



## **NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED**

(Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Govt. of India)

**B.T. Road, Bon-Hooghly, Kolkata-700090**

Phone: 2531-0279, 2531-0610/Fax: 2531-8379/E-mail: [mail@nioh.in](mailto:mail@nioh.in) and web: [www.niohkol.nic.in](http://www.niohkol.nic.in)

No. House Keeping/2177/EO/2014/NIOH

05 Jan 2016

### **NOTICE INVITING E-TENDER FOR HOUSE KEEPING SERVICES**

National Institute for the Orthopaedically Handicapped (NIOH) invites online tenders through [www.eprocure.gov.in](http://www.eprocure.gov.in) from reputed and experienced Housekeeping Service Agencies for providing Housekeeping Services at the above address. The agencies shall contact with Estate Office for inspection of site, work or clarification, if any. The interested agencies are required to go through this Tender Documents with Terms & Conditions and Scope of Work of the Contract before submitted the Tender.

Cost of Tender Paper: **Rs. 1500.00(Rupees one thousand five hundred only)** in favour of "National Institute for the Orthopaedically Handicapped", payable at Kolkata, in the form of DD/Pay Order is to be submitted before bid opening date in bellow mentioned address.

"National Institute for the Orthopaedically Handicapped,  
B.T.Road, Bon-hooghly,  
Kolkata-700090".

The completed Tender documents along with credentials i.e. Registration, Trade License, P.Tax/VAT, IT/ST Clearance etc. shall be submitted online on or before **28-01-2016 at 10.00 a.m.** EMD of **Rs.70000/-(Rupees seventy thousand only)** in the form of Demand Draft/Pay Order must be issued in favour of "National Institute for the Orthopaedically Handicapped" payable at Kolkata. Scan copy of cost of EMD, Tender Paper should be uploaded along with quotation. This Institute reserves the right to accept or reject any or all the tender papers without assigning any reason, what so ever.

## GENERAL TERMS & CONDITIONS

### **A) Eligibility Criteria:**

1. The Tenderer may be proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, empanelled/registered with appropriate authority who possess the required licenses, registrations, etc.,
2. The Tenderer shall have at least 08 **(Eight)** years experience of providing Housekeeping Services to any Govt./Private Sectors.
3. The Tenderer should have an office in proximity of Kolkata.
4. The Tenderer should have the following Registrations and details of the same must be provided in the bid:
  - i) EPF Registration
  - ii) ESI Registration
  - iii) Service Tax Registration
  - iv) Valid Trade License Registration
  - v) PAN Card
  - vi) VAT/Sales Tax Registration
  - vii) Last Return of Income Tax
  - viii) An undertaking that no case is pending with the police against the Proprietor/Firm/Partner or the Company (Agency) indicate any convictions in the past against the Company/Firm/Partner
  - ix) Experience in the work of providing Housekeeping Services (Minimum 08 Years) in Govt./Public/Private Sector. Particulars of experience (attach certificates, testimonials) in the following format

<b>Sl. No.</b>	<b>Name of organization with complete address and telephone numbers to whom services provided</b>	<b>From</b>	<b>To</b>	<b>Contracted amount Rs. per month</b>

### **B) Information and conditions related to submission of Tenders:**

1. The initial period of contract shall be for 12 months, which may be extended up to 6 (six) months depending upon performance of the agency and at discretion of the Institute.
2. The Tender Security Deposit (EMD) amount shall be returned to the unsuccessful Tenderers after finalization of the Work Order/Contract without any Interest.
3. The successful Tenderer's EMD amount will be deposited in this Institute as Security Deposit, which will be refunded without any Interest after completion of satisfactory Work/Contract.
4. The EMD shall be forfeited, if successful agency fails to undertake the work or fails to comply with any of the terms and conditions of the contract.
5. The Competent Authority of this Institute will decide about the agency to which the offer shall be granted based on the Technicality & quoted rates and any other credibility, etc., the decision of the competent authority shall be final.

### C) Terms & Conditions to this Tender:

1. The Successful Tenderer should be awarded with work and in such case; they have to enter into an agreement with this Institute on amount **Rs.100/-** non-judicial stamp paper (to be provided by the Tenderer) for providing mentioned services.
2. The agency shall submit the order copies of increasing minimum wages as per Govt. of India rules from time to time to the Institute.
3. No child labour will be entertained. If, the successful agency is not willing to take up the work after finalization, the EMD amount will be forfeited.
4. Any dispute or difference arises between the parties in respect of this Agreement or any matter arising out of this Agreement, the same will be settled across the table.
5. The deployed staff working hours from 7.30 a.m. to 4.00 p.m. in between there will be at 30 minutes lunch break from 11.30 a.m. to 12.00 p.m.
6. Institute has reserves right to increase or decrease of manpower if any need.
7. If any emergency, the deployed staff shall be do the cleaning for needful as per the requirement.
8. There will be sufficient penalty for your services by yours deployed staff, if found any unsatisfactory services.
9. However, the Authority of this Institute reserves the right to cancel this Agreement at any stage in the event of poor/dissatisfactory performance without assigning any reason what so ever.
10. There will be round the clock service in Indoor Ward by deploying 2 sweepers (01 Male & 01 Female) to upkeep the same at each shift.
11. The personnel of Contractor should have observe only 09 closed days in a calendar year irrespectively of the holidays by the Institute as per the list given by the Institute from time to time . The **09** closed holidays normally cover **Republic day, Independence Day, Deepavali, Christmas, Bakrid, Gandhi Jayanthi, Maha Astami, Vijay Dasami and Holi.**

### 12. Penalty for inadequate performance:

SI	Type of Lapse	Penalty in Rupees
1	Worker not in Uniform ( per Person )	100 per person per day
2	Lapse in maintaining wash room ( per wash room ) and Inaction of supervisor to complaint	200 per day
3	Rude and unpleasant behavior of contractor's personnel with Faculty/Staff/Visitor or rioting in campus	200 per day
4	Theft and/or carrying of items unauthorized and Damage to the Institute property due to negligence	500 per day
5	If the garbage is not lifted as per defined mode & scheduled	Rs. 500/- on each failure occasion
6	Shortage of materials in a month	Deducted as quoted materials value

## **Payment:**

- 1) The payment will be made on monthly basis after the satisfactory work, upon presenting the bills along with reports of satisfactory services and attendance of deployed staff as agreed.
- 2) The payment would be made after deducting **10%** of your monthly bill, which will kept at NIOH as performance Security Deposit, the same will be released after completion of your satisfactory work as per agreement without any interest.
- 3) The payment would be made by A/c Payee Cheque after deducting statutory levies/security deposits as applicable, if any.
- 4) The payments related to Salary, Minimum wages, EPF, ESI, Bonus, or any to your deployed staff shall be maintained by the agency, the relevant receipt copies shall be enclosed along with your monthly Bill.
- 5) No advance payment would be made in any case.

## **Scope of Work**

### **i) Area to be covered by the Agency:**

- a) **Main Building:** All Rooms, Toilets, Class Rooms, Canteen, Laboratories and Corridors, OPD areas and etc. of all floors and Indoor Patient's Wards (round the clock service). The OPD & patients Service Departments shall be cleaned minimum 2 times and Toilets shall be cleaned 3 times in a day as per schedule.
- b) **Hostels:** The buildings, where accommodations are provided to the students both Boys & Girls. There are several buildings & part of the buildings where accommodations are provided to the Boys & Girls students. The work involves to cleaning and sweeping of all Rooms, Toilets, Common areas and surroundings of the buildings including drains.
- c) **Residential Areas:** the work involves to cleaning and sweeping of surroundings of Staff Quarters, common areas, plinth protection, connected Drains & Roads, etc., including Director's Bungalow in the campus.
- d) **Others:** Generator Room, Pump Room, Parking Place, Railing of the Main Building, Security Room at Main Gate and other common used places.

### **ii) Job responsibilities:**

- 1) Cleaning and sweeping of all Rooms, Toilets and its premises, Common space and surroundings of the building including drains. The agency will have to arrange for storing materials.
- 2) Cleaning of Walls, Ceilings, Fittings & Fixtures, Glass-panes, Cupboard, Dusting of Furniture and Swabbing/Cleaning of floor and Toilets with Acid & disinfecting agents. Naphthalene balls are to be provided to the urinal, basin/sinks etc. once in a week.
- 3) Removal of dirt & dusts cobweb etc including waste materials and dispose them off in Garbage dumping place. All disposal lines are to be kept clear from the foreign object and blockage and Cleaning of choked/blocked lines must be done (when the chock/blocking problem is minor) as and when required to keep the sewer line running smoothly.
- 4) Sweeping and cleaning of common areas, office and service departments are to be swept and cleaned before office hours. The residential Buildings along with Generator Room, Pump Room, and Panel Room should be done regularly. However, the some specified rooms may be cleaned after opening those offices.

- 5) Roofs, walls and Lintels of the premises of the main building, Hostels and Staff Quarters are to be kept free from growth of saplings/sooth/plants etc.
- 6) Removal of carcass i.e. dead dog, dead cat etc. should be removed whenever found in the campus with the help of local Municipality, if required. Removal of spider nets/cobweb from the wall corners, beam corners or any other places in main building, hostels and common areas of residential quarters on regular basis.
- 7) Removal of the water logged at ground floor of the main building as well as whole campus due to heavy rain and otherwise and make usable condition at the earliest. Proper measures for exigent management of water logging in the monsoon to be taken before hand.
- 8) The chemicals for Mosquito treatment should be used in entire campus once in every month and register should be maintained showing date and areas covered under the treatment.
- 9) The agency should use most up to date method to control cockroaches and other crawling insects and to protect the carpets from the attack of carpet beetles, cloth, moths etc. under the expert pest control
- 10) Daily sweeping and cleaning of the offices, canteens, and student Hostels (both Boys & Girls), Class Rooms, Toilets, staircases, corridors etc. in the Institute building of all floors are to be done.
- 11) All the urinals, WC, Commodes will have to be cleaned with chemical detergent including cleaning bathrooms, dadoes, skirting with soap water perfectly every day in the building and Hostel (Boys & Girls).
- 12) Dirtiness of bibcock, pillar cock/stops cock fitted where ever in the main building and hostels should be removed after properly cleaned. Dirtiness of MS Grills where ever applicable should be removed.
- 13) All the furniture and office equipments including pelmets and wooden partitions should be cleaned before office hours.
- 14) On weekly holidays and other holidays all the glass panes, door panels, ceiling fans should be cleaned neatly in the main building and hostels with soap water, spirit or such materials as required.
- 15) All the materials to be used for the purpose of sweeping and cleaning shall be supplied and handed over to Estate Office by the Agency. The same will be received as & when required basis from Estate Office for work.
- 16) The materials of approved quality should be used in order to keep the Institute disinfected. Quantity of materials should be sufficient so that the entire work can be completed regularly. If it is found that due to insufficient quantity of materials the work is suffering, the necessary steps will be taken by this Institute and the cost will be deducted from monthly bill of Agency.

### **iii) Deployment of personnel/Staff:**

- a) Whenever departments remain closed on holidays or any other reason, the service of working personnel should be utilized in other areas in consultation with Estate Office.
- b) The Agency should deploy the experienced and knowledgeable Supervisor to supervise the work properly.
- c) The minimum qualifications for Supervisor for Housekeeping works are 10<sup>th</sup> Standard. Copy of certificate has to be produced after receiving work order.
- d) Uniforms with identity cards should be provided to the staff deployed at the Institute by the Agency at their own cost.

- e) A detailed list of workers/Staff deployed for different zones/shifts should be maintained by the agency and the same should be made available to the authority of this Institute.
- f) The staff deployed by the Agency shall perform their duties strictly in accordance with their duty roster, shall comply with the rules and regulations in force from time to time as applicable. They should not have any history of association with anti-social element and or criminal conviction.
- g) No staff suffering from any communicable / infectious diseases and alcoholic / drug addicted will be allowed in the campus.
- h) The agency should have adequate manpower for replacement, in the event of absence, leave or unavoidable circumstance.
- i) The agency must deploy the **06 (Six)** sweepers for round the clock services on rotational basis at Indoor Wards/Patients Wards that means One male and Female sweeper in each shift at around the clock.
- j) The materials are supplied by the agency at every month.
- k) The quoted rates shall not be less than existing Minimum wages of Govt. of India.
- l) There shall be no increase in rates during the contract period except for revision of wages under the minimum wages rules.
- m) Month means 26 days.
- n) Agency should provide two Set of Uniforms and one Pair of shoe to his/her deployed labors with one identity card in their (Agency) own cost.
- o) As per Govt.of India, the taxes are deducted in the monthly bill

**Approximately Area break up furnished as below:**

<u>Type of Bldgs.</u>	<u>Floor Area</u>	<u>Out side Area</u>	<u>Rooms/Halls</u>	
<u>Toilets</u>				
Main Bldg (Gr.Floor)	3420 Sqm	10 Mtrs all around	40/30	14
Main Bldg (1 <sup>st</sup> .Floor)	2314 Sqm	-Nil-	30/25	11
Main Bldg (2 <sup>nd</sup> .Floor)	2314 Sqm	-Nil-	30/25	11
Girls Hostel	440 Sqm	02 Mtrs all around	48/02	16
Annex Bldg	286 Sqm	02 Mtrs all around	10/06	07
Boys Hostel	940 Sqm	05 Mtrs all around	50/07	10
Annex Bldg.	760 Sqm	02 Mtrs all around	34/04	04
Common Bldg.	440 Sqm	02 Mtrs all around	48/02	16
Staff Qrts. Bungalow	200 Sqm	05 Mtrs all around the Staff Qrts. including Director		

## Break up details of Minimum wages as per Govt. of India

SN	Description of the Work	Supervisor (Semi – Skilled )	Un-Skilled Labour	Un-Skilled Labour Shift Duty
( A )	( B )	( C )	( D )	( E )
1	Revised Minimum Wages plus VDA	390x26 = 10140.00	353x26=9178.00	353x26=9178.00
2	EPF 13.36% On Sl.No.01	1354.70	1226.18	1226.18
3	ESI @ 4.75% On Sl.No. 01	481.65	435.96	435.96
4	Bonus @ 8.33% on Rs.3500.00	292.00	292.00	292.00
5	Reliever Charges	Nil	Nil	1556.73
6	National Holidays / Other Holidays	----	----	264.75
7	Total of Sl.01 to Sl.No.06	12268.35	11132.14	12953.62
8	Quantity of the Manpower ( in Nos )	1.00	12.00	6.00
9	Total	1 x 12268.35 = <b>12268.35</b>	12x 11132.14 = <b>133585.68</b>	6x13027.56= <b>77721.72</b>
10	Grand Total of C +D +E	<b>2,23,575.75</b>		

**Important Instruction:**

1. The minimum wages should be included ESI, EPF, Bonus, Leave Salary, National Holidays and it should be at per current rate and which comes to Rs 2,23,575.75. The quoted rates for wages including service charge can never be less than the mentioned amount. If any bidders quoted less than the minimum amount, it will be summarily rejected and decision of authority will be final and binding.
2. The wages rate should be implemented as per Central Government Rules and amendments if any from time to time.
3. The estimated cost of the material required monthly is Rs. 18000.00
4. The agency shall be paid the amount of minimum wages as per Govt. of India rules, Material Cost and Service Charges if any against monthly bills.

## Annexure B

**Materials required per month are as follows:**

<b>SN</b>	<b>Name of Item</b>	<b>Unit</b>	<b>Qty</b>
1	Acid	Litre	40.00
2	Taski R 6 ( Bathroom Cleaner )	Litre	15.00
3	Urinal Cubes ( 200 gms )	Packet	25.00
4	Vim Powder	Kg	35.00
5	Hit ( Mosquitos )	Pcs	10.00
6	Hit ( Cockraches )	Pcs	10.00
8	Odonil	Pkts	15.00
9	Phenoyl ( Black )	Litre	30.00
10	Phenoyl ( White )	Litre	50.00
11	Scotch Brite ( Big Size )	Nos	14.00
12	Scotch Brite ( Small Size )	Nos	15.00
13	Nylon Scrubber - 3.00 Feet	Nos	7.00
14	Nylon Scrubber - 1.5 Feet	Nos	6.00
15	Takin R 11	Litre	25.00
16	Room Spray	Nos	15.00
17	Bleaching Powder ( Lime )	Kg	50.00
18	Hard Broom ( Bamboo Jhadu )	Nos	15.00
19	Soft Broom ( Phool Jhadu )	Nos	20.00
20	Jule Jhadu	Nos	15.00
21	Mop Stick with Mop Refill	Nos	15.00
22	Table Duster	Nos	20.00
23	Dust bin cover bags	Packet	3.00
24	Hand Gloves	Nos	05.00
25	Carbolic Acid	Litre	5.00
26	Plastic Mug ( small size)	Nos	5.00
27	Plastic Bucket ( 20 litre)	Nos	5.00
28	Lime Powder	Kg	30.00
29	Heavy Duty Toilet Brush ( Long )	Nos	07.00
30	Scraper 4-0 feet	Nos	06.00
31	Plastic Dust Bin ( small size)	Nos	15.00
32	Mosquito Spray oil	Litre	12.00
33	Llifebouy Soap	Nos	20.00



## Annexure C

### **LIST OF TENTATIVE HOUSEKEEPING MACHINES/RESOURCES REQUIRMENT:**

The Housekeeping Agency should have the following machines and equipments at NIOH Kolkata premises for handling day to day Housekeeping/Cleaning Operations efficiently.

Sl. No.	Description	Tentative Nos. required
1	SCRUBBING MACHINE (SINGLE DISC MACHINE)	01 No.
2	AUTO SCRUBBER DRY MACHINE	01 No.
3	VACCUM CLEANER HEAVY DUTY	01 No.
4	LADDER ALUMINUM 07 FEET HEIGHT	01No.
5	GARBAGE COLLECTION SS TROLLEYS	01 No.
6	MOSQUITO SPRAY MACHINE	01 No.
7	Iron Belcha	05 Nos
8	Iron Kodhal	03 Nos
9	Steel Gumla	05 Nos
10	Drain Khata	03 Nos

### **Purpose of Equipments:**

- Sl.No. 1: To be used as floor cleaning purpose.
- Sl.No. 2.: To be used as water dewatering/ drying purpose at rainy days
- Sl.No. 3.: To be used as cleaning carpet etc
- Sl.No. 4: To be used as jule cleaning purpose.
- Sl.No. 5: To be used as disposal of canteen and Institute Garbage at daily purpose.
- Sl.No. 6: To be used as spraying Mosquito spray at all around the campus at weekly once.  
The Good insects should be provided like hit for preventing flies, mosquitoes, cockroaches, lizards and ants (all kinds of pests)
- Sl.No. 7 & 8: To used for Drain cleaning purpose in weekly twice
- Sl.No. 9 & 10: To used for Drain and Road cleaning purpose in the rainy season