

**NOTICE INVITING TENDER
FOR
PROVIDING HOUSEKEEPING SERVICES**

**TRIPURA JUDICIAL ACADEMY
NARSINGARH, AGARTALA.
TRIPURA.
(email id: tja.agt2014@gmail.com)**

TENDER DOCUMENT

NIT FOR OUTSOURCING OF HOUSEKEEPING SERVICES THROUGH TENDER.

Sealed tenders are invited in two Bid system from well established Companies / Partnership Firms / Proprietorship Firms (hereinafter referred as the '**Bidder**') to provide housekeeping services at Tripura Judicial Academy, Narsingarh, Agartala (hereinafter referred to as '**the Academy**').

1. PERIOD OF CONTRACT :

The agency will start work within 07 days from the date of issuance of work order. The initial contract shall be for 01 year. The contract period may be extended for further period on mutual agreement.

2. AREA OF SCOPE (Description of the Building and premises): Academy requires appointing a housekeeping service agency for its various establishment and buildings detailed as under :

- a. Ground Floor : Frontal Lobby, 30 (Thirty) Rooms
- b. First Floor: 22 (Twenty) Rooms including 08 (Eight) Toilets (both gents and ladies) along with all corridors, stairs and passageways;
- c. Rooftop : All accessible areas on the rooftop;
- d. Within the premises : Drains, roads, stairs and peripheral walls within the Tripura Judicial Academy premises and adjacent to the Tripura Judicial Academy building.
- e. Hostel building & VIP Suits : Hostel (including 28 rooms, 04 VIP Suits, 01 Kitchen, 01 Pantry, 01 Dining Room, 01 Conference Room, 01 Gym Room, toilets, all others rooms and common area of Hostel building).

3. SCOPE OF HOUSEKEEPING WORK:

A. General House-Keeping work:

1. The offices open at 10:00 AM and the service provider is expected to complete cleaning, dusting, mopping etc. in each room before 09:00 AM.
2. Cleaning and maintenance of the area includes dusting, brooming, mopping of all rooms in all the buildings, corridors, staircases, lifts, toilets by using good cleaning agents.
3. The Main entrance lobby and staircase has to be cleaned at least once in two hours or as and when required.
4. Toilets in all the floors including toilets in chambers are to be cleaned thoroughly with disinfectants in the morning and at regular intervals of 02 hours.
5. Entire terrace area to be cleaned weekly and to be monitored in respect to stagnation of water, blockage of drain inlet/outlets etc.
6. Complete and thorough cleaning of VIP areas like VIP lounge, VIP Mess, Conference Hall, Officers chamber need to be taken up early in the morning.
7. Removal of litters, papers, and garbage in all floors in all the buildings daily.
8. Vacuum cleaning of carpet floor on daily basis and spot cleaning on regular basis.
9. Dusting of furniture and fixtures first with dry cloth and then with Colin.
10. Cleaning of wash basins, sanitary fittings and toilet floors with dry and wet mops.
11. Cleaning of Doors and windows etc.
12. Dry and wet dusting of Glass showcases with glass cleaner.
13. Brasso polishing on brass fixtures.
14. Cleaning of Glass pans, removal of scrub from outside once in a month.
15. Cleaning and maintenance of in house plants.
16. Disposal of garbage to a place duly designated for this by Municipal Corporation.
17. Control of Rats by ratkill poisoning, Mosquitoes by Spraying/fogging is required to be done on regular basis at least once in every month.

18. Cleaning of sludge from manholes and sewerage system after every 15 days.
19. Blockage in toilets, waste water lines or storm water pipes should be attended as directed without any delay.
20. Removal of cobwebs periodically from all the office rooms, lecture halls, labs, corridors, rooms, staircases, auditorium of the academy campus.
21. Cleaning of lifts(all components), fire fighting equipments, drinking water coolers, water filters and CCTV etc.
22. Cleaning of all equipments available in the rooms including telephone sets, computers and accesories, furniture, notice boards, switch boards and Air conditioners etc with dusting, wet mopping, vaccum cleaning or by any other mode of cleaning.
23. Making of bed and placement of linen etc. on regular basis in the rooms of hostel building.
24. Replacement of linens from rooms and collection of dirty linens on regular basis in the rooms of hostel building.
25. Laundry services for cleaning of bed linens, curtains, sofa covers, towels etc.
26. Regular cleaning of mattresses, blankets, door mats and carpets etc. placed at different places.
27. Mechanized cleaning of complete road and parking area within the Academy campus.
28. In addition to the above any other work related to housekeeping / cleaning as directed by the Academy should be carried out.

B. Scope of Front Desk Management Services:

1. Adequate number of workers shall man the front desk in the Administrative building as well as in the Hostel building.
2. Duties will include answering general enquiry, issue of room keys as per direction of authority, maintenance of visitor's record and compliance of necessary direction as and when given by proper authority.

Note:

- i. The housekeeping agency shall propose the methodology of housekeeping services for the Academy and submit the programme backed with man power and equipment planning and deployment, duly supported with schedule of cleaning.**
- ii. Housekeeping agency should carry out the cleaning and servicing work with standard equipment using standard quality cleaning agents as per the satisfaction of employer.**
- iii. It is the responsibility of housekeeping agency to arrange the machine and equipments for proper cleaning of the Academy.**

4. Housekeeping: Frequency of cleaning major items :

Sl No.	Work Details	Frequency of Cleaning
I.	Rooms	
1.	Cleaning of Doors	Once in a day
2.	Dusting of Window	Once in a week
3.	Cleaning of Window	Once in a day
4.	Dusting of Furniture and other articles	Once in a day
5.	Wet Mopping of floor	Once in a day
6.	Dry mopping of floor	Once in a day
7.	Emptying of Dustbin	Once in a day
8.	Vacuum cleaning of Carpet and sofa	Once in a day
9.	Spotting of carpet	As required
10.	Cleaning of doormat	Once in a day
11.	Cleaning of sofa by dry shampooing	As required
12.	Cleaning electrical switches	Once in a day
13.	Spot cleaning of walls	As required
II.	Toilets	
1.	Cleaning Doors, windows, walls, floors, doormat, fittings. washbasin, minors and trash removal	Once in a day
2.	Scrubbings of Urinals, sinks, Wash Basins	Twice a Day
3.	Changing Urinal cubes and Odonil cubes	As required

III.	Stairs	
1.	Wet Mopping	Twice a Day
2.	Dry Mopping	Four times in a Day
3.	Dusting of Verticals	Once in a day
IV.	Main Entrance and Lobby	
1.	Wet Mopping	Every 2 hours in a day
2.	Dry Mopping	As required
3.	Dusting of Verticals	Once in a day
4.	Deep cleaning	Once a Week
V.	Others	
1.	Routine cleaning, dusting and mopping of Auditorium.	Once a Day
2.	Cleaning up the road right from the gate of the Tripura Judicial Academy encircling the Tripura Judicial Academy.	Alternate Days
3.	Cleaning the rooftop.	Once fortnightly
4.	Miscellaneous Work.	As and when required

5. Eligibility Criteria :

Only those Agencies / Proprietary Firms / Partnership Firms / Companies who fulfill the following minimum criteria need to submit their bids and failure to provide necessary documents will render the bidder disqualified on technical grounds :-

- a) Bidders should have their Registered / Head Office at Agartala (Tripura) and should have been in existence for a period of not less than 5 years and having average annual turnover of not less than Rs. 10,00,000/- (Rupees Ten Lakhs Only) during the last 3 financial years i.e 2020-21, 2021-22, 2022-23.
- b) The bidding agency / firm / company should have been registered under relevant Act and a copy of each of the registrations shall be attached with the bid.
- c) It should have PAN, TIN numbers and GST registration (Proof in this regard should be attached with the bid).
- d) It should be registered under EPFO and ESI (Proof in this regard should be attached with the bid).

- e) It must not have been blacklisted by any Government Organization. An undertaking in the format prescribed at **Section 'A'** is to be furnished.
- f) The bidders must have completed at least three contract jobs of providing housekeeping service under the respective contracts for Government organizations / Institutions.

6. Instruction to Tenderers :

1. The Tender should be addressed to **the Director, Tripura Judicial Academy, Narsingarh, Agartala, Tripura (West), PIN – 799015.**
2. The tenderers are required to submit one Technical Bid as per prescribed proforma in **Section 'C'** and one Financial Bid as per prescribed proforma in **Section 'D'**. The Financial Bid should be submitted in a separately sealed envelope seperscribed **“Financial Bid for Housekeeping Services in the Tripura Judicial Academy”**. All the sealed envelopes should be put in a sealed envelope superscribed **“Tender for Housekeeping Services in the Tripura Judicial Academy”**. Financial Bid shall be opened for only those tenderers who are found technically qualified to carry out the work, for which prior intimation shall be given indicating the date and time of Financial bid of opening.
3. All rates quoted should be **inclusive of GST and all taxes.**
4. The Tenderers are advised to visit the Tripura Judicial Academy premises before submitting their Tender Bid for physical inspection.
5. The various crucial dates relating to **“Tender for Housekeeping Services in the Tripura Judicial Academy”** are cited as under :

(a)Date of issue of Tender Document : 19 / 10 / 2023

(b)Last date & time for submission of Tender Document : 28 / 11 / 2023, 05:00 PM

(c)Date and time for opening of Tender Document:

(i) Technical Bid : 29 / 11 / 2023 at 04:45 PM

(ii) Financial Bid: 29 / 11 / 2023 at 05:00 PM

(d)Place of submission of tender : Tripura Judicial Academy, Narsingarh, Agartala.

(e)Place of opening the tender : In the office chamber of Director,
Tripura Judicial Academy, Narsingarh, Agartala.

6. The tenderers are to categorically mention the number of employees they will deploy for carrying out the housekeeping works in the Tripura Judicial Academy.

7. Willing tenderers may remain present at the place of opening of tender documents on the date and at the time mentioned above.

7. Conditions for Tender-

1. The financial bid shall contain house-keeping and cleaning rates inclusive of all taxes, for per square feet/per manpower/ lump sum, and also total chargeable amount per month, with minimum number of workers to be engaged, in sealed enclosure.
2. The technical bid shall contain a separate document containing details of services offered and terms and conditions on which the same is being offered, with all technical details, as indicated in this document.
3. All the bidders shall attach a copy of Registration/ Incorporation/equivalent Certificate, Aadhar, PAN and GST Registration certificate along with declaration of experience and their income tax returns of the last three financial years.
4. Every bidder must deposit a demand draft drawn on a Nationalised Bank / Scheduled Bank for **Rs.25,000/- (Rupees Twenty Five Thousand only) in favour of the Joint Registrar, High Court of Tripura, as earnest money deposit.**
5. Validity of bid will be 60 days from the date of opening of the bid.
6. On acceptance of tender, it will be obligatory to deposit Security Money @ 5% of the amount of the approved tender, in the shape of N.S.C. or 3 years / 5 years P.O. Time Deposit or, fixed deposit into any Nationalised bank, duly pledged to the **Joint Registrar, High Court of Tripura.**
7. Earnest money of the unsuccessful Bidder will be refunded on request by bidder after intimation of rejection tender or on expiry of the validity period whichever is earlier.
8. Power of attorney of authorized signatory and Constitution of firm shall have to be produced by Contractor on demand.
9. Letters issued through registered post shall be deemed to have been served to the bidder.
10. Notice inviting Tender and conditions for tender shall form part of Agreement.

11. Payment will be made subject to availability of fund for the job.
12. Contractor shall furnish the detailed weekly program of works of the project and methodology and equipment to be used on the project and get approval from the Academy within 7 days of execution of agreement and communicate the proportional progress of works with respect to the program during execution of works.
13. No material or machineries will be supplied by the Academy.
14. Materials to be used in works shall be approved in advance in writing by the Academy.
15. No equipment or personnel will be removed from site without permission of the Academy.
16. The Contractor shall arrange for contingent medical aid for workers at his own cost and comply with all labour rules for the time being in force.
17. The Contractor shall be responsible for any damage or loss to Academy's property due to negligence of his workers or staff and the damages shall be made good at his own cost.
18. The Contractor shall be held responsible for any accident occurring due to negligence at work and loss against such accident shall be borne by the contractor.

8. General Instructions for Tenderers :

1. Housekeeping service are to be provided for Tripura Judicial Academy including chambers, staircases, corridors, toilets, terrace, campus etc.
2. Bidders must include a statement showing the numbers of personnel of various streams in their technical bid.
3. Bidders should include sufficient details of mechanical equipment used in cleaning and should also have the experience of mechanised cleaning which must be included in their technical bid.
4. Housekeeping and cleaning work will be done on all days of the week.
5. All the common toilets must be in the control of Housekeeping staff. The door will be locked. Lock will be opened from 9:00 A.M. to 7:00 P.M. and regular cleaning shall be done. The housekeeping staff shall be responsible for the safety of fittings and other articles in the washrooms and will be charged/fined / penalised and cost will be met by the contractor.
6. The bidder should have registration with statutory authorities such as ESI, PF, Labour welfare Department, etc. and the copies enclosed with the tender of certificates of registration should be enclosed with the tender.

7. The Firm/Organization should have a minimum of Three years of experience in providing housekeeping services like cleaning, mopping, etc. in a modern hi-tech environment involving equipments like computers, servers, audio-visual projection systems, etc. and flooring like carpets vinyl, granite marble, etc.
8. Please note that Technical bid would be opened first to analyse the capabilities of the bidders. The price bid of only those bidders who are found suitable as per the Technical bid would be considered. The Academy reserves the right to reject any tender without assigning any reason whatsoever.
9. The Tender papers and all enclosures (on every page) must be signed separately by each partner of the firm or by a person holding a power of attorney authorising him / her to do so. Such power of attorney should be produced along with the tender and it must also disclose that the firm is registered under the Indian Partnership Act.
10. The bidder must obtain at his /her own responsibility any expenses all the information necessary including risks, contingencies and other information to enable him to make a proper tender.
11. She/he may examine the specification, conditions and so on in respect of the site of work situated in Tripura Judicial Academy and acquaint with the local conditions, means of access to site, availability of raw material there, the process of disposing of garbage and all other matters pertaining thereto before submitting the tender.
12. Omission / neglect or failure on the part of the bidder to obtain requisite information on any matter affecting this tender would not relieve the bidder from any liability in respect of the contract. The bidder who wants to understand the technicalities and the type of service that need to be provided may approach Tripura Judicial Academy on all working days (Monday to Friday between 10:30 A.M. to 5.30 P.M.)
13. The Academy does not bind itself to accept the lowest tender and reserves the right to reject any or all of the tenders received, without assigning any reason thereto.
14. The Academy further reserves the right to delete or reduce any item or section of the bills of quantities without assigning any reason whatsoever thereof and no claim will be entertained in this regard.

15. The bidder whose tender is accepted has to execute an agreement with the Academy but his liability under the contract shall commence from the date of the written order. The contract either in full or in part shall not be sublet or assigned to by the bidder.
16. The Academy reserves the right to award the entire work in full or distributed area of work to any of the bidders at its discretion.
17. This financial bid must clearly indicate the rates quoted in figures and in words, and all documents must be duly signed by the authorised signatory with the official seal.

9. EVALUATION CRITERIA :

The Proposed evaluation system for evaluation of technical bids would be as follows:

1. The Bidder should have executed at least three similar work in the last three years.
2. The Bidder should have the availability of key equipments as mentioned in 'Scope of work'. The bidder should however, undertake their own studies and furnish with their bid a detailed housekeeping planning, approach and methodology to allow the Employer to review their proposal.
3. The bidder should have the availability for this work of personnels with adequate experience, which shall be mentioned in the bid.
4. Each technically evaluated bid on the above criteria would be assessed after evaluation of information and supporting documents submitted by each bidder. All bidders who have submitted information and documentation as per the tender documents and have fulfilled eligibility criteria as above would be considered technically eligible.

10. GENERAL CONDITIONS GOVERNING TENDER :

1. The rates shall not be subject to any variation in price during the period of contract, except in case of taxes.
2. The contractor shall devote his full attention to the assigned work and discharge his or her obligations under the arrangements most diligently and honestly.
3. The contractor shall at all times, during the continuance of the agreement, obey and observe all directions and instructions given by Tripura Judicial Academy and its authorised officials.

4. The contractor has to bring his own staff, who are skilled and good workers. Tripura Judicial Academy under any circumstances will not provide any manpower support.
5. The supervisor(s) appointed by the contractor should be available throughout the day at the premises to supervise and guide his men.
6. Contractor should make arrangements for leave reserves and holidays and deploy sufficient workers on rotation.
7. A registered medical practitioner should carry out the medical check-up of the staff every year. Any staff failing the medical checkup should be removed immediately.
8. Three pairs of uniforms per year shall be provided by the contractor to all his staff at his own cost. It has to be maintained clean all the time and every worker is to be provided with name badges. Strict personal hygiene has to be observed.
9. The contractor or his employees shall not use the premises allotted to him/her for any purpose other than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the officers and employees.
10. All the payments have to be as per the prevailing minimum wages stipulated from time to time (covering benefits such as ESI, PF etc.)
11. All the rules related to the Labour Law and applicable Acts should be strictly followed and in case of any dispute Tripura Judicial Academy will not be a party.
12. The bidder has to satisfy the Academy showing adequate recorded proof that the minimum wages, ESI contribution to provident fund as applicable under the Statutory Act are being paid to his staff before the first week of the month taking care about the paid leaves etc. as required under the Contract Labour Regulation Act and Minimum Wages Act as notified by the Government from time to time.
13. The cleaning materials etc. used for work should be as per the brand names/others approved by Tripura Judicial Academy.
14. Garbage collected has to be dumped in the area and the place specified by the Municipal Corporation. The responsibility of disposal of garbage would be entirely borne by the Contractor.
15. The contractor who is awarded the work needs to submit the bills for the services rendered once in a month to the academy which will scrutinise the bills before processing the payments.

16. In case of any irregularity in service, quality not up to the expectations, complaints received from in house etc., The service-provider would be penalized. The penalty would be decided by the Academy and will be directly deducted from the bill claimed by the Contractor and the Academy's decision shall be final in this regard. The Academy will monitor from time-to-time whether the rules, terms and conditions are being followed, and in case of lapses, deviations, violations, etc. suitable action shall be taken against the Firm/Organization.
17. Income-tax and security deposit will be deducted at source from every bill by the Academy at the rate notified by the Government.
18. Any accidents including death caused to the contractor or workers during course of execution of work or elsewhere will be addressed and taken care of by the contractor. The Tripura Judicial Academy, in no way shall be responsible for the same.
19. The contract may be terminated at one month's notice by the Academy, if any one of the stipulated conditions agreed upon by the contractor are not met to the satisfaction of the Academy. The arrangement shall stand terminated on the expiry of contract period or earlier by giving six month notice to the Academy by the contractor during the pendency of the agreement.
20. The contractor shall be deemed for all legal and contractual purposes, as the employer of his staff and such staff will not have any claim for employment in Tripura Judicial Academy now or at a future date. The number of such persons employed will be determined by the parties to this contract, by exchange of letters from time to time. But in any case, the contractor shall have to engage the services of a sufficient number of persons as stipulated by the Academy.
21. The competent courts in Agartala (Tripura) alone shall have jurisdiction in respect of any matters pertaining to the tender/contract.

(Hrishikesh Chakrabarti)
Director
Tripura Judicial Academy

ANNEXURE- A (Section A)

Undertaking:

I/We hereby undertake and declare that the agencyis not blacklisted by any Government Organization and nor has it ever been.

Date:

Place: (Signature of the authorized person)

Full name

Agency's seal:

ANNEXURE- B

Undertaking:

I/We do hereby undertake to pay my/our employees wages along with variable dearness allowances not less than the minimum wages notified and revised by the Government from time to time. If the minimum wages is revised by the Government, the incremental wages, if applicable, will be provided by me/us.

Date:

(Signature of the authorized person)

Place:

Full name.....

Agency's seal:

ANNEXURE- C (Section C)

Proforma For Technical bid

1. Name of Agency :
2. Name of Proprietor/ Director of the Agency :
3. Full Address of Reg. Office :
- a) Telephone No. :
- b) E-mail address :
4. Registrar No. of the Agency :
5. PAN / TIN No. of the Agency :
(Attach copy of Reg. Certificate)
6. GST / Service Tax Registration No. :
(Attach copy of Reg. Certificate)
7. EPF Registration No. :
(Attach copy of Reg. Certificate)
8. ESI Registration No. :
(Attach copy of Reg. Certificate)
9. Financial Turnover of the Agency for the last 3 Years
(Copy of the turnover statement of last three years to be attached)

Financial Year	Amount (In Rs.)	Remarks, if any
2020-2021		
2021-2022		
2022-2023		

10. Details of major contract with Central Government/ State Governments /PSUs handled by the tendering Agency for providing housekeeping services during the last five years in the following format (attested copies of the last five years work award may be enclosed):

Sl. No.	Details of client along with address, telephone and FAX Numbers	Amount of Contract (In Rs.)	Duration of Contract		Nature of Contract	
			From	To	Type of Service provided	No. of persons deployed
1						
2						
3						
4						
5						

(If the space provided is insufficient, a separate sheet may be attached)

11. Number of employees I offer to deploy for the work:

12. I, Son/Daughter/Wife of Shri.....Proprietor/Director/ authorized signatory of the Agency mentioned above, is competent to sign this declaration and execute this tender document.

13. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

14. I abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Bonus, etc., and any other charges applicable from time to time. I will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.

15. 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:
(Signature of the authorized person)

Place: Full name.....

Agency's seal:

ANNEXURE- D (Section D)

Proforma for Financial Bid

(Tender with conditional prices will be rejected and should be quoted as per price bid format given below without any modification)

1. The quoted rates must be inclusive of the following:
 - a. Wages to be paid to the workers on minimum wages as notified by the Govt. of Tripura under the Minimum Wages Act, from time to time;
 - b. Other statutory obligations as per prevailing labour laws;
 - c. Any other facilities to be provided to the housekeeping personnel as per the norms of Government;
 - d. Any other taxes which are mandatory and applicable from time to time;
 - e. Cost of Consumables (lump sum);
 - f. Standard uniform and other associated cost.
2. Contractor shall not be permitted to increase the quoted amount during the contract period for any reason whatsoever it may be. He shall be liable to pay the statutory benefits to the workers during the period the contract is in force.
3. Before submitting tender, the tenderer shall be deemed to have satisfied himself by inspection of the site and locality regarding the site conditions, working hour available, working area, working conditions, etc. that are likely to be encountered during the execution of works and he shall have deemed to have taken all these factors into account while quoting the rates. The rate quoted by him shall deemed to be all inclusive for execution of work.
4. No separate discount to be indicated and any discount offered should be included in the below quoted rate.

5. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth or offered by bidder shall be summarily rejected.

6. All the items of the price Bid should be quoted in Indian Rupees.

Sl No.	Particulars	Quantity	Monthly Unit rate	Total Monthly Cost	Total Yearly Cost
(a)	(b)	(c)	(d)	(e) = (c) x (d)	(f) = (e) x 12
1.	Deployment of Housekeeping personnel as at scope of work.	... Nos.	Rs...	Rs...	Rs...
2.	Agency Charges (rate in figures)			Rs...	Rs...
3.	Lump sum Cost of Consumables			Rs...	Rs...
4.	Other Costs, if any (Please Specify)			Rs...	Rs...
5.	GST			Rs....	Rs....
	Grand Total = 1 + 2 + 3 + 4 + 5 (in figures)			Rs...	
	Grand Total (in words)				

For and on behalf of :

Signature :

Name :

Designation :

(Authorized Representative
and Signatory)

Date :

Place :