency shall provide the electrical and public health maintenance staff as per provision laid down by the Govt.
31. Terms and conditions printed on Quotation/invoice/RA bill of the firm if any shall not be binding on the university except those mentioned specifically on the work order and acceptance of the work order shall be construed as the firms complete agreement to all the terms and conditions contained in the work order and in the agreement.
32. Executive Engineer (Civil) will be the Engineer-in-Charge for this work.
33. No enhancement will be given to the agency above the awarded rates during the contract period, in any case.
34. The agency should be ready to start the work within a notice of 10 days.

**(F) STANDARD OPERATING SYSTEM:-**

The agency will work as per the following standard operating system. However this can be changed at any time with mutual understanding for betterment of the services.

1. The agency will set up a central complaint centre with the facility of a toll free helpline number and one Operator to receive complaints and enter them in the complaint registers to be maintained separately for electrical, public health, house-keeping and cleaning services for immediate action. The centre will be in a centrally placed and location for which space will be finalized by MDU. This helpline number will be circulated to all the HODs for information. The arrangement will ensure prompt action on the complaint by the agency.
2. The complaint can also be lodged with the respective Zonal Supervisors of the agency. The Supervisors will lodge the received complaints in the complaint register and will take immediate action to attend these complaints and then will note in the register, whether that the complaint has been attended or not (giving reasons for not attending the complaint(s)).
3. The Engineering Cell Officials i.e. SDE(Civil Maintenance), SDE(Electrical) on behalf of Executive Engineer(C-II), SDE(PH) will be the Officer In-Charge for Civil, Electrical and Public-Health services and will monitor and closely liaise with the agency and ensure attending of the complaints as well as for supply of material required for the same promptly. In case a complaint remains unattended despite the above procedure or in case of extreme emergency a complaint may also be lodged with the concerned SDE/JE who immediately on receipt of such complaints will direct the Officer-in-Charge or Supervisor of the agency to take prompt action on the complaint.
4. Regarding the materials for Civil, Public Health and Electrical Maintenance required by the agency, the same will be provided by the concerned SDE through the Central Store or in case of an emergency by purchasing directly from the local market after getting the approval from the competent authority. The concerned SDE/JE will check the authenticity of the requirement of the materials as well as certify its actual consumption.
5. Sanitary Inspector of Gen. Admn. Branch will monitor, control and liaise with the agency regarding house-keeping and cleaning work in all the buildings including all hostels as well as road and open spaces.
6. However, the concerned HOD/Branch Officer being the overall administrative In-charge of the building will be responsible to supervise, lodge timely complaints and ensure compliance for maintenance of electrical, public health, civil engineering works and for house-keeping and cleaning of the buildings under his/her control.

7. The agency will also stock the common items of daily use/consumption. The list of at least 3 months' tentative requirement will be sent by the agency to the Engineering Cell Store and the same will be provided by the Engineering Cell Store to the agency at the earliest against the bank guarantee of this material.

Executive Engineer

**Responsibility of the agency and Scope of Work-Tagore Auditorium**

- (i) The agency shall provide services of housekeeping(sweeping and cleaning), maintenance of electrical fittings & equipments and maintenance of public health fittings in the Tagore Auditorium building and its premises.
- (ii) The agency shall be responsible for daily cleaning and dusting of all furniture(chairs, tables, sofas, almirahs, etc.), all equipments (computers, printers, UPSs, telephone sets, Gen. set, A.C. Plant, audio system, lighting system, etc.), all doors and window panes from inside and outside the rooms and circulation areas, hall, corridors, portraits and photographs, offices, VIP Room, VIP Lounge, Reception, Committee Room, etc. on all the floors of the building on all the 365 days of the year.
- (iii) The agency shall provide consumables and non-consumables (daily use material) and equipments of daily use for cleaning and dusting such as dusters, vacuum cleaners, scrubbers, etc. at their own cost.
- (iv) The agency shall be responsible for sweeping of all floors, all stairs, all offices, Committee Room, Lounges, Lobbies, and entire premises of the Auditorium and its surroundings including drains upto five meters from the boundary wall or upto the road whichever is greater (on sides where there is no road, and this will be limited to five meters only). The agency shall also be responsible for the removal of spider webs (from ceilings, walls, window panes etc.) from inside and outside the building, toilets, removal of blockages in toilets, maintenance of taps, maintenance of cisterns in all the toilets, maintenance of water pipes inside the building, maintenance of urine pots, maintenance of wash basins, maintenance of looking glasses, cleaning and maintenance of all drains, etc.
- (v) The agency shall provide consumables and non-consumables (daily use material) and equipments of daily use for sweeping and removal of spider webs such as brooms, cloth for brooms, ladders(simple/hydraulic/any other type), vacuum cleaners, scrubbers, etc. at their own cost.
- (vi) The agency shall ensure collection of all litter, garbage, waste material of any kind from roads and covered dustbins from within the entire compound area of the Tagore Auditorium including drains as specified in Sub Clause (v) above and dump the same at dumping places specified by MDU. Such garbage shall be lifted by another agency engaged by MDU for the entire campus. In no case the agency's staff will sweep away or throw such material outside their own area of responsibility or over the lawns within the compound area of Auditorium or any other building or open space. The agency shall also ensure that the roofs of the building are kept free from dust, leaves and waste material of any other type, grass and weeds, and water during rainy seasons, and water outlets shall be kept clear throughout the year.

- (vii) The agency shall be responsible for rodent control, insect control, termite control. Pest control, fungus control etc. and shall maintain hygienic conditions in toilets and other parts of the building by using such insecticides/pesticides/fungicides as phenyl, naphthalene balls, lyzol, harpic, dettol handwash, odonil/other room fresheners, hit/baygone etc.
- (viii) The agency shall be responsible for moving chairs, tables and other furniture from one part of the Tagore Auditorium to another part and arrange the same as per requirement whenever needed.
- (ix) The agency shall be responsible for the operation of Gen. Set, maintenance of log book, repair of Gen. Set, bringing the diesel/petrol from Petrol Pump, putting the diesel in the Gen Set, while MDU shall pay the cost of diesel and carriage.
- (x) The agency be responsible for the maintenance of all the electrical motors, fittings(cleaning of tubes, replacement of fused tubes, repair of light switches, replacement of light switches, replacement of MCBs of different capacities, maintenance of all ceiling fans (repair of fans including re-winding of fan motors, greasing of fans including supply of grease, cleaning of fans, repair of fan switches, replacement of fan switches), maintenance of internal wiring, etc.
- (xi) The agency shall be responsible for maintenance operation and repair / servicing of the AC plant, and operation, maintenance and repair of other ACs installed in the building.
- (xii) The agency shall be responsible for operation and maintenance of sound/audio system during functions/film shows.
- (xiii) The agency shall be responsible for operation of film shows as directed by Dean Students Welfare.
- (xiv) The agency shall provide uniforms to its staff.
- (xv) MDU shall provide all the spare parts and other materials for repairing or changing the defective materials for efficient maintenance of civil, electrical and public health services.
- (xvi) The agency shall responsible for all the jobs mentioned at sr. no. A to G in this tender documents for this zone also.
- (xvii) The Dean Students Welfare will be the In-charge of this Zone.

**Responsibilities of the agency and Scope of work - Faculty House**

- i. Faculty House remains in operation during day and night throughout the year. The agency shall provide services of housekeeping (sweeping and cleaning), maintenance of electrical fittings & equipments, and maintenance of public health fittings in the Faculty House and its extension including its compound, roads, parking, open areas in the premises, etc. round the clock.
- ii. The agency shall be responsible for daily cleaning and dusting of all furniture (chairs, tables, sofas, almirahs, etc.), all equipments (computers, printers, UPSs, telephone sets, Gen. set, A.C. Plant, audio system, lighting system, etc.), all doors and window panes from inside and outside the rooms and circulation areas, hall, corridors, portraits and photographs, offices, VIP Room, VIP Lounge, Reception, Committee Room, etc. on all the floors of the building on all the 365 days of the year.
- iii. Faculty House staff shall clean the Dining Table tops during the actual breakfast, lunch and dinner hours, but the agency shall be responsible for cleaning of Dining Table tops after the last breakfast, lunch and dinner daily. The agency staff shall provide neatly washed & ironed table cloth to the Faculty House staff who will be responsible for its replacement.
- iv. The agency shall provide consumables and non-consumables (daily use material) and equipments of daily use for cleaning and dusting such dusters, vacuum cleaners, etc. at their own cost.
- v. The agency shall be responsible for sweeping of all floors, all stairs, all offices, Committee Room, Lounge, Lobbies, and entire premises of the Faculty House and its surroundings including drains upto five meters of the boundary wall or upto the road whichever is greater(onsides where there is no road, this will be limited to five meters only. The agency shall also be responsible for the removal of spider webs(from ceilings, walls, window panes etc.) from inside and outside the building, toilets, removal of blockages in toilets, maintenance of taps, maintenance of cisterns in all the toilets, maintenance of water pipes inside the building, maintenance of urine pots, maintenance of wash basins, maintenance of looking glasses, etc.
- vi. The agency shall provide consumables and non-consumables (daily use material and equipment of daily use of sweeping and removal of spider webs such as brooms, cloth for brooms, ladders(simple/hydraulic/any other type) etc. at their own cost.
- vii. The agency shall ensure collection of all litter, garbage, waste material of any kind from covered dustbins from within the entire compound area of the Faculty House including drains as specified in Sub Clause (v) above and dump the same at dumping places specified by MDU. Such garbage shall be lifted by another agency engaged by MDU for the entire campus. In no case the agency's staff will sweep away or throw such material outside their own area of responsibility or over the lawns within the compound area of Faculty House or any other building or open space. The agency shall also ensure that the roofs of the building are kept free from dust, leaves and waste material of any other type, grass and weeds, and water during rainy seasons, and water outlets shall be kept clear throughout the year.

- viii. The agency shall not be responsible for cleaning of utensils, wash basins and jobs relating to cooking etc. in the kitchen area. However, sweeping and washing of floor and walls in the kitchen shall be the responsibility of the agency.
- ix. The agency shall be responsible for all laundry operations(dry cleaning, washing and ironing of bed covers, pillow covers, sofa covers, curtains, towels, table cloth, etc., washing of foot mats, replacement of bed covers and pillow covers in the rooms, etc.) in the Faculty House.
- x. The agency shall be responsible for rodent control, insect control, termite control. Pest control, fungus control etc. and shall maintain hygienic conditions in toilets and other parts of the building by using such insecticides/ pesticides/fungicides as phenyl, naphthalene balls, lyzol, harpic. Items like dettol handwash, odonil/other room fresheners, hit/baygone, Allout, toilet soap, towels, hand towels, tissue paper, flowers, flower vases, candles, etc shall be provided by the In-Charge, Faculty House.
- xi. The agency shall be responsible for moving chairs, tables and other furniture from one part of the Faculty House to another part and arrange the same as per requirement whenever needed.
- xii. The agency shall be responsible for the operation and maintenance of Gen. Set, maintenance of log book, minor repair of Gen Set, bringing the diesel/petrol from Petrol Pump, putting the diesel in the Gen Set, while MDU shall pay the cost of diesel and carriage.
- xiii. The agency be responsible for the maintenance of all the internal electrical fittings(cleaning of tubes, replacement of fused tubes, repair of light switches, replacement of light switches, replacement of MCBs of different capacities, maintenance of all ceiling fans (repair of fans including re-winding of fan motors, greasing of fans including supply of grease, cleaning of fans, repair of fan switches, replacement of fan switches), maintenance of internal wiring and public health services, etc.
- xiv. The agency shall be responsible for the repair/servicing of all ACs and their operation in the Committee Room, Lounge, Rooms, etc. in the Faculty House Zone.
- xv. The agency shall provide uniforms to its staff.
- xvi. MDU shall provide spare parts for replacement of damaged/defective/unserviceable ones for efficient maintenance of electricity, public health and civil services.
- xvii. The agency shall responsible for all the jobs mentioned at sr. no. A to G in this tender documents for this zone also.
- xviii. The Deputy Registrar (General Administration) will be the In-Charge of this Zone.

**ANNEXURE-I**

**MAHARSHI DAYANAND UNIVERSITY ROHTAK – 124001 (HARYANA)**

**PROFORMA FOR EVALUATION OF TECHNICAL BIDS**

1.	Name and complete address of the agency	
2.	Whether copy of Company profile has been attached?	Yes/No
3.	Whether a copy of resolution passed by the competent authority authorizing the specific officer for signing the documents for this tender has been attached?	Yes/No
4.	Whether Technical Bid and Financial Bid have been filed separately as desired in the Tender Document?	Yes/No
5.	If tender downloaded from the MDU site, then has the bank draft of Rs. 15,000/- in favour of Finance Officer, MDU, Rohtak has attached	Yes/No/N.A.
6.	Whether certificate of experience has been attached as desired in the Tender Document?	Yes/No
7.	Whether copy of Registration Certificate has been attached as desired in the Tender Document?	Yes/No
8.	Whether self-attested copy of PAN as desired in the Tender Document has been attached?	Yes/No
9.	Whether self attested copy of latest Income Tax return filed as desired in the Tender Document?	Yes/No
10.	Whether self-attested copies of Service Tax Number has been attached as desired in the Tender Document?	Yes/No
11.	Whether list of clients with complete addresses and telephone numbers and satisfactory service certificate has been attached as desired in the Tender Document?	Yes/No
12.	Whether audited Annual Turn Over statement for last three years has been attached as desired in the Tender Document?	Yes/No
13.	Whether the Earnest Money/Security has been provided as desired in the Tender Document ?	Yes/No
14.	Whether a non-debarment/non-blacklisting certificate has been attached as desired in the Tender Document?	Yes/No
15.	Whether the list of equipments has been attached as desired in the Tender Document?	Yes/No
16.	Whether the page numbering and signature on each page have been recorded as desired in the Tender Document?	Yes/No
17.	Whether a copy of the registered partnership deed duly signed by all the partners has been attached?	Yes/No
18.	Whether a copy of Declaration has been attached as desired in the Tender Document?	Yes/No
19.	(a) Is any family member of the quotee serving with the University (b) If servicing, a certificate to that effect been recorded in the offer /covering letter	Yes/No Yes/No
20.	Has the ISO-9000 certificate of the company for last three years has been attached?	Yes/No
21.	Has the bank solvency certificate not less than Rs. 100.00 lac (issued not more than 12 months prior to date of NIT) been attached.	Yes/No

**ANNEXURE-II**

**MAHARSHI DAYANAND UNIVERSITY ROHTAK – 124001 (HARYANA)**

**NAME OF WORK:** Housekeeping (cleaning, sweeping dusting etc. complete) and maintenance of electrical and public health services in the buildings situated on the eastern side of Ch. Harwari Lal Road in MDU Campus, Rohtak, buildings of UILMS, Gurgaon and IGPGRC, Meerpur (Rewari)

<b>Sr. no.</b>	<b>Name of Zone</b>	<b>Unit</b>	<b>Rate to be quoted by the agency (in Rs.)</b>
1.	Boys Hostel Zone	Per month	
2.	Girls Hostel Zone	Per month	
3.	UIET Complex Zone	Per month	
4.	Hotel & Tourism Complex Zone	Per month	
5.	Tagore Auditorium Zone	Per month	
6.	Faculty House Zone	Per month	
7.	UILMS, Gurgaon Zone	Per month	
8.	IGPGRC(Meerpur (Rewari) Zone	Per month	
Total =			