



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

**BID DOCUMENT  
FOR  
PROVIDING HOUSEKEEPING & SANITATION SERVICES  
AT SOUTH ASIAN UNIVERSITY, MAIDAN GARHI, NEW DELHI**

**Name of Work: Providing Housekeeping & Sanitation Services at SAU**  
**Earnest Money Deposit: Rs.350,000/- (Rupees Three Lakh Fifty Thousand only)**  
**Tender Document Cost: Rs.1,000/- (Rupees One Thousand only)**  
**Last Date and Time for submitting the Bids: 1/09/2023**  
**Tender No.: SAU/EP/HS/2023/15**

**SOUTH ASIAN UNIVERSITY  
RAJPUR ROAD, MAIDANGARHI  
NEW DELHI-110068**



*An initiative of the South Asian Association for Regional Cooperation (SAARC)  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## BRIEF INFORMATION ON BID DOCUMENT

Tender No.	SAU/EP/HS/2023/15
Duration of Contract	One year from the date of Purchase order, which may be extended up to a maximum of two more years on mutually agreed terms and conditions subject to satisfactory performance.
Last date and time of submission	3.00 P.M. on 1/09/2023
Date of opening Technical Bid	3.30 P.M. on 1/09/2023
Date of opening of financial bids for technically qualified bidders	To be notified later after completion of technical valuation.
EMD	Rs.3,50,000/- (Rupees Three lakh fifty thousand only)
Cost of Tender Document	Rs. 1000/- (Rupees One Thousand only)
Address and Venue for the submission of Tender document & EMD.	In room ES-203, 2 <sup>ND</sup> Floor, South Asian University at Rajpur Road, Maidan Garhi, New Delhi-110068.



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

**SOUTH ASIAN UNIVERSITY**  
**Rajpur Road, Maidan Garhi**  
**New Delhi – 110068**

## **BID FOR PROVIDING SANITATION/HOUSEKEEPING SERVICES IN THE ENTIRE CAMPUS INCLUDING BOYS & GIRLS HOSTELS AT MAIDAN GARHI, NEW DELHI**

### **ELIGIBILITY CONDITIONS AND SELECTION CRITERIA:**

- (i) A registered company, firm or agency having the experience of at least **Five years** in Housekeeping/ Sanitation services having minimum average annual turnover of **Rs. 2.5 Crore** (only Housekeeping contracts) during the preceding three financial years ending on **31<sup>st</sup> March, 2023**. Documentary proof of incorporation and copies of work orders shall be enclosed. A certificate from a chartered accountant shall be enclosed in terms of annual turnover or audit report of the mentioned period may be enclosed.
- (ii) The tenderer should be registered with the competent authority and should have PAN/TAN number, GST registration.
- (iii) The tenderer shall have well established office IN Delhi NCR.
- (iv) The bidder shall have been providing similar services to at least **one** educational institution having hostel facilities in any of the last five years ending on 31<sup>st</sup> March 2023. Copy of purchase order shall be enclosed.
- (v) The tenderer should not have been blacklisted by any govt., semi-govt., dept. or any other organization. Self-declaration on letter head shall be submitted with the technical bid which may be verified by the University.
- (vi) The tenderer must submit duly filled tender form (Technical Bid) specified in **Annexure-I** of this document. The tenderer must also submit duly filled Declaration Annexure-V along with Technical Bid.
- (vii) Certificate of registration, registered partnership deed in case of partnership firm, memorandum of association and article of association etc. shall be attached.
- (viii) The tender form shall be accompanied by the documents mentioned in checklist specified in **Annexure II** of this document.
- (ix) The tenderer without the qualifications as mentioned at point i to vii above and tender without all the documents mentioned at point viii above, shall be rejected. Tenders incomplete in any form are liable to be rejected out rightly.
- (x) Tenders without EMD are liable to be rejected. NISC Certificates shall not be accepted.

---

(xi) EVERY PAGE OF THE TENDER DOCUMENT SHOULD BE SIGNED AND STAMPED



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
**Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka**



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

BY THE TENDERER.

(xii) In case any person signs the tender document on behalf of a limited company or firm, proof of authority to sign and thereby bind the company letter of authority resolution passed by the company/ firm empowering him/her to sign the documents on behalf of company or firm shall be enclosed with in the tender document.

## SUBMISSION & OPENING OF TENDERS:

- (i) Tenders should be submitted on the specified format supplied by the South Asian University, Delhi or downloaded from university website along with Account Payee Demand draft or FDRs of any nationalized scheduled bank amounting to **Rs.3,50,000/-** (Rupees Three lakh fifty thousand only) with validity of not less than 3 months beyond the validity period of tender, drawn in favour of South Asian University, Delhi towards Earnest Money Deposit (EMD). In case the downloaded Tender Document is submitted an additional demand draft (separate) of Rs.1000/- (Rupees One thousand only) will be required to be attached. NSIC certificates shall not be accepted.
- (ii) The EMD of unsuccessful bidders will be returned after finalization of the contract. No interest shall be paid on the EMD. In case of successful bidder, amount paid as EMD will be adjusted towards performance security deposit and this amount will not carry any interest.
- (iii) No tenders will be accepted after **03:00 pm dated 1/09/2023**.
- (iv) Both the technical bid & financial bid should be placed in separate sealed envelopes and both the envelopes should be sealed in bigger envelope superscribing **"TENDER FOR HOUSEKEEPING & SANITATION SERVICES AT SAU"**. DDs of EMD and Tender fee should be in the envelope containing Technical Bid.
- (v) Technical bids will be opened on 1/09/2023 at 03.30 pm in the committee room on the 4<sup>th</sup> floor of the University in the presence of the tenderers present for opening of the bids. The date, time, and venue will be conveyed to technically qualified bidders by email/telephonically for the opening of financial bids.
- (vi) The President, SAU will have full authority to reject any /all offers without assigning any reasons. Any enquiry after submission of the tender will not be entertained.



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

- (vii) Before submitting the tender, the tenderer must ensure that they have strictly fulfilled all the eligibility conditions to avoid rejection of their tender.
- (viii) The agency submitting the tender shall would be presumed to have considered and accepted all the terms & conditions of this tender. No enquiry, verbal or written, shall be entertained in respect of acceptance/rejection of tender.
- (ix) Tenders should be deposited in room ES-203, South Asian University, Rajpur Road, Maidan Garhi, New Delhi–110068 up to 3 pm on 1/09/2023. No tender will be accepted after **03:00 pm** on the last date. Tenders can also be sent by post so as to reach the University latest by **3:00 pm** on the last date. Late tenders received by post shall not be entertained.
- (x) Tenderers are advised to carry out a required prior survey of the University campuses at Maidan Garhi before quoting so as to fully acquaint themselves of the conditions on ground.

## SCOPE OF WORK TO BE EXECUTED BY THE CONTRACTOR:

- i. The contractor shall be fully responsible for the Sanitation/Housekeeping services in the entire University including Boys and Girls Hostel at, Maidan Garhi including the outer periphery, grounds, landscaped area, lawn, all academic and administrative buildings, hostels, housing blocks, basement parking and other services building as laid down in the tender. The agency shall work under overall supervision and direction of Registrar and other authorized officers of South Asian University.
- ii. The manpower (Male + Female) to be deployed at SAU, Maidan Garhi, New Delhi shall be **35** Housekeeping staffs and **01** Supervisor. The requirement of deployment may increase or decrease. Payment shall be made every month on the basis of actual deployment and the attendance.
- iii. Sweeping, mopping, dusting, cleaning and all other allied works should normally be completed before 9.00 AM on all working days, Saturdays and Holidays except **26<sup>th</sup> January, 15<sup>th</sup> August and 2<sup>nd</sup> October**. Some activities such as



*An initiative of the South Asian Association for Regional Cooperation (SAARC)  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

garbage removal, etc. shall be completed in the evening after office hours (i.e. 5:30 PM onwards) on day-to-day basis. No spillover of the above work for the next day shall be permitted under any circumstances. **There shall be only one weekly off.**

- iv. However, regular cleaning of toilets (including fixtures such as WC's, urinals, washbasins etc.) lobby, corridors and other areas shall be done continuously during office hours (at least twice in a day & as per requirement, usage and instruction given by the administration from 9.00 AM to 5.30 PM i.e. during office hours).
- v. The contracting agency shall make arrangements of providing consumable like air fresheners for rooms, toilets and wardrobes, phenyl (white and black), toilet roll, tissue box and liquid soap for hand wash (in all the attached toilets of officers, in all toilets and the cost of consumables and cleaning materials will be borne by the contracting agency. (As per list attached at ANNEXURE III of this document).
- vi. Agency shall arrange to spray air fresheners in officer's rooms, committee room on daily basis and whenever required. The cost of the spray will be borne by the Agency.
- vii. All materials to be used for cleaning and other consumables (**SCHEDULE A & SCHEDULE B, Annexure III of this document**), shall be in conformity with the specifications/brand/make of government approved standards. The samples have to be got approved from the administration department by the contracting agency. Cleaning material/ other consumables of other brands will be rejected out rightly, without any payment to the vendor.
- viii. The work to be carried out under this tender shall also include arranging and providing at least 2 sets of vacuum- cleaners (Dry & Wet), scrubbing and polishing machines for each block/building and other equipment which are required to be used during execution of the work. All the machineries used should be appropriate for the surfaces existing on the Site and in no way

---

damage the surface/fixtures/fittings/furniture beyond normal wear



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

and tear. In case the agency or its employee damages the surface/ fixtures/ fittings/furniture, the department will be well within its right to recover the cost of restoring the damaged area and/or impose a penalty on the agency. The decision of the Registrar, South Asian University, will be final and binding on the agency.

## DETAILS OF THE AREA COVERED UNDER THIS SCOPE OF WORK:

For the purpose of sanitation/ housekeeping work the entire site is broadly divided into two parts viz. non-carpeted covered area and open area.

(i) Area details:

Categories of Areas	Areas in Sq. Ft.
1. Covered Area	550000 Sq. Ft.
2. Open Area (Soft & Hard)	700000 Sq. Ft.
3. Toilets/Bathrooms	In Hostels and all academic buildings

(ii) The above does not include computers, machines, other office equipment, internal vertical surface (Marble, glass panels and painted surface etc.), ceiling & fixtures, electric fans etc., whose cleaning is **very much** within the scope of this housekeeping contract.

(iii) The periodicity with which the job is to be carried out at the site is broadly divided into four categories namely (A) Daily (B) Weekly (C) Fortnightly and (D) Monthly.

(iv) If during the contract period, the above areas decrease or increase, the number of workmen will be accordingly decreased or increased as per requirement.

---

## (A) DETAILS OF WORK TO BE CARRIED OUT TWICE DAILY IN A DAY ARE AS UNDER:-



*An initiative of the South Asian Association for Regional Cooperation (SAARC)  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

- (i) General cleaning and sanitization (Using sanitizing agents). Sweeping, mopping, dusting sanitizing and any other connected work) of the office rooms, open office halls, conference rooms (Halls), auditorium, library, reception, hostel, corridors, stairs, space for water coolers & toilets, parking areas, service area, all roads inside the University and all unspecified areas/location within the University.
- (ii) Removal of garbage from dustbins in plastic bags. Replacing old plastic bags with new plastic bags. Carrying of garbage in trolley with high quality rubber wheels. No garbage will be left in the site overnight. The plastic bag for the dustbins and for carrying the garbage will have to be provided by the agency.
- (iii) Removal of waste papers, packing material, plant leaves (waste) and any other garbage from the entire premises including the offices, staircases, lift areas, open area etc. No garbage shall be dumped within the premises of Maidan Garhi.
- (iv) Cleaning of workstations, table tops, chairs, almirahs, frames, panels, railings, glasses and cabin partitions with approved cleaning material.
- (v) Stain removal treatment of entire premises including stairs, area of office cabins, conference halls, Auditorium, reception, toilets etc. and stain removing of the furniture and equipment.
- (vi) Air-freshener spray in conference room (if required), air handling unit, officer's rooms once in a day and also on requirement basis as directed by the department.
- (vii) Cleaning and dusting of lab equipment, machines, computers, keyboards, terminals, printers, Photostat machines, filing cabinets, telephones, fax, electric fans and any other equipment and machine lying on the site.
- (viii) Restocking of toiletries in toilets after intensive daily checking in the morning and afternoon cleaning and scrubbing of toilets, WC's, urinals wash basins, floor area of toilets and cleaning and wet dusting / wiping of mirrors, frames etc. in toilet with approved material, re-filling liquid soap dispensers (on daily basis in toilets and requirement basis in officers toilets), re-filling of toilet rolls / tissue papers etc.
- (ix) Cleaning and dusting of planters, paintings, posters, notice-boards etc.



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*





# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

- (x) Removal of bird droppings and other dirt's on the inner walls or on the foot of doors, ventilators, balconies etc. as and when required.
- (xi) The biodegradable and non-biodegradable waste shall be segregated and disposed off by the contracting agency on day-to-day basis and required numbers of dustbins will have to be provided by the agency. The agency should follow the government guidelines/act in this regard.
- (xii) Collection of house waste/garbage from each flat/apartment in the housing blocks on a daily basis.
- (xiii) The above mentioned works are to be carried out on all days and also on requirement basis as directed by department. However, two sanitation workers to be kept on standby at administrative block on public holidays for the upkeep of administrative block and to attend any emergency requirement.

## **(B) DETAILS OF WORK TO BE CARRIED OUT WEEKLY BASIS ARE AS UNDER:-**

- (i) Machine and hand scrubbing and thorough cleaning/washing of the entire floor area by using approved cleaning material and dry/wet mopping.
- (ii) Dusting of walls, roofs etc. from top downward and removal of cobweb.
- (iii) Polishing of brass/copper fixtures.
- (iv) Cleaning of windowpanes and partition door.
- (v) Cleaning of drinking water coolers area, dustbins, buckets etc. with detergents.
- (vi) Weekly cleaning and dusting of ventilator blinds and brushing of upholstered chairs and sofas.
- (vii) Removal of poster, banners and hoardings inside and outside University covered in the tender.
- (viii) Spray of mosquito control inside the rooms in hostels and other rooms if required.

## **(C) DETAILS OF WORK TO BE PERFORMED/ JOBS TO BE CARRIED OUT FORTNIGHTLY ARE AS UNDER:-**

- (i) Vacuum cleaning of upholstery of sofas and other upholstered chairs and A.C. grills.

---

(ii) Cleaning of nameplates and paintings with glass top.



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## **(D) DETAILS OF WORK TO BE PERFORMED JOBS TO BE CARRIED OUT MONTHLY ARE AS UNDER:**

- (i) Cleaning of floors by shifting and moving furniture such as sofa, Amirah, tables, etc.
- (ii) General cleaning/dusting of panels, posters, paintings, etc.
- (iii) Polishing of covered floor area, cleaning of sanitary/water supply fixtures, wall tiles, etc.
- (iv) Removal of cobwebs in back/hidden areas in places like electrical substations, U.P.S. room, telephone exchange etc.
- (v) Removal of weeds from edges of paths/roads, paved-laid area, corners, crevices in terraces, etc. Removal of beehives from buildings.

## **THE INDICATIVE LIST OF MATERIAL TO BE USED BY THE AGENCY IS AS UNDER:**

- (i) Cleansing agents WC's, urinal pots, etc., as mentioned in ANNEXURE-III.
- (ii) Detergents for cleaning wash basin, sinks & other items. Liquid soap for scrubbing of floors & wall, as mentioned in Annexure-III.
- (iii) Anti-bacterial disinfectants for cleaning toilets lobby / floors & glass cleaning liquid as mentioned in ANNEXURE-III.
- (iv) Deodorizers as mentioned in ANNEXURE-III.
- (v) Air-fresheners/aerosols (eco-friendly) Urinal cubes as mentioned in ANNEXURE-III.
- (vi) LOCAL BRANDS OR BRANDS OTHER THAN THOSE MENTIONED IN ANNEXURE-III SHALL NOT BE ACCEPTED AND ARE LIABLE TO BE REJECTED.

## **WORKING HOURS:**

- (i) The cleaning of toilets (including fixture such as WC's, urinals, wash basin, etc.) lobby, corridors and other area shall be done continuously and regularly during office hours as per required usage and instructions given by the University. (from 7.30 A.M. to 5.30 P.M. till office hours)



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## PERFORMANCE EVALUATION:

- (i) The performance evaluation of the sanitation/ housekeeping services shall be carried out by the University department regularly (daily, weekly, fortnightly or monthly basis depending upon the discretion of the department). The agency shall submit daily action plans/reports to the department (for each floor including open areas).
- (ii) The University department shall rate the quality/performance of sanitation/housekeeping agency/tenderer and the tenderer/agency is obliged to perform to the entire satisfaction of the department.
- (iii) The floor wise (including open area) rating for the following activities/work (indicative list only) will be evaluated.
  - (a) General cleanliness of walls and ceilings.
  - (b) General cleanliness of toilets
  - (c) General cleanliness of window glasses
  - (d) General cleanliness of furniture/ sofa/curtains
  - (e) General cleanliness of WC/ Urinals
  - (f) General cleanliness of doors/windows
  - (g) General cleaning of workstations, tabletops, and office equipment.
  - (h) General cleaning of almirahs and racks.
  - (i) General cleaning of partition doors, paneling etc.
  - (j) Cleaning of planters.
  - (k) Maintenance of corridors.
  - (l) Maintenance of open spaces.
  - (m) Any other activity/work identified specified by the department from time to time as per-requirement

The University reserves the right to satisfy itself about the quality of the housekeeping services provided by the tenderer. In the event the agency does not achieve the level of satisfactory performance, the tenderer/agency is liable to be penalized by deduction in his payment ranging between Rs 2000/- per default up to a maximum of 3% per month depending upon the level and duration of the continued dissatisfaction. The decision of the university will be final in this regard.

## TENDER FEE, EMD AND SECURITY DEPOSIT:

- 
- (i) Tenderer will submit the tender form for sanitation/housekeeping



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

services in the University along with Bid securing Declaration- As per Annexure-VI in favour of **SOUTH ASIAN UNIVERSITY payable at New Delhi.**

- (ii) Total performance security deposit will be 5% of the total contract value.
- (iii) The amount of security deposit must be deposited by the qualifying tenderer within 30 days of the award of contract in the form of DD/FDR in favour of **South Asian University** payable at New Delhi. The FDR should be endorsed in favour of South Asian University and duly certified by the issuing bank directly to the University. **The validity of the FDR will be two months beyond the validity of the contract.**

The tenderer should submit a duly-filled, signed-and-stamped tender form along with the following documents. In case the tenderer is found to have not fulfilled any of the following requirements, the entire bid is liable to be rejected without assigning any further reasons. All the documents pertaining to the firm/company submitted by the tenderer should bear the same name and address as recorded in the tender form. In case of any variation, it should be specifically clarified as to whether the changes have been duly notified to the respective authority and proof of acceptance by such authority must be attached with the respective document submitted by the tenderer.

- (i) Bid securing Declaration (As per Annexure –VI).
- (ii) GST registration certificate from the concerned authority.
- (iii) Income tax return (ITR) certificate from the concerned authority.
- (iv) Original terms and conditions of tender (each page to be signed and stamped by the tenderer).
- (v) Demand draft/pay order for Rs. 1000/- (Rupees one thousand) in favour of South Asian University, Delhi. (As cost of the tender document, if the same was downloaded from website).
- (vi) Valid registration no. of the firm (under shops & establishment act) or registration no. of the company (under companies act, 1956), as applicable (attach attested copy of certificate).
- (vii) Valid PAN card of the company/firm (attach attested copy of PAN card).

---

(viii) Valid provident fund account No. of the firm (attach attested copy of

***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*





# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

- registration).
- (ix) Valid ESI No. of the company/firm (attach attested copy of registration certificate).
  - (x) The tenderer should have a minimum annual turnover during the preceding three financial years ended on 31<sup>st</sup> march of 2021, 2022 and 2023 for Rs. 2.5 crore in housekeeping services. The details of the turnover for the financial year indicated above should be produced and verified by submitting the copy of chartered accountant certificate for the corresponding years.
  - (xi) Copies of the Audit report for the last 3 years ending 31.03.2023 should be certified by chartered accountant.
  - (xii) Tenderer should give the documentary proof of minimum five years' experience in providing sanitation/housekeeping services. This should be given in the following format and it should be submitted on letterhead of tenderer (supported by copies of work orders)

S.No.	Year	Name and Address of the client where the Experience in Providing House Keeping services is claimed (One year or more)
1.	2018- 2019	
2.	2019- 2020	
3.	2020- 2021	
4.	2021- 2022	
5.	2022- 2023	

(xiii) In the column meant for experience in housekeeping services, the tenderer should give the details of clients serviced during mentioned period. Also attach the attested copies of performance certificate issued by the clients of the tenderer. The minimum qualifying rating for performance certificate is prescribed as satisfactory. The tenderers who do not attach the minimum of satisfactory performance certificate for the above said period may not be considered and their tender is liable to be rejected. The sample performance certificate to be attached by the tenderer is given below and it should be issued by the client of the tenderer (on client's letterhead).



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## Performance Certificate

It is certified that M/s \_\_\_\_\_ (tenderer) had provided sanitation/ housekeeping Services to our firm for the premises located at \_\_\_\_\_ having a built up area measuring \_\_\_\_\_sq.ft. for the period from \_\_\_\_ (date-to-date). The annual financial component of the house keeping work contract for the above said work is Rs. \_\_\_\_\_ (in words) \_\_\_\_\_.

The performance of the firm was satisfactory/good/very good.

### (Signature of the tenderer)

With Seal of the company

**NOTE**-The tender evaluation committee may also accept performance certificate in other similar performa and its decision shall be final.

**All the above documents should have the stamp of the firm or company; every document/paper mentioned above should be signed by tenderer on every page. (Including the performance certificate issued by tenderer's clients.)**

## Bid Evaluation Process:

- i. Technical bid evaluation will be done as per the eligibility conditions and selection criteria set out at page 2, from points (i) to (xii) of this bid /tender document.
- ii. Meeting the above criteria described in eligibility conditions and selection criteria set out at page 2, from points (i) to (xii) of this bid document will be treated as technically qualified bidder.
- iii. Financial bids of technically qualified bidders shall only be opened after getting approval from the competent authority.
- iv. The L-1 bidder will be decided solely on the basis of **Administrative/ Service charges and Machinery/ Materials/ Consumables cost etc. per month taking together as per Annexure – IV**. Such bidder shall be deemed as the successful bidder for further process.

## FINANCIAL BID:



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

- (i) **The tenderer should quote the rate and amount tendered on monthly rate basis in rupees for the charges of housekeeping boy/lady and supervisor per month as defined in Annexure-IV of this tender document, in figures and as well as in words for entire Maidan Garhi Campus.** The rate and amount of the tender should be inclusive of cost of consumables and mechanized equipment/machinery and also inclusive of all applicable charges and taxes etc. and in accordance with the provisions of minimum wages Act, contract labour act, Delhi works contracts Act and other statutory provisions like provident fund act, EPF, ESI and administrative charges etc. GST to be quoted extra as applicable.
- (ii) The tenderer should take care that the details, rate and amount should be written in such a way that interpolation is not possible. No overwriting in the financial bid will be allowed and no blanks should be left, such type of tender is liable to be rejected. Reformulate
- (iii) The rates quoted should be in lump sum/consolidated per month and shall be valid for the period of tender/contract/agreement including the extended period (if any).
- (iv) The tenderer should quote the amount tendered/financial bid as per **Annexure IV** for entire Maidan Garhi Campus. It should be given in the letterhead of the company/firm/tenderer.
- (v) It may be noted that the manpower requirement at Maidan Garhi Campus will build up gradually and therefore may increase or may even decrease. The payment for which shall be made on pro-rata basis on the basis of actual deployment of manpower each month.
- (vi) The financial bid should have the stamp of the firm or company and signed by the tenderer on every page.
- (vii) **The financial bid (Annexure IV) shall be sealed in a separate envelope, shall be enclosed in a bigger envelope along with technical bid and other documents mentioned above, however, financial bid of only those tenderers will be opened who fulfill all the requirements mentioned in this tender, i. e. after the qualification of technical bid.**
- (viii) **The University reserves to right to reject all such bids where the administrative charges/ Profit margin is quoted unusually low.**



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## PERIOD OF THE WORK/CONTRACT:

The tender will be awarded initially for a period of **one year** from the day the selected agency starts providing the sanitation/housekeeping services in University Campuses., extendable upto a maximum of two more years on mutually agreed terms and conditions. The University shall increase the minimum wages and the components EPF, ESI & EDLI twice every year in the months of April and October after the corresponding increase of minimum wages by Govt. of NCT of Delhi, during the currency of the contract and/or the extended period of the contract. However no other component shall be increased. The increase in the minimum wages shall not translate into increased profit of the vendor.

## PAYMENT OF BILLS:

- (i) Bill payment will be made by the University within seven working days from the date of submission of the bill in respect of undisputed bills. The agency while preferring the bill for payment will have to certify and submit documentary evidence that the wages (as per minimum wages act and other statutory liabilities) of the employees deployed on site, for the month for which the bill pertains have been disbursed. PAN No & TIN No. should be quoted on the body of the bill. Proof of payment made for PPF & ESI etc. for the staff deployed in the University is endorsed with the bill. The payment of the bill shall be made by the University on the basis of monthly attendance. The monthly attendance shall be prepared and submitted by the contractor on 1<sup>st</sup> day of every month and shall be certified by the Authorized officer of the University.

The contractor shall install a biometric machine for recording attendance and the monthly bills shall be supported with computerized attendance sheets as per biometric machines simultaneously with manual attendance daily sheets and Register, duly verified by competent authority of University.

- (ii) Wherever any over payment comes to the notice of University the same shall be deducted by University from any sum due or which at any time thereafter may become due to the agency under this tender/agreement/contract, and failing that, under any other tender/contract/agreement with University or from the performance security deposit of the tenderer.



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*





# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

- (iii) The University reserves the right to carry out post payment audit and/or technical examination of the final bill including all supporting vouchers, abstract etc. University further reserves the right to enforce recovery of any overpayment whenever detected.
- (iv) If as a result of such audit and technical examination, any overpayment is discovered in respect of any work done by the agency or alleged to have been done by the agency under the tender/agreement/contract, it shall be recovered by the University from the agency by any or all the methods prescribed above or through a Court of law as the situation warrants.
- (v) If any underpayment is discovered, the amount shall be duly paid to the agency by the University as and when pointed out and found justified.
- (vi) The salary/wages of manpower should be disbursed on 7th of every month after verifying the data with biometric attendance otherwise a penalty of Rs.1000/- per day will be imposed from the day of default till the date of payment.

## NOTICE OF THE UNIVERSITY:

Subject to as otherwise provided in this tender, all notices to be given on behalf of the University and all other actions to be taken on its behalf may be given or taken by the Registrar, South Asian University, Delhi, or any authorized official by the University.

## EXCLUSION OF IMPLIED OR CONSTRUCTED NO LIABILITY OF THE UNIVERSITY:

- (i) The University shall not provide any residential accommodation to the sanitation/housekeeping workers employed by the agency. No cooking or lodging shall be allowed in the University building for the staff engaged by the contracting agency.
- (ii) The University will be under no obligation to provide employment to any of the employees of the housekeeping agency during or after expiry of tender/agreement/contract period and the University recognizes no Employer-employee relationship between University and the sanitation/housekeeping workers deployed by the contracting agency.



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

(iii) The University shall not be responsible financially or otherwise for any injury to the housekeeping workers in the course of performing the sanitation/housekeeping functions as per this tender. This liability shall solely be of the tenderer/contracting company.

## TERMINATION OF TENDER:

- (i) If the agency at any time makes default in executing housekeeping job with due diligence and care and continues to do so, and/or the sanitation/housekeeping agency commits default in complying with any of the terms and conditions of tender and does not remedy it or take effective steps to remedy it, or fails to complete the work as per the terms and conditions and does not complete them within the period specified in the notice given to him in writing, the University may without prejudice to any other right or remedy, which shall have accrued or shall accrue thereafter to the contracting agency, shall cancel the contract/agreement after one month notice and security deposit will also liable to be forfeited by the University. University, on such cancellation, shall have powers to carry out/execute the work through other agencies by any means at the risk and cost of the contracting agency.
- (ii) **The University reserves the right to terminate the contract, without assigning any reason, by giving to the tenderer one month notice of its intention to do so and on the expiry of the said period of notice; the contract/agreement shall come to an end. On such termination of contract, the tenderer shall remove all the machinery, equipment and housekeeping workers within two days of issue of such a notice by the University.**
- (iii) If any information furnished by tenderer is found to be incorrect or false at any time, the tender/contract/agreement is liable to be terminated, after one month's notice and the security deposit will also liable to be forfeited by the University.
- (iv) **In case the agency wants to terminate the tender/contract/agreement, it shall have to give three months' notice in advance to this effect to the University.**



*An initiative of the South Asian Association for Regional Cooperation (SAARC)  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## ARBITRATION:

In the event of any dispute arising out of this tender/contract/agreement or in connection with the interpretation of any clause in the terms and conditions of the tender/agreement/ contract or otherwise, the matter shall be referred to the arbitrator appointed by the University.

## OTHER CONDITIONS OF THE TENDER:

1. The tender form should be clearly filled in with pen ink legibly or typed and no column should be blank. No interpolation is permissible.
2. Change in the name of the tenderer during the tender process shall not be allowed under any circumstances.
3. Every paper of the tender should be signed by the tenderer with seal of agency/firm/company.
4. No change in the constitution/shareholding of the successful tenderer will be allowed under any circumstances without the prior approval of the University in writing.
5. The agency submitting the tender would be presumed to have considered and accepted all the terms and conditions of this tender.
6. No enquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the tender.
7. The contracting agency shall indemnify the University against all other damages/changes and expenses for which the University is held liable or pays on account of the negligence of the Agency or his servants or any person under its control, whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
8. In case of any person signing the tender/contract/agreement on behalf of limited Company or firm, letter of authority/resolution passed by the



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

company/firm empowering him to sign the tender/agreement/contract on behalf of the company or firm shall be enclosed with the tender.

9. The contactor shall indemnify the University for any damage/theft is caused to the assets/property/office equipment by sanitation/ housekeeping workers and/or supervisor of the agency or otherwise then the contracting agency shall bear the cost of repair of replacement or damages as the case may be.
10. Any person who is in government service or an employee of the university should not be made a partner to the tender by the agency directly or indirectly in any manner whatsoever.
11. The contracting agency shall not transfer the tender to any other person in any manner. The agency shall not be permitted to sub-contract the work to any other person /firm/agency.
12. That the successful tenderer shall, take immediate steps to get a license under contract labour (R&A) Act, 1970 and Delhi works contract act of government of NCT of Delhi. (Wherever applicable).
13. The agency shall provide a non-judicial stamp paper of Rs.100/- for preparing a contract/agreement. The successful tenderer shall enter into a contract/agreement with the University as per the terms and conditions of the tender within one month from the issue of letter of acceptance or whenever called upon to do so by the University whichever is earlier.
14. That the agency shall have to provide any additional personnel for allocating any additional sanitation/housekeeping duty as directed by the University or any authorized officer of the University in addition to those duties/personnel covered in this tender. The work order should be issued for deployment of extra manpower as per contract rate.
15. The contracting agency will have to ensure cleanliness of the site by using the requisite quantity and quality of materials to the entire satisfaction of the University. If the University indicates that the cleanliness or housekeeping services are not adequately satisfactory on account of insufficient tools, material and/or manpower, then additional materials, Tools and/or manpower, as the case



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

may be, will have to be brought in by the agency without charging any extra cost.

16. The tools and material to be deployed must be such that it does not cause any damage to the fittings, fixtures, walls, floor finish and/or other articles lying at the site.
17. The contracting agency shall not employ any person who has not completed Eighteen years of age and/or persons above 50 years of age.
18. The contracting agency before execution of the work shall specify the actual number of workers to be engaged for housekeeping job. The agency shall also employ supervisor(s) having minimum qualification of 12<sup>th</sup> pass to supervise the job and the supervisor(s) shall have minimum five years' experience in the housekeeping services in star category hotel/educational institutions or other similar establishments so as to maintain the building to the required standard and quality to ensure workmanship of the requisite specified degree to the entire satisfaction of the University. He/ She must be able to watch and supervise the work and to test and examine materials to be used. He/ She must ensure the maintenance of performance standards and periodicity of cleaning. The supervisor(s) who should be deployed round the clock by the agency shall also receive instructions from the University and/or any authorized officer of the University from time to time for carrying out the house-keeping services at the University. The entire housekeeping work in and around the campus shall be inspected by the executive/ manager of the agency on a daily basis compulsorily.
19. A complete list of the housekeeping staff, engaged by the agency for deployment in the site, shall be furnished by the contracting agency to the University department along-with the complete address and other antecedents of the staff. The agency shall deploy only those staff whose antecedents have been verified and for whom police verification has been done and submitted by the agency. The agency should give a certificate to that effect to the department. The agency shall also submit medical fitness certificate for all the housekeeping personnel deployed at SAU.
20. Each housekeeping services worker engaged by the contracting agency shall wear the prescribed uniform meant for Housekeeping according to season (i.e. summer uniform in summer and winter uniform in winter season) and an ID card (as per format approved by the University) bearing his name and designation, while on duty. The said uniform and ID card shall be provided and maintained by the contracting agency at its own cost. The uniforms and attire should be neat, clean and



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
***Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka***



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

ironed daily.

21. **Uniform Summer (Men)**- (Buttoned Shirts, plated trousers, Cotton Cap, Apron, two set Black Shoes (BATA). Raincoats (Duck back) to be provided to workers in outer areas. **Uniform summer (Ladies)** - (Salwar, Kameez, cap, Apron) - Two sets Black Shoes (BATA). **Uniform winters (Men & Ladies)** - One full sleeves pullover and one winter jacket in addition to Summer Uniform as above. Fabric for Uniform for men and ladies to be from reputed brand.
22. Housekeeping workers found in dirty and unclean uniform shall be sending back and no payment shall be pay for that day. A penalty of Rs 1000/- may be imposed if the housekeeping staff is found in dirty or soiled Uniform.
23. **The vendor shall provide and install biometric attendance recording machine at the work site and ensure that the machine is always in working condition during the currency and tenure of the contract and/or the extended period.**
24. **The vendor shall submit the details of attendance every month along with the monthly bill.**
25. University shall be at liberty to direct and to require the contracting agency to remove from the work, any person employed by the Agency (including insect control agency engaged by it), who in the opinion of University misconducts himself or is incompetent or negligent in the proper performance of his/her duties or infirm and invalid/or indulges in unlawful activities or the like and such person shall not be again employed on the work without written permission of the University.
26. Water supply for carrying out the work as per this tender shall be given in the toilets only. The contractor shall be required to make his own arrangements to carry the water wherever required by means of base pipes, buckets as per requirement.
27. All the terms and conditions contained in these tender documents will be a part and parcel of the agreement/contract to be executed by the contracting agency with the University.
28. Once the competent authority accepts the tender, the contracting agency shall be a responsible to provide the sanitation/housekeeping services within



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

one week from the date of issue of award letter for the housekeeping contract.

29. Canvassing in connection with the tender is strictly prohibited which may disqualify the tender. Tender must be unconditional.
30. Tender not conforming to the requirements as per the terms and conditions will be rejected and no correspondence shall be entertained in this regard whatsoever.
31. All the intending tenderers are advised to keep a photocopy of the tender documents with them for their future reference. All the intending tenderers are further advised to visit the University Campuses to understand the nature and volume of work before participating in the tender and then quote the rate/amount per month for the work, because no subsequent request of the tenderer for additional payment/claim on any account will be entertained by the University under any circumstances.
32. For any clarification regarding the scope of work and/or any terms and conditions of tender, the intending tenderer can seek clarification from Asst. Registrar (E&P) on any working day in person.
33. Attendance report of all the staff deployed at University Campuses shall be given to administration department, every day.
34. No manpower other than those on duty shall be allowed to stay in the premises during the specified working hours. The agency shall be responsible for the watch and ward not only of his/her stores but also of the fittings and fixtures in the common areas in the building.
35. All requirements under various statutory laws including relevant labour act must be complied with by the Agency. Any default will be the liability of the agency and the agency shall be liable to reimburse any amount paid by the University by way of default, interest and penalty. The agency shall undertake to furnish all the details as and when asked for by the University. The agency will also maintain the relevant records of all payments received by the Agency and will produce to the satisfaction of the University immediately whenever asked for.
36. The agency shall be responsible for the good conduct/behavior and integrity of its



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

personnel and will also be responsible for any act of omission or commission on their part.

37. The agency will be responsible for supply of the garbage bags, for collecting garbage from core and common areas of the University Campuses and disposal outside at sites designated for this purpose. The material so collected will be screened/ checked by the security personnel.
38. Weekly performance of the service provider will be observed by the administration department officials entrusted with supervision.
39. Bill shall be submitted at the end of each month (in triplicate) along with certificates for satisfactory performance from the officer in charge in support of having performed the job of cleaning and sweeping in this office premises.
40. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under labour act, minimum wages and (contract labour (regulation & abolition Act 1970), EPF etc. with regard to the personnel engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the department and the labour department.
41. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as labour act, minimum wages Act, contract labour (regulation and abolition) Act, EPF, ESI and various other acts as applicable from time to time with regard to the personnel engaged by the contractor for the department.
42. The designated manpower on a given day can also be deployed for other services like shifting equipment / furniture etc. apart from sanitation & housekeeping services.

## REJECTION OF TENDER:

- (i) The entire columns and rows in the Tender format (including tender form and financial bid) should be filled up. Tender incomplete by any manner is liable to be rejected without assigning any reason. No interpolation is permissible.

(ii) The Registrar, South Asian University, New Delhi reserves the right to reject any or all



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*





# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: [www.sau.int](http://www.sau.int)

tender(s) without assigning any reason thereof.

(iii) The University reserves to right to reject all such bids where the Administrative charges/ Profit margin is quoted unusually low.

(iv) The agreement is subject to incorporation of any appropriate provisions by the University which will be executed by the contracting agency and the same shall be binding on both the parties to the ensuing contract/agreement.

## SETTLEMENT OF DISPUTES:

Any difference, question, claim, controversy, disagreement or dispute arising from or relating to this tender/contract/agreement shall be settled amicably through direct and good faith negotiations/consultations between the parties, recognizing their mutual interest and endeavouring to reach a mutually satisfactory solution. If the matter is not resolved amicably within a week, the matter shall be referred to the arbitrator appointed by the University whose award shall final and binding.



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## Annexure-I

**SOUTH ASIAN UNIVERSITY  
RAJPUR ROAD MAIDAN GARHI  
NEW DELHI – 110068**

### TECHNICAL BID

Technical bid should indicate the following information along with the self-attested photocopies of supporting documents:

1. Name of firm/agency/tenderer:

---

2. Registered address:

---

---

---

3. Telephone No. (Landline):

---

4. Fax No.:

---

5. Mobile No.:

---

6. Email Address:

---

7. Name & Address of branch in Delhi NCR, if any:

---

---



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

8. Type of organization:

\_\_\_\_\_

(Whether sole proprietorship/partnership/Private limited etc. attach proof)

9. Name of Proprietor/Partners/Directors of the organization/firm:

\_\_\_\_\_

10. Details of Earnest money Deposit:

Name of the Bank      Draft/FDR No.      Date      Amount

S.No.	Documentary Proof of	Attached (Yes/No)	Page/Appendix No (If attached)
i.	Proof of incorporation/inception of the agency		
ii.	PF registration proof		
iii.	Registration for manpower supply/ license to act as housekeeping agency		
iv.	ESI registration proof		
v.	PAN card		
vi.	Income tax returns for the last three years		
vii.	Service Tax registration proof		



*An initiative of the South Asian Association for Regional Cooperation (SAARC)  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

viii.	Proof of registration with the labour Commissioner		
ix.	Satisfactory performance certificate from at least three organizations where the agency has provided sanitary/ housekeeping services having a built up area measuring at least 2,00,000 sq. ft.		
x.	Annual turnover during the preceding three financial years ended 31 <sup>st</sup> March, 2021, 2022 & 2023.		
xi	Any other relevant information		

**Name and signature of the Tenderer of the Firm/Company:**



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
***Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka***



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## Annexure - II

### Check List:

1. Duly completed Technical Bid. (Annexure–I)
2. Earnest money deposit (demand draft/FDR of Rs. 3,50,000/- (Rupees Three lakh fifty thousand only) in favour of South Asian University, New Delhi.
3. Terms and conditions of the tender duly signed on each page.
4. Demand draft/Pay order for Rs.1000/- (Rupees one thousand) in favour of South Asian University as cost of the tender document, if the same was downloaded from website.
5. Registration No. of the firm (under shops & establishment act) or registration no. of the company (under Companies Act, 1956), as applicable (attach attested copy of certificate).
6. GST certificate.
7. Income tax clearance certificate (ITR returns)
8. PAN Card of firm/Company (attach attested copy of PAN Card).
9. Provident fund account No. of firm/Company (attach attested copy of certificate).
10. ESI No. of firm/Company (attach attested copy of certificate).
11. The details of the turnover for the year 2020-21, 2021-22 and 2022-23 should be shown and verified by an authorized CA Firm (attach audit reports).
12. Details of work executed by the tenderer in its letter head.
13. Copies of work orders(s) issued by tenderer's clients.
14. Performance certificate in sanitation (to be submitted on the letterhead of the tenderer) as per pro-forma.
15. Performance certificate (attested copies) issued by the clients to the tenderer.

Signature of the Tenderer  
With Seal of the Firm/Company



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## Annexure – III

### SCHEDULE-A

#### LIST OF CLEANING AGENTS, CONSUMABLES AND MACHINERY AT THE SITE.

S.No	Work	Name of the Brand	PACKING	Minimum Quantity every month (More to be provided if
1.	Cleaning agents for WC's, urinals pots etc.	Harpic Blue	500ML/ 5 Ltr.	75 Litres.
	Acid	Good Quantity	1 Ltr Bottles	20 Litres.
2.	Detergents powder of standard company for cleaning, wash basin, inks, refrigerator and other items.	Surf/Tide (No other Brand)	1 Kg packs	10 Kg.
3.	Hand wash liquid soap with dispensers	Dettol / Savlon / Lifebuoy (No other Brand)	200ml-300ml /1Ltr Refill pack	100/30 Units.
4.	Anti-bacterial disinfectants for cleaning toilets, bathroom, kitchen and pantries and floors.	Lyzol / Harpic/	500 ml/ 5Ltr.	50 Litres.
	Phenyls (Black and white)	Doctors/ Bengal chemicals.	1 Litre/ 5 Litres.	25 Litres.
5.	Glass cleaning liquid with spray dispenser	Colin	500 ml	100 Units.
6.	Deodorizer for Toilets & Wardrobes.	Odonil	45/100 gm	150 Units.
7.	Air-fresheners / Aerosols (Eco-friendly)	Premium, Ambipure ODONIL	Large spray	50 Bottles.
8.	Deodorant cubes (For wash Basins)	Odonil/ Glemic		1000 Cubes.
9.	Polythene Bag (only government approved gauge and quality) small, Big,	ISI Mark		Sufficient Quantity
10.	Cleaning chemical/shampoo for sofa & chairs	—	5 Ltr	5 Litres.





# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

11.	Brooms (Small for inside and Large for outdoor use) (HARD & SOFT).	Standard good quantity		Sufficient Quantity
12.	Mops. (Medium and Large).	Standard good quantity		Sufficient Quantity
13.	Mops with rubber blades for glass cleaning.	Standard good quantity		Sufficient Quantity
14.	Brasso	—	90 ML	05
15.	Bucket Plastic 20 ltr.	Cello		Sufficient Quantity
16.	Carpet Brush	Standard good		Sufficient Quantity
17.	Cobweb Brush/ Jala Brush	Standard good		Sufficient Quantity
18.	Dust Control Set (Blue Acrelic)	24"		Sufficient Quantity
19.	Dust Control Refill (Acrylic Blue) 18"	24"		Sufficient Quantity
20.	Duster Floor Big Mops	24"28"		Sufficient Quantity
21.	Dustpan			Sufficient Quantity
22.	Dust bins	10Ltr/20Ltr/50Ltr/100 Ltr		Sufficient Quantity
23.	Feather Brush	Standard good		Sufficient Quantity
24.	Gloves Rubber Hand Gloves	Standard good		Sufficient Quantity
25.	Red Spray (Cockroach )	HIT	625ML	25 Bottles every
26.	Black Spray (Mosquito)	HIT	625ML	25 Bottles every
27.	Hard Brush Floor Scrubbing	Standard good		Sufficient Quantity
28.	Mansion Polish	Standard good		Sufficient Quantity
29.	Bar 400 gms. (For Pantry)	VIM		05
30.	Naphthalene balls	Standard good		Sufficient Quantity
31.	Pril Liquid Soap 200 ml	Pril		10
32.	Scotch Brite 2 in one with sponge	3M		Sufficient Quantity
33.	Scotch Brite big	3M		Sufficient Quantity
34.	Scrubbing Brush	3M		Sufficient Quantity
35.	Steel wool	3M		Sufficient Quantity
36.	Teepol 500 ml.			Sufficient Quantity
37.	Toilet Pump /Preesure Pump	3 M		Sufficient Quantity
38.	Toilet Roll & Face Tissues	Wintex		250 Each
39.	W.C. Brush (Round) (Toilet Brush)	Standard good		Sufficient Quantity
40.	Wiper small	Standard good		Sufficient Quantity
41.	Wiper big Wonder	Standard good		Sufficient Quantity
42.	R-1 Bathroom cleaner	5Ltr		5 Ltr





# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)

Rajpur Road, Maidan Garhi, New Delhi-110068, India

Tel.: +91 11 20862806, 20862652

Website: www.sau.int

43.	R-2 Floor moping for Hard surface Floor	5Ltr		5 Ltr
44.	R-3 Glass Cleaner	5Ltr		5 Ltr
45.	R-6 Toilet cum seat cleaner	5Ltr		Sufficient Quantity 5
46.	R-7	5Ltr		5 Ltr
47.	R-9 Hard water stain Cleaner	5Ltr		5 Ltr
48.	D-7 Steel Polish	5Ltr		5 Ltr
49.	Spiral HD Hard Surfaces cleaner	5Ltr		5 Ltr
50.	TR-101 Carpet Shampoo			5 Ltr
51.	TR-103 Carpet Detergent			5 Ltr
52.	Drain Declogger	KIWI/SUMA		Sufficient Quantity
53.	Bleaching Powder	Standard good	5 Litres.	10 Ltr
54.	Sanitizing Liquid (70% Alcohol Based)	Dettol/ Savlon		10 Ltr
55.	Sodium Hypochlorite Liquid	Good Quality		10 Ltr

## SCHEDULE-B

### MACHINERY

- (i) LAWN MOWERS- MOTORISED/ Petrol operated - 02
- (ii) LAWN MOWERS- MANUAL - 02
- (iii) DRY VACUUM CLEANERS - 04
- (iv) WET VACCUM CLEANERS - 04
- (v) MOTORISED FLOOR SCRUBBING MACHINES - 04
- (vi) Wheel Trolley for shifting of garbage - 02
- (vii) Handle Motor operated Sanitizing Spray Pump- 02  
(With rechargeable Battery)
- (viii) High reach ladder for high ceiling areas - 02

Note: Wherever the “Minimum Quantity every month” is indicated in SCHEDULE-A above, the quantity is to be brought and deposited to SAU Store on 1<sup>st</sup> of every month and documentary proof to be submitted along with the bill, failing which the charges for Machinery Material and Consumables shall not be paid for that month.

**Signature of the bidder/tenderer:**

**With seal of the firm/company**



*An initiative of the South Asian Association for Regional Cooperation (SAARC)  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*





# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## ANNEXURE - IV

### FINANCIAL BID

(The Financial bid shall be submitted in separate second envelope in sealed cover superscripting "Financial Bid" for Sanitation/ Housekeeping Services at SAU)

I/We ( \_\_\_\_\_ ) on behalf of M/s \_\_\_\_\_  
\_\_\_\_\_ hereby undertake to carry out entire housekeeping/ sanitation work as specified in the scope of this tender: **For providing Housekeeping Services at SAU.**

S. No.	Type of Workers	Basic wages per month as on 01-04-2023 <i>As fixed by Delhi Govt. from time to time during the currency of contract.</i>	EPF @ 12% (in Rs.)	ESI @ 3.25% (in Rs.)	EDLI@ 1.00% (in Rs.)	Amount per month (in Rs.) (3+4+5+6)
1	2	3	4	5	6	7
A	House-keeping Boys/Ladies (For 35 Persons)					
B	House-keeping Supervisors (For 1 Person)					
Total amount per month of 7A + 7B						
Administrative charges / Profit margin/ Service charge including charges for Uniform and Shoes per month (in Rs.)						
Machinery/ Materials/ Consumables cost etc. – per month (in Rs.)						
Total consideration per month (in Rs.)						



**An initiative of the South Asian Association for Regional Cooperation (SAARC)**  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)

Rajpur Road, Maidan Garhi, New Delhi-110068, India

Tel.: +91 11 20862806, 20862652

Website: [www.sau.int](http://www.sau.int)

- The rates quoted above are inclusive of all applicable charges and in accordance with all the statutory liability/provision/rules/regulations like minimum wages act, contract labour (R&A) Act 1970, Delhi work contracts Act, etc. and provide for Provident Fund, ESI, EDLI, administration/ profit and machinery charges, Uniforms (2 sets of dresses and 2 pair of shoes per year to each work person), ID cards, materials/consumables etc. The University shall not pay any other charges except stated above in columns.
- Wherever the “Minimum Quantity every month” is indicated in SCHEDULE- A above, the quantity is to be brought and deposited to SAU Store on 1<sup>st</sup> of every month and documentary proof to be submitted along with the bill, failing which the charges for Machinery Material and Consumables shall not be paid.
- The University reserves to right to reject all such bids where the Administrative charges/Service charges is quoted unusually low.
- GST will be paid extra as applicable

**Signature of the tenderer:**

**with seal of the firm / company**



***An initiative of the South Asian Association for Regional Cooperation (SAARC)***  
*Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*



# SOUTH ASIAN UNIVERSITY

(A University Jointly Established by SAARC Nations)  
Rajpur Road, Maidan Garhi, New Delhi-110068, India  
Tel.: +91 11 20862806, 20862652  
Website: www.sau.int

## Annexure-V

### DECLARATION BY THE BIDDER

1. I, \_\_\_\_\_ son/ daughter of Shri \_\_\_\_\_  
Proprietor/ Partner/ Director/ Authorized Signatory of \_\_\_\_\_,  
am competent to sign the document. This declaration is signed for execution of tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:

Place:

Signature of Owner/ Managing Partner/ Director of the Firm

Name:

Firm's Seal:

**N.B.: The above declaration duly signed and sealed by the authorized signatory and it should be enclosed with Technical bid.**



*An initiative of the South Asian Association for Regional Cooperation (SAARC)  
Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka*