



National Institute of Open Schooling
(An Autonomous Organisation of MHRD, Government of India)
A-24-25, Institutional Area, Sector-62,NOIDA-201309

TENDER NOTICE FOR HIRING CLEANLINESS SERVICES

Sealed tenders are invited for cleanliness services for National Institute of Open Schooling offices Noida & godowns Delhi. The places can be inspected by the intending tenderers on any working day during usual office hours. Detailed tender document & form can be obtained from the Section Officer (Maintenance) on any working day between 10.00 A.M. to 4.00 P.M.on payment of Rs.500/- (non-refundable) in cash. Sale of Tender Forms will be closed at 14.00 hrs. on 25/8/09. Complete tender form can be downloaded from NIOS Web Site [www. nos.org](http://www.nos.org) or www.nios.ac.in.

Sealed tenders complete in all respects superscribed as **“Tender for cleanliness services of NIOS”** must be dropped in the box meant for the purpose and kept near the security office at main entrance of the office at the above mentioned address by 25/8/09 up to 14.00 hrs.

Secretary

S.No.-----
Date of Issue-----
Cost Rs.500/- (Five Hundred Only)
Deposited vide cash Receipt No.-----
Dated:-----

Last date and time for sale of tender form:
Up to 25/8/0912.00NON
Last date and time for submission of Tenders.
Up to 25/8/0912 2.00PM.
Date, Time and venue for opening of Technical
Big. 25/8/0912 At. 3.00PM.

NATIONAL INSTITUTE OF OPEN SCHOOLING (NIOS)
(An Autonomous Organisation under Ministry of Human Resource Development,
Department of Education, Govt. of India)
A-24-25, Institutional Area, Sector-62,NOIDA-201309

TENDER FORM FOR HIRING CLEANLINESS SERVICES FOR CLEANLINESS OF OFFICE PREMISES

Secretary, National Institute of Open Schooling (NIOS) invites tenders for cleaning services of the offices of NIOS located at Noida/Rana Partp Bagh.

Contractors having sufficient experience in this field may apply. Sealed Tenders both Technical & Financial Bid complete in all respects kept in two envelopes be superscribed as Technical Bid for Cleanliness Services /Financial Bid for Cleanliness Services and both these envelopes put kept together in a bigger envelope and **SUPERSCRIBED AS TECHNICAL AND FINANCIAL BIDS FOR CLEANLINESS SERVICES** should be addressed to:

Secretary
National Institute of Open Schooling (NIOS)
A-24-25, Institutional Area,
Sector-62,NOIDA-201309

and be placed the sealed tender box kept for the purpose near Security office at the main entrance in NIOS office at A-24-25, Institutional Area, Sector-62,NOIDA-201309.

SCOPE OF WORK (Descriptions of duties:)

(A) Cleaning services are to be performed at the following premises:

- a) A-24-25, Institutional Area, Sector-62,NOIDA-201309
- b) A-31, Institutional Area, Sector-62,NOIDA-201309
- c) Material Production & Distribution Division (MPDD) C/o CWC Campus, R. P. Bagh,
opp. State Bank Colony, G.T. Karnal Road, Delhi-110033

(B) ITEMS OF WORK TO BE DONE OF DAILY BASIS:-

1. Sweeping of entire area of the building including the surrounding area and collection of all waste material including its disposal as per instructional of the **National Institute of Open Schooling**.
2. **Cleaning** of the floor area with mechanical as well as manual method. Other equipments like the wall cleaning machine shall be used and provided on demand. Wet floor dusters and detergent disinfectants and other material as necessitated shall be provided in sufficient quantity. Only quality products shall be allowed to be used. The cleanliness operation shall be completed once in the morning before opening the office and thereafter every 2 hourly, specially in the area like corridors, stairs and reception etc. Spray of finit etc. in the rooms for keeping them free from mosquitoes, flies etc.
3. **Cleaning** and washing of toilets and urinal using deodorants, detergents and disinfectants once in the morning before opening of office and then after every two hourly.
4. **Cleaning** of carpets on various floors with vacuum cleaner (to be provided by the contractor). The Venetian / vertical blinds wherever required, are to be cleaned/washed as per site requirements/as ordered by office.
5. In case of shortage of water or non-availability of water, bringing water from U.G.Tank or from outside for **cleaning** as well as other house keeping purpose.
6. Sweeping and **cleaning** of open areas, roads, passage lawns etc. within the boundary of the NIOS complex.
7. Regular dusting/ **cleaning** of office furniture (table and chairs) and equipments, telephones, ashtrays, books cases, filing cabinets, admirals, doors and window including removal of cobwebs every day before opening of the office i.e.9.00A.M.
8. Provisions of liquid soap naphtholine balls/cakes, odonil cakes etc. as per requirement the contractor will ensure that the toiletries mentioned above are always available at the prescribed location.

(C) ITEMS OF WORK TO BE DONE GENERALLY ONCE IN A WEEK:

(List of items/ cleaning materials required is attached vide Annexure-I)

- 9- The chocking of the sanitary installations i.e. Western Style Traps, Bottle traps, gully traps, manholes, gratings is to be cleared within 24hours of reporting the complaint.
10. Polishing of nameplates and number plates with brasso and cleaning all other name plates/ Boards.
11. Washing and scrubbing of floor areas with detergents and dirtspots removing agents.
12. Acid cleaning of sanitary wares, without damaging their shine/ lustrure.
13. Removing stains from floors, doors and partitions by using surf or any suitable detergents, as found suitable without leaving and undesirables spots/cleaning marks.
14. **Cleaning** of water cooler tanks and space underneath the water coolers.
15. Dusting and **cleaning** of fans, electricals fitting, window panes with glass cleaning chemicals/agents and **cleaning** of partition paneling etc.

Instructions and other Terms& Conditions

1. Contractors with sufficient experience may submit their offer in separate sealed cover superscribed as technical bid / financial bid and both the covers enclosed together in a sealed envelopes and addressed to the Secretary, NIOS may be dropped in the box specifically kept for this purpose at A-24-25, Institutional Area, Sector-62,NOIDA-201309 on or before 14.00 hrs on 25/8/0912 The offer may also be sent by registered post so as to reach the Secretary, NIOS on or before 14.00 hrs on 25/8/0912
2. The Technical bid should be accompanied by a Demand Draft for Rs.10000/- (Ten Thousand only) drawn in favour of Secretary, NIOS payable at Noida towards Earnest Money Deposit. Cheque / Bank Guarantee will not be accepted. Those tenderers who have downloaded the form from NIOS web site should deposited a fee of Rs.500/- (Rupees Five Hundred only in the form of bank draft failing which such tender will be similarly rejected. In addition to this the contractor should submit attested copies of the following documents along with the technical bid.
 - a) Certificate of Registration of the company.
 - b) Experience certificate from the organizations/institutions where the tenderer has rendered cleanliness service during last three years.
 - c) List of Cleanliness personnel available on roll whose Medical fitness and police verification completed
 - d) Latest Labour license.
 - e) Certificate issued by the Director General of Resettlement.
 - f) Latest PF registration certificate
 - g) ESI registration certificate
 - h) PAN Card / Income Tax returns for last three years
 - i) Sales Tax/Service Tax registration certificate/returns for last three years
 - j) Audited accounts of last three years.
3. Technical bid will be opened by the Competent Authority or the Officer designated for on 25/8/0912 at 14.30 hrs in presence of the tenderers /their representatives who are willing to be present. No separate intimation will be send for this purpose. Financial bid of those tenders who have qualified in the Technical bid, will be opened, separately and date of opening will be informed accordingly.
4. The name of the successful bidder will be announced only after scrutiny of all the offers and completing all the required formalities.
5. The major criteria of selection of firm will be rates and experience of the firm. However the Secretary, NIOS , reserves the right to accept or reject any or all the offers after opening of the tenders. No contractor has any right to demand the cleaning services at NIOS on the basis of his tender and rates quoted therein.
6. Successful bidder will have to enter into a separate agreement with the NIOS and that the said agreement will be valid for a period of one year from the date of the same. However the contract can be further extended with mutual consent if NIOS authorities desires.

7. The contractor may inspect the all three buildings (A-31, A-24-25Sector -62NOIDA and C.W.C. R.P. Bagh, at any working day with prior permission of S.O. (Maint.)
8. The contractor will have to provide about 26 cleaning personnel and 3 supervisors for the above mentioned services. The number may be increased or decreased as per requirements. NIOS may ask for a certain number of cleaning personnels immediately and ask for remaining later. The payment will be increased or decreased depending upon the actual no. of persons engaged asked for by NIOS.
9. The contractor will have to provide good quality branded cleaning material for cleaning purposes.
10. The contractor will have to ensure that the cleaning work of the premises will commence before 8AM every day and complete before 9 AM. It is the responsibility of the contractor to provide the cleaning personnel during the office hours to maintain cleanliness of the premises as and the cleaning should be neat & clean.
11. Personnel engaged by the contractor for cleaning work should be punctual and disciplined. They should follow the instructions and directions given by the Competent Authority or the officers designated for maintaining the cleanliness of the premises from time to time.
12. The contractor will have to follow all the labour laws and local laws strictly and compliance of such local laws will be the obligation of the contractor.
13. The contract is liable to be terminated with one month's notice from either side.
14. The contractor shall provide the required no. of staff whose daily attendance would be marked in the Attendance Register which will be available with the supervisors concerned. In the event of cleanliness personnel, supervisor found to be absent/short in number than the actual number deployed on any day, a suitable penalty as deemed fit and by NIOS would be imposed.
15. The contractor would provide distinct uniform to his staff with their name plates on the left hand pocket of their shirts.
16. No refuse will be allowed to be dumped on the terrace, in the corners or in any part of the building. Any default on this account will entail heavy penalty.
17. Any dispute between the contractor and his employees will be resolved by him without involvement of NIOS in any manner.
18. In the event of default of any of the conditions stipulated, the earnest money/security deposit will be forfeited and no interest on EMD/Security deposit will be paid.
19. The successful tenderer will have to deposit a bank guarantee equivalent to 10% of the annual tender value for a period of 18 months before the award of work towards security deposit in favour of the Secretary, NIOS for faithful performance of the contract. No interest will be paid on EMD/performance Security.
20. If the services rendered by the contractor are found to be unsatisfactory at any stage, a penalty @ 5% of monthly bill due to default in daily services or Rs.200/- per day per floor whichever is more and @ 10% of monthly bill due to default in weekly services or Rs.500/- per week per floor whichever is more shall be imposed and deductions will be made from the bill. NIOS shall be at liberty to take other such actions against the contractor as deemed fit and proper.
21. If the work not found satisfactory, the competent authority may impose any amount of penalty, which will be binding on contractor.

22. The quoted rates will be valid for at least 90 days. The same may not be amended without the permission of NIOS.
23. The NIOS reserves the right to accept or reject any or all the tenders received by it without assigning any reason whatsoever.
24. Incomplete tenders or tenders without requisite EMD will be summarily rejected.
25. In case of any dispute between the agency and NIOS arising out of or in relation to the agreement, the dispute will be referred to the arbitrator appointed by the Chairman, NIOS whose decision will be final and binding on the parties
ii) Any dispute arising out of the relation between the parties, will be subject to the jurisdiction of Delhi Courts only.

D) DUTIES, BEHAVIOUR STAFF REQUIREMENT ETC.

26. The Contractor's staff shall not disturb the employees of the NIOS or make any sort of noise of noise in premises.
27. The Contractor's workers shall be polite, courteous, well behaved and honest.
28. The Contractor shall be fully responsible for any theft, burglary fire or any other mischievous deed done by its workers. The recovery will be made from the Agency for any theft, burglary, fire or any other loss arises out of mischievous deed done by its workers.
29. The antecedents of all the workers will be got verified from Police by the Agency before deployment for work.
30. The Contractor's workers shall not enter-into any unlawful activity within the NIOS premises and shall have good moral character.
31. The Contractor shall be directly responsible for the wages, which should not be less than minimum wages prescribed by the Government. Provident fund, Bonus or any other benefits available under the rules be given to its employees. The NIOS shall not entertain any such claim of the persons employed by the agency.
32. Insurance and accidents of the workers will be the responsibility of the Contractor.
33. All the workers of the Contractor shall be free from infectious diseases. Police verification and medical fitness of each worker has to be completed by contractor.
34. The Contractor shall submit the copies of the monthly payment registers as well as the deduction made on account of C.P.F. , EPF and ESI and depositing the same to the concerned organization in respect of **sweeping cleaning** staff/ supervisor who will be deputed in the **National Institute of Open Schooling** Building. The name and account number of each employee deputed in **National Institute of Open Schooling** on account of ESI/EPF and proof of deposit in each case may be submitted at the time of billing every month.
35. The sweeping staff will inform daily to the Section Officer(Maintenance) or the person designated for the purpose before leaving the Office.

E) GENERAL CONDITIONS

- 36. **AGREEMENT:** for one year which may be extendable for another one more year if the performance of the agency is outstanding/excellent. The agreement shall be executed on a stamp paper of Rs.100/- incorporating all the tender covenants.
- 37. **TERM AND CONDITIONS OF PAYMENT:** NIOS shall pay the agreed amount to the agency on monthly basis after completion of the month and submission of a certificate by the Section Officer (Maintenance) “that the work has been done satisfactorily” In case the work is found unsatisfactory deduction shall be made from the monthly bill & warning shall be issued in writing. In case no further improvement is noticed the work shall be terminated and security deposit shall be forfeited. The agency shall be debarred from the NIOS for future works.
- 38. **ROOM FACILITY:** The NIOS provides a small room /space for supervisor and storage of materials etc. to the agency free of cost during the period of contract. No name plate of agency shall be allowed on the room and nobody will be allowed to stay in the office after office hours.

F) NOTICE OF TERMINATION OF CONTRACT

The contract can be terminated without assigning any reason by giving one month notice in writing.

G) STOCK AND SUPPLY

- 39. The agency shall maintain sufficient stock of various items such as dusters, soaps, phenyl, detergent, odonil, neptholine balls/cakes, finit, baygon,acid, chemicals required for cleaning be permitted to stop supplying any item for any reason. The quality of the material shall be approved in advance before purchase.
- 40. All the materials essentially required for the work in a month shall be issued & regulated as per site requirement. In case the agency fails to supply required quantity of material, NIOS would purchase the material at the risk and cost of the agency, the amount spent will be deducted from the monthly Bill/Security.
- 41. Rates may be charged per month for whole (Covered area, open area, surrounding area, stairs, lobbies, corridors, toilets etc.)for all the items of work including cost of material.
- 42. All pages should be signed and stamped by the proprietor/ authorized signatory of the agency before submission to NIOS.
- 43. Earnest Money Deposit of Rs.10,000/- (Rupees Ten Thousand Only) in favour of Secretary NIOS, payable at A-24-25, Institutional Area, Sector-62,NOIDA-201309 has been deposited.

vide DD No.-----

dated:-----

Signature

Name of tenderer.

Seal.....

Address.....

Telephone No./Mobile No

NATIONAL INSTITUTE OF OPEN SCHOOLING

Tender form (Technical Bid) for Cleanliness and Sweeping.

(To be submitted by the tenderer with covering letter head. All Columns should be filled and documents enclosed. Detailed information, if any, may be provided in letter head separately)

Sl. No.	Particulars to be given with Documentary proof	Status (to be filled by the tenderer)
1.	Year of Incorporation of the company (Attested copy of certificate of Registration should be enclosed)	
2.	Length of experience in years.	
3.	Details of Experience of having provided Cleanliness Services in Govt./ Semi Govt./reputed organization (Copy of the work order and list with names, designation & telephone numbers of the authority to be enclosed) during last three years.	
4.	No. of employees working in the firm: a)Permanent 1. Cleanliness Person 2. Supervisor b)Temporary 1. Cleanliness Person 2. Supervisor	
5.	No of Cleanliness personnel available on roll whose Medical fitness & Police verification completed.	
6.	Whether the firm is possessing Latest labour License/Permission from Govt. (Attested copy to be enclosed)	
7.	Employee P.F Registration No.(Attested copy to be enclosed)	
8.	ESI Registration No.(Attested copy to be enclosed)	
9.	Annual Turn over of the company in Crores of Rupees a) 2008-09 b) 2007-08 c) 2006-07	
10.	Copy of Income Tax Returns for the last three years should be enclosed.	
11.	Copy of Sales Tax/ Service Tax Returns for the last three years should be enclosed.	
12.	PAN No.(Attested copy of PAN card to be enclosed.) Whether registered with Directorate General of Resettlement (Attested copy of certificate is to be enclosed.)	
13.	Type of Establishment Whether Govt./ Semi Govt./Ltd/Pvt. Ltd./Pvt.	
14.	Present assignment in hand: (Must have at least executed two similar works in multistoried building)	

An EMD in the shape of Demand Draft No.----- dated.----- Drawn on ----- for Rs. in favour of the Secretary, National Institute of Open Schooling Noida is enclosed.

-We undertake that our Agency comply to the Minimum Wager Norms fixed by the Govt. as on date and required relevant certificate/proof shall be submitted to NIOS to this effect.

-All the terms and conditions as mentioned in the tender documents are acceptable to me/us.

Signature of the Tenderer /Authorized Signatory

Name of the tenderer -----

Address of the Tenderer-----

Telephone No/Mobile No-----

Seal of the firm:

Analysis of rates based on Minimum wages be given of the proforma below:

1. RATE FOR CLEANLINESS PERSON (SAFAIKARMACHARIS)

S.No.	Description	Amount
a.	Amount for one cleaning person @Rs. -----(Minimum Basic)	Rs.-----
b.	EPF@ _____ %	Rs.-----
c.	ESI@ _____ %	Rs.-----
d.	Any other statutory benefit@ _____ %	Rs.-----
	Total	Rs.-----per month

2. RATE FOR CLEANLINESS SUPERVISOR

S.No.	Description	Amount
a.	Amount for one Supervisor person @Rs. -----(Minimum Basic)	Rs.-----
b.	EPF@ _____ %	Rs.-----
c.	ESI@ _____ %	Rs.-----
d.	Any other statutory benefit@ _____ %	Rs.-----
	Total	Rs.-----per month

3. Monthly Consolidated Amount for Cleanliness Personnels / Supervisors Inclusive of all:

S.No.	Description	Amount
a.	Amount for total cleaning& Supervisor person @Rs. -----(Minimum Basic)	i)Rs.----- ii) Rs.-----
b.	EPF@ _____ %	Rs.-----
c.	ESI@ _____ %	Rs.-----
d.	Any other statutory benefit@ _____ %	Rs.-----
	Total	Rs.-----per month

I/We have gone through the terms and conditions as enumerated in the enclosed tender from S.No.1 to 43 for cleanliness of office premises and warehouse of NIOS, I/We agree to abide by the terms and conditions contained therein and quote our lowest rates in the respective columns of this form

SIGNATURE OF THE TENDERER / : _____
 Authorised Signatory with seal
 NAME OF THE TENDERER : _____
 NAME AND ADDRESS OF THE FIRM : _____
 TELEPHONE : (O) _____
 (R) _____

List of items/Cleanliness Materials Required for Safal Etc.

1. Phenyl (Liquid)
2. Cleanzo sanitizer
3. Fixol Sanitizer
4. Odonil
5. Liquid Soap(Homocal)
6. Soap Cakes(Lifeboy/Lux)
7. Vim Powder
8. Nirma
9. Surf
10. Acid
11. Tat
12. Duster White
13. Floor Duster (Mops)
14. Room Freshner
15. Nep. Balls
16. Teepol
17. Thiner
18. Brasso (Polish)
19. Mansion floor polish
20. Finit with pump
21. Homocal Cake
22. Hariyal Jharoo
23. Phool Jharoo
24. Bambook Jharoo
25. Rhdi for collection of Kuda/waste
26. Dustbin with lid
27. Buckets
28. plastic Drums
29. plastic Jugs
30. plastic Mugs
31. Cob wel's Remover
32. Sweeping brush
33. Sling Brush
34. Commando Brush
35. Scrubbing Brushes of various sizes
36. Markin Cloth
37. Plastic RCwater pipe with Jet/Nozzel.
38. Vipars
39. Yellow dusters
40. Any other item required for cleanliness etc.
41. Vacuum cleaner, floor washing machine & wall sashing/ grinding machine.