



UNIVERSITY OF MUMBAI

Fort, Mumbai - 400 032.

NOTICE INVITING TENDERS (NIT)

For appointment of an agency for Housekeeping Services



UNIVERSITY OF MUMBAI

NOTICE INVITING TENDERS (NIT) FOR HOUSEKEEPING SERVICES

TENDER DOCUMENT

UNIVERSITY OF MUMBAI, invites '**Sealed Bids**' for housekeeping services from reputed agencies fulfilling the criteria laid down in Techno-commercial bid format at **Annexure-2**. The job specifications and scope of work are given in **Annexure-I**. The format for Financial Bid at **Annexure-3**. The contract period will initially be for a period from 1st Jan., 2015 to 31st March, 2015 extendable on satisfactory performance and mutual consent on same terms and conditions.

The bids are to be sent in two parts – one sealed enveloped superscribed as '**Techno-Commercial Bid**' giving details in the format as per Annexure-2, and second envelope superscribed as '**Financial Bid**' in the format at Annexure-3. The two sealed envelopes as above will be placed in another sealed envelope superscribed as '**BID FOR HOUSEKEEPING SERVICES**'. The bids shall be signed by a person duly authorized on behalf of the bidder firm and shall be sent to :-

**University Engineer
University of Mumbai
1st Floor, Room No. 118,
Fort Campus, Fort, Mumbai – 400 032.**

3. The sealed bids will be received by UOM upto **23rd Dec., 2014 by 4.00pm**. Any bid UOM received after the prescribed deadline shall not be considered irrespective of rates. The Techno-Commercial bids will be opened on the same day in the presence of the representatives of the bidders present. Opening of financial bids of such firms which meet the prescribed prequalification criteria will be on same day if possible otherwise notified separately.
4. Earnest Money (EMD) of Rs. 50,000/- (Rupees Fifty Thousand only) should accompany the **Techno-Commercial Bid document**. The EMD shall be paid in the form of Demand Draft/Banker Cheque from a nationalized bank/Scheduled commercial bank in favour of Finance & Account Officer University of Mumbai, payable at Mumbai. Such EMD shall not carry any interest. Any bid not accompanied by requisite EMD shall be deemed to be invalid and will be rejected by UOM.
5. The EMD shall be forfeited:
 - a) if the bidder withdraws his bid during the period of bid validity.

- b) In the case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit.
6. The EMD of successful bidder shall be retained towards making of the security for the performance of the contract and shall only be discharged after submission of the required Performance Guarantee.
7. The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required.

8. **RATES AND PRICES**

- 8.1 Bidders should quote the rates in the format given at Annexure-3. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing or over-writings are permissible.
- 8.2 All statutory duties and taxes (including excise and customs) VAT and other may be clearly specified. Price quoted shall be firm and including all taxes whatsoever may be. Any variation in rates, prices or terms during validity of the offer shall require forfeiture of the EMD.
- 8.3 No additional freight or any other charges, etc, would be payable.

9. **TERMS OF PAYMENT**

Payment will be released on completion of work within a fortnight after receipt of bill and certification by office-in-charge of Campus Development Unit that the services provided during the period are satisfactory.

10. **LIQUIDATED DAMAGES**

UOM reserves the right for termination of the contract at any time by giving two days notice, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by UOM from Security Deposit or pending bill or by raising a separate claim.

12. **DEDUCTIONS FOR EXCEPTIONS**

The deductions shall be made for the following jobs, if missed as exception. Such exceptions will duly be conveyed to the contractor by UOM in writing:

- i) Not properly carrying out the jobs as defined for 'daily' - 2% (each exception).
- ii) Not properly carrying out the job as defined for 'weekly' - 3% (each exception).

However, if the exceptions become general practice, action will be initiated as per clause 11 above.

13. PERFORMANCE GUARANTEE

13.1 The successful bidder shall furnish a performance guarantee for an amount of Rs. 2,00,000/-, within 4 calendar days from the date of acceptance of the bid for due and proper fulfillment of contract.

13.2 EMD of successful bidder shall be discharged after receipt and acceptance of the Performance Guarantee towards full Security Deposit in the form of a Fix Deposit from a Nationalised bank which should be valid for one year from the date of award. EMD of unsuccessful bidders shall be discharged after award of work to the successful bidder and signing of contract thereof.

14. UOM reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.

15. Any clarification on the documents may be obtained from:-

**University Engineer
University of Mumbai
1st Floor, Room No. 118,
Fort Campus, Fort, Mumbai – 400 032.**

Annexure – I**JOB SPECIFICATIONS AND SCOPE OF WORK****A. AREA COVERAGE FOR HOUSEKEEPING SERVICES**

| Sr. No. | Name of the Buildings in Vidyanagari Campus | Approximate Area in Sq. mtr. |
|----------------|--|-------------------------------------|
| 1 | Green Technology Building | 4207.04 |
| 2 | Nano Science Building | 7697.00 |
| 3 | Abdul Kalam Building (Education Department) | 941.88 |
| 4 | Shankarrao Chavan Teacher Training Academy | 5037.08 |
| 5 | Alkesh Dinesh Modi Institute | 896.23 (gallery) |
| 6 | J.P. Naik Bhavan (ICSSR) | 1052.00 |
| 7 | Marathi Bhasha Bhavan | 3085.22 |
| 8 | Lecture Hall Complex (Old & New) | 2097.86 |
| 9 | Dr. C. D. Deshmukh Bhavan | 1513.94 |
| 10 | Garware Institute Campus | 6180.26 |
| 11 | Lokmanya Bal Gangadhar Tilak Bhavan | 7833.45 |
| 12 | J. N. Library Building | 7620.63 |
| 13 | Sant Dnyanshwar Bhavan | 1222.86 |
| 14 | Phirozeshah Mehta Bhavan | 3435.00 |
| 15 | Sports Complex | 5530.30 |
| 16 | Hostels In campus | 5016.26 |

| Sr. No. | Name of the Buildings in Fort Campus | Approximate Area in Sq. mtr. |
|----------------|---|-------------------------------------|
| 1 | Mumbai Vidyapeeth Vidyarthi Bhavan | 3369.00 |
| 2 | International Student's House | 4000.00 |

B. BROAD DETAILS OF SCOPE OF WORK:

1. Cleaning, sweeping, moping and wiping of floors, staircase on daily basis 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. Continuous moping to be done at Event's Places/floors and other floors during hours (9.30 AM to 6.00PM)
3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
4. 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.

5. Lifting, carrying and disposing the dead bird's animals, rats, insect's etc. if found in and around the buildings.
6. Clearing of any choking's in the drainages, manholes etc.
7. Removal of beehives and cobwebs/honey webs from the office building and its premises.
8. Cleaning of open area including Roads with brooms.
9. Removal of garbage from the office building and its premises.
10. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and other formalities. In order to maintain quality services and minimize operational problems, the bidder
11. Proper registers/records for the jobs carried out on daily basis will be maintained by the Supervisor of the bidder and will be countersigned by the UOM staff at regular intervals and at the end of each day.
12. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by UOM.

C. JOBS TO BE CARRIED OUT DAILY

- i) Cleaning of general toilets at least thrice daily (at 8.30 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.
- ii) 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.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- iv) Cleaning of event 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.

- v) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
- vi) Cleaning of carpets by soft brush.
- vii) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- viii) Cleaning of chokage in sewer and pumping lines within premises as and when required.
- ix) Cleaning gulley trap and manholes within and surrounding of premises as and when required.
- x) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xi) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- xii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- xiii) Cleaning of carpets in rooms by vacuum cleaners.
- xiv) Room fresheners in all event areas to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
- xv) 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, conference halls, lobby etc.
- xvi) Removal of garbage from the buildings and its premises.

D. JOBS TO BE CARRIED OUT WEEKLY

- a. 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.
- b. Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/cleaning agent of approved quality.

- c. Cleaning of brass letters by brasso (polish).

E. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS

- i) Polishing of brass items with approved brass cleaning material.
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- iii) Dusting of false ceiling etc. with soft broom and cloth.
- iv) Cleaning of sofa sets with soap water/ vacuum cleaners.
- v) Washing and cleaning of driveways, parking areas and roads within the office premises.
- vi) Lift lobby and all toilets floors and other areas, as may be directed by Officer In-charge, shall be cleaned with floor scrubbing machine.

F. 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.

G. PROVIDING WORKFORCE;

The bidder has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Officers of UOM.

The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and other formalities. In order to maintain quality services and minimize operational problems, the bidder may rotate the staff once in two months with prior written intimation to UOM.

The bidder shall ensure that all the workforce deployed wear uniform (with cap) while on duty.

H. SUPPLY OF MATERIAL AND CONSUMABLES:

All materials/consumables other related item is to be provided by the Agency has to be of ISI marked or in conformity with the specification/makes keeping in view good quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used and supply them in advance and store them at UOM on fortnightly basis.

The stores are to be replenished at least 5 days in advance. Consumables shall be issued every morning in presence of an official authorized by UOM.

I. WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by Municipal Corporation.

HOUSEKEEPING SERVICES – PREQUALIFICATION BID

1. THE COMPANY

- a) Name _____
- b) Regd. Address _____
- c) Address of Office at Mumbai _____
- d) Contact Person's
- i) Name & Design. _____
- ii) Tel No. Landline _____ Mobile _____
- iii) Email ID _____

2. Type of Firm : **Private Ltd./Public Ltd./Cooperative/NGO/PSU**
(Please tick and enclose copy of Memorandum/Articles of Association/
Certificate of Incorporation)

3. PAN/GIR No. : _____
(Please enclose attested photocopy)

4. TIN No. : _____
(Please enclose attested photocopy)

5. Service Tax Regn. No.: _____
(Please enclose attested photocopy)

6. EPF Registration No. _____
(Please enclose attested photocopy)

7. ESI Registration No. _____
 (Please enclose attested photocopy)

8. CA certified Annual Turnover for the last 3 years:

2013- 14 _____
2012- 13 _____
2011- 12 _____

- (Please enclose copies of CA attested audited balance sheet and P&L A/c)
_____ enclosed (please specify)

9. Experience of similar work in the field during the last three years

(Should have provided housekeeping services in reputed organizations including at least one PSU/Govt. Deptt/Universities/Educational Institute. with work order not less than (i) Rs.25 lakh in a single order; or (ii) Rs.20 lakh each in two orders ; or (iii) Rs. 15 each in three orders)

- a) Please submit copies of documentary evidence e.g. work order and corresponding satisfactory job completion certificates from clients specifying value and period of work order

_____ enclosed (please specify)

10. Infrastructure Details

- i) Workforce (Nos.) - _____ (not less than 50 of various category)
(Please enclose the list giving employee-wise name, PF No. ESI No.)

- ii) Industrial, Mechanical scrubbing machine _____ (atleast 02No.)
- iii) Vacuum cleaner _____ (atleast 04No.)
- iv) Floor Scrubbers (electrically operated) _____ (atleast 04No.)
- v) Hand Trolley _____ (atleast 04No.)

11. Earnest Money Details :

D.D. No. _____ Date _____
Amount - Rs. _____
Drawn on _____

Signatures of authorized signatory
Name _____
Designation _____

Seal:

HOUSEKEEPING SERVICES – FINANCIAL BID
(To be put in separate sealed envelop)

| Sl. No. | Details of Scope of work | Rate (per 1000 sq. mtr. per month inclusive of all) |
|----------------------------------|---|--|
| 1. | Carrying out the housekeeping work as per the scope of work/requirement shown in Annexure - I by deploying appropriate man power & equipments including consumables. | Rs. _____ |
| In word (Rupees _____ _____) | | |

Signatures of authorised person

Name _____

Designation _____

Seal