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उर्दू शिक्षण तथा अनुसंधान केन्द्र
(भारतीय भाषा संस्थान)
أردو ٹیچنگ اینڈ ریسرچ سینٹر

URDU TEACHING AND RESEARCH CENTRE

(Central Institute of Indian Language)

मानव संसाधन विकास मंत्रालय, उच्च शिक्षा विभाग, भारत सरकार

Ministry of Human Resource Development, Deptt. of Higher Education, Government of India

टी. सी. / 42-वी, विभूति खण्ड, गोमती नगर, लखनऊ TC/42-V, Vibhuti Khand, Gomti Nagar, Lucknow-226010

TENDER DOCUMENT **JOB CONTRACT FOR PROVIDING HOUSE-KEEPING & CLEANING** **SERVICES AT UTRC, GOMTI NAGAR, LUCKNOW**

1.	Cost of Tender Document	:	₹200/- (Non Refundable) (Rupees Two Hundred Only)
2.	Contract Number	:	F.No.6/6-16/2016-17/UTRC(L)
3.	Period of Contract	:	One year from 01/01/2018 to 31/12/2018 The contract is for a period of one year with a possibility of extension for one more year subject to satisfactory performance)
4.	EMD	:	₹5,000/- (Rupees Five thousand only) (By Demand Draft/Banker's Cheque)
5.	Period open for downloading of Tender Documents	:	19.11.2018 from 9.00 AM
6.	Last Date for receipt of Sealed Tender	:	10.12.2017 till 3.00 PM
7.	Date & Place of Opening of Technical Bid	:	URTC, Lucknow & tender opening date will be communicated
8.	Date & Place of Opening of Price Bid	:	URTC, Lucknow & opening date will be communicated

Sl.No.

Description

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NOTICE INVITING TENDER

F.No.6/6-16/2016-17/UTRC(L)

19 NOVEMBER 2017

JOB CONTRACT FOR PROVIDING HOUSE-KEEPING & CLEANING SERVICES AT URDU TEACHING & RESEARCH CENTRE, LUCKNOW

Sealed tenders under two-bid system are invited on behalf of The Principal, Urdu Teaching & Research Centre, TC/42-V, Vibhuti Khand, Gomti Nagar, Lucknow-226010. The details of the services to be provided are as follows:-

Description of work	Validity of the contract	Cost of the tender	EMD
Providing House-Keeping & Cleaning services at UTRC, Lucknow	The contract is for a period of one year with possibility of extension by one more year subject to satisfactory performance.	₹200/- (non-refundable)	₹5,000/-

Eligibility criteria for short listing of contractors/agencies:

1. Contractor/Agency having 3-5 years experience in providing House-Keeping & Cleaning services in Government establishments/public sector undertakings/R&D Institutions/ established private sectors/other similar organizations.
2. Based on the Clientele list provided by the agency with the performance certificates.
3. Financial status of the agency
4. Infrastructure of the agency

The Contractors/agencies have to meet the following statutory requirements at the time of submitting their applications.

1. Establishment Registration Certificate.
2. License issued by ALC, if any.
3. Registration certificate with ESIC & EPF Authorities.
4. Relevant experience certificate for 3-5 years with value of the contract.
5. Copies of Income Tax Returns for last three years.
6. Service Tax Registration Certificate.
7. Copy of PAN card.
8. Firm's official address at Lucknow with full details.
9. The existing clientele list
10. Any other statutory obligations as are required to be complied with from time to time.

How to apply:

The Contractor/Agency fulfilling the eligibility criteria may download the tender forms from CIIL website and submit the same between **19.11.2017 to 10.12.2017 by 3.00 PM** . The completed tender documents in all respects along with Cost of Tender Document for ₹200/- and EMD by Demand Draft/Banker's cheque drawn separately in favour of "**The Director, Central Institute of Indian Languages, Manasagangotri, Mysuru-570 006**" payable at **Mysuru** super scribing the **Name of the work and due date on the envelope**, if sent by post, should reach the following address:

The Principal,
Urdu Teaching & Research Centre,
TC/42-V, Vibhuti Khand, Gomti Nagar, Lucknow-226010

or

to be dropped in the quotation box kept at the Reception Complex/Main Gate, UTRC, Lucknow, latest by 3.00 PM on 10.12.2017 and will be opened at UTRC, Lucknow and the date will be communicated. If any relative of the tenderer is an employee of UTRC, Lucknow, the name, designation and relationship of such employee shall be intimated in writing, while submitting the tender.

The dates to remember are indicated below:

- | | |
|--|---|
| 1. Opening date for downloading of tender forms | 19.11.2017 at 9.00 AM |
| 2. Last date of downloading of tender forms | 10.12.2017 till 10.00 AM |
| 3. Last date of receipt of completed
Application / quote by post or in person | 10.12.2017 till 3:00 PM |
| 4. Opening place and date of the Technical Bid | URTC,Lucknow & opening date will be
communicated |
| 5. Opening place and date of the Price Bid | URTC,Lucknow & opening date will be
communicated |

Tenders received after the specified date and time, submitted without EMD, Cost of Tender Document and incomplete tenders are liable to be rejected. The tenders will be opened in the presence of contractors who choose to be present.

The Principal, UTRC reserves the right to accept or reject any or all tenders without assigning any reasons whatsoever and his decision in the matter shall be final and binding.

Sd/-
Assistant Director (Admn.) i/c

INSTRUCTION TO TENDERERS

Tender should be submitted in two parts. Part-I should consist of all the technical details including their previous experience, nature of work to be carried out, number of trained manpower to be provided for each work etc. and other commercial points. Part-II should contain only the charges (price). Signed and sealed Part-I and Part-II should be kept in separate sealed covers and both covers should be superscribed as "Tender for House-keeping & cleaning services at UTRC, Lucknow". "Cost of Tender Document should be kept in a separate sealed cover superscribed as "Cost of Tender Document – House-keeping & cleaning services at UTRC, Lucknow", EMD should be kept in a separate sealed cover superscribed as "EMD –House-keeping & cleaning services at UTRC, Lucknow", and all the four covers should be kept in a big single sealed cover superscribed as "Tender for House-keeping & cleaning services work at UTRC, Lucknow".

- i. The tenderers may note that the Technical Bid will be opened first and the financial quote of those contractors/agencies, which are declared as qualified based on Technical Bid will only be opened at UTRC, Lucknow and the date will be communicated.
- ii. The EMD and Cost of Tender Document is to be furnished in the form of DD/Bankers' Cheque drawn in favour of The Director, CIIL payable at Mysuru. No request for exemption in payment of EMD will be considered. EMD by way of DD/Bankers' cheque only will be accepted. The EMD of the successful tenderer shall be retained till bank guarantee is furnished and shall be refunded thereafter. EMD of all unsuccessful tenderers shall be returned within 7 days of the date of opening of tenders.
- iii. **The successful Tenderer** should submit a Bank Guarantee issued by any Nationalised Bank in favour of The Director, CIIL, Manasagangotri, Mysuru-06 towards security deposit for an amount of ₹ 50,000/- (Rupees Fifty Thousand only). The BG shall be returned only on satisfactory completion of the contract. However, the EMD submitted along with the tender document shall be returned on submission of the BG.
- iv. The tenderer should read the General Terms and Conditions & annexed hereto and give their acceptance at the end. The tenderer can visit UTRC, Lucknow on any working day between 9.00 AM to 4.00 PM and meet the Head, House-Keeping Section, for any clarification and inspection of the premises proposed for House-Keeping Services
- v. Tenderers should quote the service charges only in percentage. The agency quoting the lowest service charges will be considered for award of the contract subject to fulfilling other tender criteria. No enhancement in service charges on any grounds will be allowed during the period of contract.
- vi. The tender should be clearly filled and signed in ink legibly or typewritten giving full address of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature shall invalidate the tender. The tender should be duly signed by the authorized persons. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.
- vii. The tenderer should ensure that the amount is written in such a way that interpolation is not possible. No blank space should be left.
- viii. Failure to fulfill any of the conditions given above shall render the tender liable for rejection.
- ix. The Principal, UTRC does not bind himself to accept the lowest tender or any other tender and reserves to himself the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.

GENERAL TERMS & CONDITIONS

Please read the following carefully and give acceptance for the same at the end.

A. GENERAL INSTRUCTIONS

1. The tenderer submitting tender would be deemed to have inspected the premises, considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained regarding acceptance or rejection of the tender.
2. The Centre reserves the right to cancel or reject in full or part of any or all tenders received, without assigning any reasons.
3. Any action on the part of the tenderer to influence any officers of the Centre or canvassing in any form shall make the tender liable for rejection.
4. Contract shall be initially awarded for a period of one year with a provision for extension by one more year subject to satisfactory performance on the same terms and conditions. The extension of contract for further period beyond one year shall be with the consent/written request of the contractor in this regard. In case of additional requirement of work force the contractor should be able to provide additional manpower as may be required on similar terms and conditions from time to time.
5. All works shall be executed as per detailed specifications and as directed by an officer nominated by the Principal, UTRC.
6. The House-keeping and cleaning works is subject to inspection by authorized officers of UTRC, Lucknow. If irregularities observed in carrying out the work and areas left unattended despite repeated reminders shall entail imposition of penalty to be decided by the Principle of UTRC, Lucknow of the schedules scope of works and the same will be recovered from the monthly bill of the contractor.
7. The Contractor will bring the Labourers required for proper execution of work.
8. The Contractor shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws.
9. The authorized representative from the contractor side has to be available on all the time during working hours for supervision of work who shall receive the instructions from the Officer nominated by the Principle of UTRC, Lucknow from time to time. All such instructions received by the authorized representative on behalf of the Contractor shall be deemed to have been received by the Contractor within the scope of this work order. If the representative fails to be available, the office has a right to cut double the highly skilled wages from the total bill.
10. It is observed at any stage that the quality of the work is not satisfactory, the contract as a whole may be terminated and Security deposit forfeited. The Contractor will have no claims whatsoever in this regard.
11. In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to the Centre. In case all payments have been made to the Contractor for this work, this amount shall be deducted from any sum due to the Contractor on any other work within the Centre.
12. The Contractor shall indemnify the center for any claims arising out of accidents, disabilities of any nature or death in respect of all workers engaged by the Contractor.
13. The contractor shall be responsible for cleaning as well as security of the toilet fixtures and fittings handed over at the time of commencement of the contract. In case of items/fixtures stolen /broken due to the fault of the contract personnel, either the penalties to recover the cost shall be

imposed or the contractor shall have a choice to replace these fixtures of the same quality under approval by the officer appointed by the Principal, UTRC.

14. It will be the sole responsibility of the contractor to abide by the provisions of the following acts during this contract:
 - a) Employment of Children Act
 - b) Workmen compensation Act
 - c) Employment of Labour/Contract Labour Act
 - d) Industrial Employment Act
 - e) Contract Labour Abolition & Regulation Act 1970
 - f) Minimum Wages Act
 - g) Employee Provident Fund Act
 - h) Any other act or legislation, which may govern the nature of the contract.
15. Any liability arising on the Centre shall be deducted from the bills of the contractor and if the full amount is not recovered then the same shall be recovered from the security money of the contractor. There would be no liabilities towards the workers of the contractor by UTRC, Lucknow.
16. The Centre through its officers reserves the right of altering the specifications of works or adding to or omitting any items of work or of having portions of the same carried out in the Centre by others and such alterations and variations shall not violate this contract.
17. In the event of the contractor failing to execute the House-keeping & cleaning work in whole or in part, alternate arrangement will be made by the Centre totally at the cost and risk of contractor besides any suitable fine/penalty.
18. The contractor shall be liable to pay compensation for any loss and damage caused to the property of the Centre or its Staff Members/Students/Visitors by the contractor or his workers.
19. The contractor shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff, the contractor will be under an obligation to change the worker concerned when instructed by the Centre. The contractor shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws.
20. The contractor & his staff shall follow the rules & regulations of the Centre in force and instructions issued from time to time. The Centre will be free to take action against the contractor for violating the same.
21. The Principal, UTRC, Lucknow reserves the right to terminate the contract without assigning any reason by giving a notice period of three months. The contractor will also have to serve a notice of 3 months, if he wishes to terminate the contract.
22. The contractor is responsible for payment of ESI, PF etc., to the statutory authorities and a copy of the same towards the online payment details showing individual workers name has to be attached along with the bill.
23. The contractor is also responsible for payment as per Central Government Minimum Wages Act.
24. In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter the matter shall be referred to the Director, CIIL, Mysuru or any other officer nominated by the Director, CIIL, Mysuru for arbitration whose decision shall be final and binding on the parties. The contractor agrees that the arbitrator could be an employee of the Centre and shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.
25. The personnel of contractor should observe only 3 closed holidays in a calendar year irrespective of number of the holidays observed by the Centre as per the list given by the Centre from time to time. The 3 closed holidays normally cover Republic Day, Independence Day and Gandhi Jayanthi.

26. The services of employees of contractor should be made available on all days on six days a week basis in a month irrespective of holidays except on Sundays.
27. Police verification report in respect of all the workers should be submitted along with a list of employees and bio-data of each employee with photo and thumb impression should also be handed over to the Officer-in Charge of the Centre and to be updated time to time.
28. The personnel engaged by the contractor should have minimum literacy level and should be between 18 and 58 years of age.
29. The contractor shall be fully responsible to provide paid leave, weekly offs, National & Festival holidays etc., to the personnel deployed and as and when any of personnel reports late for duty or proceeds on leave or absents himself/herself, it will be the prime responsibility of the contractor to provide a suitable substitute.
30. The contractor shall maintain a work register with entries for having attended/completed the work as per the scope of works and should obtain the signature/acknowledgement from the official of the concerned/sections/divisions every time to avoid complaints and disputes in each building/area.
31. The contractor shall keep the water filled in the drums provided in all the toilets at all the times.
32. The contractor shall attend to any other petty work related to house-keeping and cleaning which are similar in nature but not mentioned in the scope of work, which is required to be attended in the opinion of the Officer in-charge, House-Keeping Services without any additional cost.
33. The contractor should arrange for the maintenance of registers and forms as are found necessary for performance of the work assigned. A duty register indicating the names of the contract personnel on duty should be available for inspection by authorized laboratory officials at all times.
34. The Centre with the consent of the contractor may modify terms and conditions of the contract as and when necessary without affecting the basic nature of his contract.
35. The contractor should provide minimum material required list every month for cleaning work in advance for procurement by office.
36. The contractor should certify and affix his signature on each & every page of the tender document and return it with his acceptance of each of the conditions specified on each page of the tender document.

PART – I (TECHNICAL DETAILS)

Technical Details should be provided in the prescribed format i.e. Annexure- A which should inter alia contains the following:

- a) The tenderer should furnish the proof of his experience of providing sanitation/house-keeping service in Govt. organization, large hospital, research institute or any reputed organization. The contractor should furnish the details of staff strength, qualification & experience of his supervisory staff, office address for correspondence, contact telephone numbers etc. the details of the supervisory staff and number of field workers for each work to be deployed for this contract should be indicated separately.

Certificate for having successfully executed/completed similar works during the last 3 years should be either of the following.

- 1) Three similar completed works costing not less than the amount equal to 40% of the total quoted cost OR
- 2) Two similar completed works costing not less than the amount equal to 50% of the total quoted cost OR
- 3) One similar completed work costing not less than the amount equal to 80% of the total quoted cost.

“Similar work” means execution of cleaning, house-keeping and sanitary works and must produce work done certificate from the clients. The work done certificate should mention the details of work executed, the date of commencement and date of completion of the work.

- b) An Earnest Money deposit of ₹5,000/- (Rupees Five thousand only) will have to be furnished along with tender documents in the form of DD/Bankers' Cheque from any one of the scheduled banks drawn in favour of “The Director, CIL, Mysuru” payable at Mysuru. It shall be retained till bank guarantee is furnished and shall be refunded thereafter in case of successful tenderer.
- c) The tenderer must have annual financial turnover during the last 3 years ending 31st March of the previous financial year not less than 30% of the total quoted cost in each financial year which shall be duly certified by a Chartered Accountant.
- d) PAN details of the firm have to be indicated along with a certified copy.
- e) An affidavit duly certified by a Notary that the Partners of the firm or sole proprietor or Company as the case may be, has never been blacklisted or changed the name of the firm. The persons deployed for work should not be involved in any police case or any case should be pending against them. Police verification certificate for the persons deployed for work to be submitted.
- f) An affidavit duly certified by a Notary that there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that has never been punished by any Hon'ble Court.
- g) Name/address of two persons who can vouch for the credentials of the contractor and stand surety.
- h) The entire tender document should be duly signed & sealed by the tenderer.
- i) The tenderer shall submit the information regarding his firm in the format enclosed as Annexure-A as part of Technical bid along with terms & conditions (duly Signed) of House-keeping & cleaning services at UTRC, Lucknow. The tenderer must have E.P.F/E.S.I.C Registration number as per the rules to contribute to E.P.F/E.S.I.C.
- j) If in the opinion of the Centre that the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behaviour is not conducive to retain them for the work, he/she should be replaced immediately.
- k) The original documents should be produced for verification at any stage of tender process as and when sought for, failing which, the bids are liable for disqualification.

PART – II (PRICE BID)

- a) Price bid should be in the format enclosed at Annexure-B (schedule of quantities) in separate sealed cover. Failure to provide price bid in a sealed separate cover will result in invalidation of the offer.
- b) Tender envelope should be sealed. The envelopes containing Price Bid, Cost of Tender Document & EMD should be in separate sealed covers and all the three covers should be put in one sealed cover as indicated above.
- c) The tender should be clearly filled in and signed in ink legibly or typewritten giving full address of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature shall invalidate the tender. The tenderer should duly sign the entire tender documents personally.
- d) The tenderer should ensure that the amount is written in such a way that interpolation is not possible. No blank space should be left.
- e) Failure to fulfill any of the conditions given above shall render the tender liable for rejection.

TECHNICAL DETAILS

<i>Sl. No.</i>	<i>Particulars</i>	<i>Fill in the details</i>
1.	Name of Firm/Tenderer/Company (in block letters)	
2.	Permanent Address & Telephone No.	
3.	Year of incorporation of the Firm/Company	
4.	Full Postal Address : Telephone/Fax No/E-mail :	
5.	Details of experience in providing House-keeping & Cleaning Services in Large Hospital / R&D organization / Large scale Educational institution / reputed organizations for the last 3 years (separate sheets may be attached). Names of the major clients with their address, telephone numbers (enclose certificates/credentials issued by such clients)	(Attach as enclosure & refer here)
6.	Details of infrastructure, persons employed, number of offices/branches available (attach separate sheet)	(Attach as enclosure & refer here)
7.	Earnest Money Rs. Bank Draft No. & Date, Banker's Name & Branch	
8.	Proof of Financial Capacity from his bankers/Chartered Accountant	(Attach as enclosure & refer here)
9.	An affidavit duly certified by a Notary that the Partners of the firm sole Proprietor or Company has never been blacklisted/not involved in any police case/Vigilance enquiry pending or ever been punished by any Hon'ble Court.	(Attach as enclosure & refer here)
10.	Latest Income Tax returns (with TAN/PAN No.) Professional Tax, Sales Tax, Service	(Attach as enclosure & refer here)

	Tax, Regn. No. & Clearance for last three years. (enclose photo copies)	
11.	Details of establishment Registration with date obtained from various authorities (enclose photo copies)	(Attach as enclosure & refer here)
12.	Details of E.S.I.C Registration with Date	
13.	Details of E.P.F. Registration with Date	
14.	Audited balance sheet and Profit/Loss A/c for the last 3 years (enclose photo copies)	(Attach as enclosure & refer here)

Date :

Signature of Tenderer Seal & address

URDU TEACHING AND RESEARCH CENTRE, LUCKNOW

TENDER FORM -‘A’

Name and Address of the Agency

.....

Phone (O)..... (R)..... (Fax).....

Email:.....

Category Of Personnel (Total Four)	Monthly Basic Wages for one person in ₹ (As per Central Govt. Minimum Wages Act)	PF @	ESI @.....	Bonus @.....	Service Tax @	Service Charge/ Commission @..... % of column 2 only		Total Amount Payable to Agency (2+3+4+5+6+8)	Date of Registration of Agency
	In Figures In Words	%	%	%	%	%age	Amount		
1	2	3	4	5	6	7	8	9	10
Housekeeping									

Note: The amount must be indicated in words and figures clearly FOR ONE PERSON without any over writing or cutting. Any such thing will automatically disqualify the Tender Form consideration. All columns are to be filled in. Supporting document for basic wages quoted above should be enclosed (such as Labour Commissioner's order/ Collector's order for minimum wages). **The service charges to be quoted by the agencies/contractors should be quoted after taking all the relating aspects into consideration.**

ENCLOSURES ATTACHED:

(Signature of the Authorized

Representative of the Agency with seal)

UNDERTAKING BY CONTRACTOR

I / We hereby certify that:

1. Full manpower will be engaged on daily basis for house-keeping/maintenance of all the building on rotation basis as per given schedule or as per instructions of Officer-in-charge.
2. I/we have made the site visit in order to evaluate the level of services to be rendered and have quoted accordingly.
3. I/we have specified the number of persons to be engaged daily (man-power) to execute all the works as mentioned above at UTRC, Lucknow.
4. We agree that the payment will not be claimed for the work not carried out by the contractor in any of the above areas.
5. The House-keeping staff will check daily, liquid soap filling in soap dispenser, Toilet tissue paper in toilets, Naphthalene balls in Wash Basins, Urinal pots, & other necessary places, Odonil air purifier tablets in Toilets, Day to Day clearing of Dust Bins, Garbage & other waste material, etc.
6. Waste material will be collected in polyethylene bags/substitute as approved by State govt. & disposed off into the CIDCO waste bins.
7. I/We agree for daily disposal of biodegradable and non-biodegradable waste at required places.
8. I/We will provide staff for shifting of furniture and small equipments as and when required by UTRC, Lucknow.
9. I/We agree for the bills payment on monthly pro-rata basis.
10. I/We agree to pay minimum wages to the workers as per Labour Enforcement Authority.
11. The holiday list of the house-keeping staff shall be got approved by the competent Authority at CIIL, Mysuru.
12. I/We agree to pay minimum wages to the workers as per Labour Enforcement Authority including PF, ESIC, Bonus & 3 Paid Holidays. Payment will be made on 5th day of every month.
13. Substitute will be made available as and when required. Extra man power, if any, called for during conference / meetings etc. will be provided on 24 hour's notice.
14. It will be ensured that liquid soap is available throughout the day in all washbasins and sinks.
15. Qualified, experienced House-keeping Supervisors will be provided.
16. Two sets of Uniforms, Identity Card, 1 Pair of Safety Shoes & Personal Protection Equipments like safety belt, hand gloves, helmet, mask, goggles etc., will be given to all the workers within 15 days of award of work and it will be replaced as and when required.

Place :
Date :

Contractor's Seal & Signature

TENDER AGREEMENT

Date: _____

To,

**The Principal
Urdu Teaching & Research Centre
TC/42-V, Vibhuti Khand, Gomti Nagar
Lucknow-226010**

Tender Ref. No: _____

Name of Work: _____

Sir,

I/We understand the nature and quantum of work to be carried out, and read and understood the various terms & conditions of tender including general conditions and hereby agree to abide by all the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 60 (Sixty) days from the date fixed for opening the Part-I and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted, I/We understand that my/our "Earnest Money Deposit" submitted along with the tender will be liable for forfeiture. The rate quoted is firm and I/We will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract. I/We also hereby agree to abide by the rules and regulations of the UTRC, Lucknow, general conditions of the contract as amended from time to time and to carry out the work according to the drawings, specifications and special conditions of the contract laid down by UTRC, Lucknow.

A sum of ₹5,000/- (Rupees Five thousand only) is hereby forwarded as Earnest Money in the form of Demand Draft/Bankers' Cheque drawn in favour of The Director, Central Institute of Indian Languages, Manasagangotri, Mysuru-06 from a scheduled bank. The full value of the Earnest Money shall stand forfeited without prejudice to any other right to remedies if:-

- a) I/We do not execute the contract documents immediately after getting information from UTRC, Lucknow.
- b) I/We do not commence the work within 15 days after issue of the letter/contract to that effect.

Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Tenderer (s) with Seal

Address: _____

GENERALHOUSE-KEEPING & CLEANING SERVICES

The cleaning work as a whole includes cleaning/sweeping/mopping of Building floors, Corridors, Staircase, Doors, Window panels, Removal of cobweb, Dusting of furniture, Removal of garbages from dustbins and disposal, Toilets cleaning, Roads and Footpath cleaning/sweeping, Segregation of waste/refuse and proper disposal of the same for preparation of vermi compost etc. by the contractor from 06.30 hrs to 17.00 hrs either by shift duties or as applicable to complete the assigned work.

1. HOUSE-KEEPING AND CLEANING OPERATIONAL SYSTEM.

(For Nature of work and frequency please refer to scope of work)

- 1) Sweeping, cleaning, dusting, wiping, mopping floors and dusting windows both sides of doors, using soft cloth.
- 2) Cleaning both sides of glass windows, ventilators, Venetian blinds, view panels using soft cloth and Detergent to remove the dirt and stains. Also cleaning of the glass doors, windows, etc. by using glass cleaner. This work also includes cleaning the metal frames of windows and ventilators.
- 3) Cleaning and dusting of ceiling fans, exhaust fans, pedestal fans, tube light fittings and fixtures within and outside the building (except street lights).
- 4) The work includes cleaning dusting of tables, office cabins, work stations, computer machines, telephone instruments, chairs, almirahs, cabinets and any other furniture in the rooms.
- 5) Wiping of stair cases, railing with damp cloth.
- 6) Removing of the old papers/notices pasted on the glasses if any.
- 7) Special cleaning of the floors by scrubbing machine with the soap solution and later on mopping it.
- 8) Special cleaning of the vinyl flooring with the help of scrubber and soap solution and later on mopping it.
- 9) Special cleaning of the floors, tiles wash basin etc. with the help of Vim powder and later on disinfecting it.
- 10) Polishing of floors once in three months with wax polish wherever required also brasso polishing of name boards/plates which are made of brass.
- 11) Shifting of furniture, equipment etc. shall be carried out as and when required from one place to other within the lab premises.
- 12) Removal of cobwebs from the offices, corridors, staircases, lobby, reception, toilets and all other area.
- 13) Cleaning, brooming and picking of dry leaves, garbage etc. on the road within the UTRC premises.
- 14) Vacuum cleaning of carpeted rooms.
- 15) Mosquito repellents to be used in the office rooms, laboratories, workshop and all the toilets etc.
- 16) Room fresheners shall be sprayed in the Conference hall, Seminar hall and Auditorium during the time of Conferences, Meetings and Functions etc.
- 17) Sweeping/cleaning of workshops, clean room, labs etc. the scrap materials collected shall be segregated and sent to the stores of UTRC for further disposal.

Note: Any notification/corrigendum about the tender will be posted on the CIIL's website only. Therefore, tenderers are advised to regularly visit the CIIL's website for any update. No further advertisement / notification / corrigendum will be published in newspaper(s) in regard to above tender.