

THE TAMIL NADU Dr. M.G.R. MEDICAL UNIVERSITY,
CHENNAI 600 032.

TENDER DOCUMENT No.40

Annual Contract for Cleaning and House keeping service etc., at this University, Auditorium and Guest House.

Tender No. SI(3)/58972/2018, Dated : 19.02.2018

THE TAMIL NADU Dr. M.G.R. MEDICAL UNIVERSITY,
No. 69 ANNA SALAI, GUINDY, CHENNAI 600 032.

Name of the work	Annual Maintenance Contract for Cleaning and House keeping service etc., at this University, Auditorium and Guest House.
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Terms and conditions for the Annual Maintenance Contract for the maintenance of House Keeping Services for cleaning purpose of the Tamil Nadu Dr. M.G.R. Medical University, 69 Anna Salai, Guindy, Chennai 600 032.

1. DUE DATE AND TIME:

- (i) Sealed Tenders are invited by the Registrar, The Tamil Nadu Dr. M.G.R. Medical University, 69 Anna Salai, Guindy, Chennai 600 032 from the reputed House Keeping Agencies for cleaning purpose of this University..
- (ii) The sealed tenders should reach the Registrar, The Tamil Nadu Dr. M.G.R. Medical University, No. 69, Anna Salai, Guindy, Chennai 600 032 on or before **22.03.2018 upto 2.00 pm**. Tenders received after the due date and time will be summarily rejected.

2. MODE OF DESPATCH OF TENDERS:

The Sealed Tenders should be addressed to the Registrar, The Tamil Nadu Dr. M.G.R. Medical University, 69 Anna Salai, Guindy, Chennai 600 032 by designation and should be sent only in a sealed cover by Registered Post with Acknowledgement due or in person or by courier duly superscripting on the cover containing the Tender Contact of this University. The Tenders received in ordinary covers without duly seal with sealing wax and the Tenders received after the due date will not be considered.

3. SCOPE OF WORK:

- (i) The Tenderer shall be fully responsible for the Sanitation/Housekeeping services in the entire University including Maintaining of the whole Office, Department of Transfusion Medicine, Library, Virtual Library and Campus area including approach roads, garages, Two Wheller stand, parking area, High Tension cum Generator Room, Canteen out sided around area etc., free from dust/dirt/wastes. as laid down in the tender and the agency shall work under overall supervision and direction of Sergeant of this University.
- (ii) The manpower (Male+Female) to be deployed at 35 Nos (i.e) Ground floor – 03, 1st floor – 02, 2nd floor – 02, 3rd floor – 04, 4th floor – 02, 5th floor – 02, Experimental Medicine (1st floor) – 01, Library – 03, Own Book Reading Hall – 02, DTM (Blood Bank) – 02, outer cleaning (front & back) – 04, Supervisor – 01, Auditorium – 03 and Guest House – 04.
- (iii) Sweeping, mopping, dusting, cleaning and all other allied works have to be completed before 8.30 AM on all working days, Saturdays & Sundays and Holidays. In case the work is not completed before 8.30 AM on any day, then the same shall not be considered for payment for that particular day and pro-rata deduction will be made for that day and damages of Rs.1000/- per day for such delay shall also be imposed on theTenderer and will be recovered from the Tenderer bills. Some activities such as garbage removal, insecticide/pesticide

application etc. shall be completed in the evening (i.e. 4.30 PM onwards), on day-to-day basis. No spillover of the above work for the next day shall be permitted under any circumstances.

- (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 the regular interval as per requirement, usage and instruction given by the administration department from 7.00 AM to 4.30 PM i.e. during office hours and beyond).
- (v) The Tenderer agency shall make arrangements for providing adequate number of dustbins as also refill the sanitary cubes, deodorizer, and other consumable like Air Fresheners, Phenyl, 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 Tenderer.
- (vi) Tenderer shall arrange to spray air fresheners in officer's rooms, Meeting room / Halls on daily basis and whenever required. The cost of the spray will be borne by the Tenderer.
- (vii) All materials to be used for cleaning and other consumables (Annexure V), should be provided by the Tenderer in conformity with the specifications/brand/make of government approved standards. The samples have to be got approved from the Administration Department by the Tenderer.
- (viii) The work to be carried out under this tender shall also include arranging of vacuum-cleaners, scrubbing and polishing machines and equipments 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 and tear. In case the Tenderer or its employee damages the surface/ fixtures/ fittings/furniture, the University will be well within its right to recover the cost of restoring the damaged area and/or impose a penalty on the Tenderer. The decision of the Registrar, The Tamil Nadu Dr. M.G.R. Medical University, Guindy, Chennai – 600 032 will be final and binding on the Tenderer.
- (ix) For the purpose of Sanitation/House Keeping work the entire site is broadly divided into three parts, namely, non-carpeted covered area and carpeted covered area and open area.

4.SUPERSCRPTION:

The Sealed Tender cover should be superscripted as "**Tender Contract for the Annual maintenance and House Keeping service Due on 22.03.2018**" upto 2.00 pm. The Tender covers received without such superscription and seal will not be considered and be summarily rejected. Further the Tenders submitted by facsimile (Fax) or by Electronic mail will not be accepted. The Tenderer shall be responsible for proper superscription and sealing the cover in which the Tender is submitted to the University and the University shall not be responsible for accidental opening of the covers that are not properly superscripted and sealed covers as required in the Tender documents before the time stipulated for the Tender opening.

5. EARNEST MONEY DEPOSIT:

(I) Each Tender should be accompanied by an Earnest money Deposit to the value of 1% of the quoted price by way of **e- payment to A/c No.167901000000666 (IFS Code IOBA0001679)** of the Tamil Nadu Dr. M.G.R. Medical University.

(2) The Tender Documents received without the EMD will be summarily rejected. The above EMD amount will be held by this University till it is returned to the Unsuccessful tenderer. It will not earn any interest. The EMD to the unsuccessful tenders will be returned after the acceptance of the successful tenderer at the expenses of the tenders within a reasonable time consistent with the rules and regulations prescribed in the Tender Transparency Act.. The EMD of the successful tenderers will be returned only after the successful completion of the tender period.

(3). The Small Scale Industrial Units in the State of Tamil Nadu registered with the SIDCO or anywhere in the country registered with the National Small Industries Corporation are exempted from payment of EMD / Security Deposit if they offer tender called for by the University. The S.S.I Units registered in the state of Tamil Nadu are also exempted from payment of E.M.D/Security Deposit subject to the submission of existence certificate and capacity certificate for the particular item of tender issued by the Director or the General Managers of District Industries Centers. SSI Units registered in other States except those registered with NSIC will however not be eligible for the aforesaid concessions on payment of E.M.D / Security Deposit. The SSI Units will however be required to execute proper agreements including a clause to the effect that in the event of non-fulfillment or non-observance of any of the conditions stipulated in the contract, the SSI Units shall pay penalty of an amount equivalent to E.M.D / Security Deposit or an amount equal to the actual loss incurred by this University.

6. SECURITY DEPOSIT:

a. The successful tenderer will be required to remit the Security Deposit equivalent to 6% (Six) percent of the total value of the work order within Fifteen days (15) from the date of receipt of communication intimating the acceptance of the tenders by way of **e- payment to A/c No.16790100000666 (IFS Code IOBA0001679)** of the Tamil Nadu Dr. M.G.R. Medical University. If the accepted tenderer fails to remit the Security Deposit within the stipulated period, the Earnest Money Deposit remitted by him will be forfeited to The Tamil Nadu Dr. M.G.R. Medical University, Chennai – 600 032 and his tender will be held void. The House Keeping Services of this University will be started after execution of the above agreement by the successful tenderer and after the remittance of the Security Deposit.

b. The Security Deposit furnished by the tenderer in respect of his tender will be returned to him after the completion of tender period and after satisfactory verification of the proof of delivery effected during the tender period subject to the condition that the Tenderer has rendered service to the fullest satisfaction of the Tamil Nadu Dr. M.G.R. Medical University, Chennai 600 032 without any complaint. If the tenderer fails to fulfill the same, the house keeping services of this University will be carried out by the University by engaging third party and the expenses incurred therefor will be recovered / adjusted from the Security Deposit amount and the balance if any shall alone is refundable.

(c). In case of successful tenderer the Earnest Money Deposit paid by him will be adjusted towards Security Deposit payable by him.

(d) If the tenderer fails to act up to the tender or backs out after his tender is accepted his Security Deposit mentioned above will be forfeited to the TamilNadu Dr M.G.R Medical University, Chennai 32.

7. DETAILS TO BE FURNISHED AND MODE OF PRESENTATION:

(I) The Tenders should contain particulars like the name and address of the Tenderer, rates for rendering House Keeping Services to this University, other levies and taxes that may be applicable and insurance and any incidental services and giving the break up thereof. The rates should be kept for Two years at least from the date of opening of the tenders for acceptance.

(ii) The rate should be quoted and indicated clearly both in words and figures and it should be valid for minimum two years. The Tenderers should sign with full signature without any scoring or overwriting. The rate quoted should be free from erasures, overwriting, smudging etc. The rate quoted should be firm and should not be subjected to any variation clauses taxes should be indicated separately.

(iii) Being a Government Autonomous Body rendering Research & Education service to the student community, special care any hygienic methods should be offered.

(iv) Evidence such as Registration Certificate issued by competent authority for establishment of business as proof should also be enclosed, along with Sales Tax Registration No./ PAN No. and TIN No., Service tax No. If any.

(v) A copy of audited annual accounts duly authenticated by a Chartered Accountant showing the details of Annual Turnover exclusively in the work/business should be furnished by the Tenderer.

8. OPENING OF TENDER:

The Tenders received upto **2.00 P.M. on 22.03.2018** will be opened by the Registrar. The Tamil Nadu Dr. M.G.R. Medical University or any other officer authorized by him on behalf of the Registrar, Tamil Nadu Dr. M.G.R. Medical University, Chennai-32 at **4.00 p.m. on 22.03.2018** in the presence of such of those Tenderers or their authorized representatives who may be present at the time of opening. The representatives of the Tendering firms who are attending the opening of Tenders should bring a letter of authority to identify their representatives.

9. AGREEMENT:

(I) The successful tenderer shall execute an agreement as in the Annexure II for the due fulfillment of the contract on the Non Judicial stamp paper of the value of Rs.100/- (Rupees Hundred Only) within fifteen days from the date of acceptance of the Tender, for House Keeping Services for cleaning purpose of this University.

(ii) The expenses incidental to the execution of Agreement shall be borne by the successful Tenderer.

(iii) The conditions stipulated in the agreement form should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the right of the Tamil Nadu Dr. M.G.R. Medical University, Chennai and to recover any consequential loss from the successful Tenderer.

10. PAYMENT OF BILL:

The Sergeant of this University will supervise the above work and certify the bills for payment and only then the payment will be made to the contractor based on the certificate.

11. TERMINATION OF CONTRACT:

During the Annual Maintenance contract period, if the Party of the first part is not satisfied with the services of the Annual Maintenance Contractor, or the Annual Maintenance contract is transferred to the third party without the knowledge of the Party of the First Part then the Annual Maintenance contract will be terminated. In such cases, the University shall give an advance intimation of not less than 30 days to the Annual Maintenance Contractor. In the event of unsatisfactory maintenance, the University reserves the right to claim damages for non-fulfillment of contract.

12. PENALTY FOR NON-FULFILMENT OF CONDITIONS:

The Tenderers shall agree that in the event of non-fulfillment or non-observance of any of the conditions stipulated in the contract, the tenderer shall pay as penalty an amount equivalent to 10 (ten) percent (%) of total value of the work or equal to the actual loss incurred by the Tendering whichever is greater. This provision applies up to the end of the life cycle of the contract period.

13. FORFEITURE OF EARNEST MONEY DEPOSIT:

If the accepted tenderer fails to act according to the tender conditions or backs out after his tender has been accepted, his E.M.D. will be forfeited to The Tamil Nadu Dr. M.G.R. Medical University, Chennai – 600 032.

14. ASSIGNING OF TENDER IN WHOLE OR IN PART:

The successful tenderer shall not assign or make over the contract, the benefit of burden thereof to any person or persons or body corporate. He shall not under let or sublet to any person/s or body corporate the execution of the contract or any part thereof.

15. ACCEPTANCE AND WITHDRAWAL:

a. The final acceptance of the tender is entirely vested with the Registrar, The Tamil Nadu Dr. M.G.R. Medical University who reserves the right to accept or reject, any or all of the tenders without assigning any reason whatsoever. There is no obligation on the part of The Tamil Nadu Dr. M.G.R. Medical University to communicate with rejected tenders. After the acceptance of the tender by The Tamil Nadu Dr. M.G.R. Medical University, the tenderer shall have no right to withdraw his tender or claim higher price.

b. Tenders with incomplete information will be summarily rejected

16. MODIFICATION:

Any modification to the terms and conditions shall be made only with the mutual consent of both the parties to the agreement.

17. LEGAL JURISDICTION:

The Legal Jurisdiction shall be the court at Chennai only.

Both the parties will endeavor to settle any dispute arising out of this contract between them amicably among themselves. If the dispute is not resolved, then the dispute shall be referred to a sole arbitrator appointed by The Tamil Nadu Dr. M.G.R. Medical University and shall be governed by the arbitration and Conciliation Act 1996.

18. GENERAL:

The Tenderers while sending their Tenders should enclose a copy of the conditions stipulated duly certified and attested by them in token of accepting the Tender conditions that they understood and accepted them fully. Tenders received without the certified copy of the conditions shall be rejected summarily.

REGISTRAR,
The Tamil Nadu Dr. M.G.R. Medical University, Chennai - 32

To

The REGISTRAR,
THE TAMIL NADU Dr. M.G.R. MEDICAL UNIVERSITY,
GUINDY,
CHENNAI – 600 032

I / Wehave gone
through the terms and conditions of the tender as mentioned in tender documents from para 1 to 18
the tender number 40 and will abide by them as laid down above.

TENDERER,
WITH SEAL OF THE ORGANISATION

Place:

Date :

ELIGIBILITY CRITERIA FOR HOUSE KEEPING TENDER:

Eligibility criteria for tender.

A. Objective: The objective of setting the eligibility criteria is to shortlist the prospective bidders who have:

1. Required business profile and market presence in housekeeping service.
2. Requisite management and operational skills to provide an affective service delivery process as per good industry practice.
3. Adequate experience in handling projects.
Adequate financial background and resources to manage an efficient service delivery process.

B. Criteria:

1. The bidder shall be a Limited Company or a Private Limited Company registered under the companies Act. 1956/partnership firm or a proprietorship. For proof, self attested / attested copy of certificates of incorporation / partnership deeds or any other valid document issued by the respective registrar of firms / companies may be submitted. In case of Proprietorship firm, Self – declaration or self certificate supported by PAN in the proprietor name would suffice.
2. The bidder must be an established, reputed and reliable service provider in the field of Facilities management services and should have at least ten years of experience in this field.
3. The bidder should have handled in any one of the last five years contracts of floor area of at least 10,00,000 sq.ft (Ten lakh square feet) towards house keeping services in india, with facilities ranging from IT parks, Hospitals, Institutional buildings, Shopping Malls and Residential buildings.
4. The bidder must have its own support infrastructure facilities in India.
5. The bidder should have adequate manpower and resources with good experience and adequate training in the respective services and should have employed minimum direct man power of 1500 Nos. In the field of Housekeeping / Mechanized Housekeeping Services.
6. Bidder must have valid PF, ESI and Service tax Registration and License under contract Labour Act.
7. Proof for quality documentation / copy of the valid ISO certification should be attached.
8. The bidder should submit with their bid the following documents for the below criteria.
 - a. List of clients and contract details with certified copies of work order from their clients clearly indicating the scope of work, area of work, contract period, value of work and details of man power and machineries deployed and a client certificate for the satisfactory performance of the services rendered by the bidder during the contract period.
 - b. Similar details as mentioned above atleast for one contract for providing similar housekeeping services to facilities ranging from IT Parks, Hospitals, Institutional buildings, Shopping Malls and Residential buildings in India having a floor area of atleast 10,00,000(ten Lakhs) Sq. Ft. in any one of the last 5 years.

- c. Documentary proof for establishment in India with own support infrastructure facilities in India.
- d. Copies of Balance Sheet and Profit & Loss Account for three years certified by the Auditors for the Annual Turn over in the last Accounting/financial year (2014-15, 2015-16, 2016-2017)
- e. Proof of quality documentation/currently valid ISO certificate.
- f. Copy of PF ECR containing list of name, of all the trained man power possessed by the bidder/deployed by the bidder of not less than 1500 person for similar services.
- g. Copy of the valid registration certificates for PF, ESI, service tax and License under contract labour act.
- h. A Self declaration should be enclosed stating the bidder do not have the record of poor performance such as abandoning works, not properly completing contracts or financial failures etc. and blacklisted by any state/central government departments/Organisation.
- i. The bidder should enclose certificate of appreciation from least two clients.
- j. The rates of different category of manpower that may be required for the proposed services shall not be less than the rates of minimum wages prescribed the district collector from time to time.

ANNEXURE-II

DETAILS OF HOUSE KEEPING SERVICES

DAILY SERVICES:

- 1) Maintaining the Whole Office, Department of Transfusion Medicine, Library, Virtual Library and Campus area including approach roads, garages, Two Wheller parking area, High Tension cum Generator Room, Canteen and around area etc., free from dust/dirt/wastes.
- 2) Sweeping/Mopping and removing the stains in the Halls, Rooms, Corridor Cabin, Floor Steps etc., Granite / Marble / Mosaic / Ceramic / Vinyl / PVC flooring with special detergents.
- 3) Carpet area will be brushed/vacuumed wherever applicable.
- 4) Maintaining all the furniture and fixtures free from dirt/dust.
- 5) Cleaning the tables, wooden panels, chairs trays, typewriters, telephones, filing cabinets, cupboards, paper-racks, table fans, Xerox machines etc., free from dirt dust.
- 6) Cleaning the glass doors and fixtures periodically with Colin/window shine liquid cleaner.
- 7) Cleaning Partitions, glass panels/glass doors etc.,
- 8) Cleaning the computer terminal/Keyboards/printers.
Cleaning of telephones using disinfectants on the mouth pieces of the telephones.
- 9) Removing the dust/moisture from the A/C Frills, Partitions.
- 10) Removing the waste paper/garbage from the office area.
- 11) Cleaning of all toilets, including toilets in the canteen, sanitary fittings, wash basins, closet and ceramic floor/wall tiles and applying disinfectant periodically and removing of blockades in the toilets, drains etc.,
- 12) Providing wash towels, liquid soap, soap cake, urinary cubes, sanitary, toilet rolls etc., in the toilets.
- 13) Spraying air purifiers, perfumes in the office area.
- 14) Any other odd jobs that require from time to time.
- 15) Cleaning of Sweeping & Mopping of Common Passages, Staircase Twice a day.

WEEKLY SERVICES:

- 1 Maintaining the window panels both inside and outside against dust/dirt.
- 2 Applying chemicals to sanitary, fittings, tiles etc. and rising.
- 3 Brushing and cleaning of light fittings, fans, work stations etc.
- 4 Brushing and Cleaning the granite/marble/mosaic floor in the lounge and staircase etc., with specifically formulated chemicals.
- 5 Removing the cobwebs in the premises and clearing bushes in the campus area.
- 6 Polishing the name boards with Brasso/Silvo/Autosol.
- 7 Doing light pest control measures against silver fish, cockroaches and rodents.
- 8 Cleaning the water dispensers, water filters/water coolers etc.,
- 9 Spraying detergent to the Venetian blinds/vertical blinds and removing the dust and stains.
- 10 Special cleaning of the toilets with specifically formulated chemicals.
- 11 Scrubbing and washing office mosaic floors and corridors.
- 12 Other diversified services whenever required.
13. Cleaning of ceiling Fans, Padestal Fans, Tube Lights all Switch box & all other fittings.

FORTNIGHTLY:

- 13) Cleaning of water fountains.

MONTHLY:

- 14) 1) Cleaning of Over Head tanks and sumps.
- 2) Any other odd jobs that require from time to time.

TECHINICAL BID**ANNEXURE: I****THE TAMILNADU Dr.M.G.R. MEDICAL UNIVERSITY, CHENNAI 32**

Tender Schedule for the work of Annual Maintenance Contract for the maintenance of HOUSE KEEPING SERVICES FOR CLEANING PURPOSE OF THIS UNIVERSITY.

A. Profile of the Tenderers:

The Tenderer should furnish the following details;

Sl.No	Particular Required	Particulars to be correctly furnished Contractor.
1.	Name of the Organization	
2.	Nature of the Organization	
3.	Address of the Registered office of the firm	
4.	Location of Office	
5.	Telephone No. / Mobile No & e mail No.	
a)	Proprietorship	
b)	Partnership	
c)	Private limited	
d)	Public limited	
6.	Date, month and year of establishment of business as an firm (Xerox copy of the proof to be enclosed).	
7.	Name and Residential address of the proprietor of the Contractor with Telephone number.	
8.	Sales Tax ,Registration number date, month and year of registration (Xerox copy of the Registration certificate to be enclosed)	

8.	To furnish the Xerox copy of Audited Annual accounts for the financial year 2014-2015, 2015-2016 and 2016-2017 duly authenticated by a chartered Accountant showing the details of Annual Turnover exclusively in the purchased business should be furnished by the Tenderer.	
9.	To furnish the Xerox copy of the PAN card in the name of proprietor or firm.	
10.	Names of the Agencies (Government / University / Private to whom the services are made recently).	
11.	Maintenance of Branches in Chennai City / other areas.	
12.	EMD Payment Particulars.	

1. Number of payment details enclosed..

2. Payment particulars

Sl.No.	e- payment No. & Date	Name of the Bank	Amount (in Rs.)
			Total

3. The e - payment should be enclosed in the technical bid only.

13. **B.** AMC for House Keeping services for Cleaning purpose of this University the rates should be quoted given below:

(Note: Basic rates, and other services that may be applicable should be quoted separately and specifically)

Signature of the contractor with seal.

THE TAMILNADU Dr.M.G.R. MEDICAL UNIVERSITY, CHENNAI 32**Specification for the House Keeping Services**

1. Annual Maintenance Contract for providing 35 Nos of Man Power, Cleaning Materials and Chemical Charges from the University.

Sl.No	Place	Seq.ft/ Rates	Total Amount
1.	Main Building (Ground floor to 5th Floor) (a) Front Block (b) Rear Block	1X6X1703=10,213 sq.m 1X6X957 = 5,742 sq.m. (Ground to 3 rd floor 957X4=3,828)	
2.	Virtual Library Ground floor to II floor	616.32 sq.m (each floor 205.44 sq.m)	
3.	Department of Transfusion Medicine 1. Gr.floor 2. Ist floor 3. IInd floor	345.20 sq.m 299.20 sq.m 259.00 sq.m	
4.	Auditorium & Guest House	32,323 sq.m	
5.	CANTEEN out side and parking around area	6,500 sq.m	

NB: The EMD / payment will be withheld if the enclosed proofs are not found to be true and the tenderer will be black listed

Signature of the contractor with seal.

AGREEMENT

This Agreement is made at Chennai on this the _____ day of _____ between the Tamil Nadu Dr. M.G.R. Medical University, having office at Door No. 69, Anna Salai, Guindy, Chennai – 600 032, represented by the Registrar hereinafter called the "The Medical University" as the **PART OF THE FIRST PART.**

AND

M/s. _____ having office at _____ represented by the Proprietor, hereinafter called the Contractor as the **PARTY OF THE SECOND PART.**

2. **WHEREAS** the University, the party of the First Part, desires to appoint an agency to provide house keeping services at the Medical University Main Building (First floor to 5th floor) a) Front Block, b) Rear Block, Department of Transfusion Medicine (Ground floor to 2nd floor) Library, Virtual Library (Ground floor to 2nd floor), c) Guest House and Auditorium block d) Candeem and in around parking area of the campus located at No. 69, Anna Salai, Guindy, Chennai 600 032.

3. **WHEREAS** the party of the second part, M/s. _____ represented by its Proprietor Thiru _____ offered to render services as Annual Maintenance Contractor.

4. **WHEREAS** the party of the first part, has accepted the offer made by the Annual Maintenance Contractor.

5. **WHEREAS** the terms and conditions of the said engagement have been "Mutually" discussed and agreed upon.

6. **WHEREAS** the parties are desirous of putting them in writing.

7. **WHEREAS** the party of the second part viz., M/s. _____ the Annual Maintenance Contractor has agreed to render the following services for the party of the first part viz., The Tamil Nadu Dr.M.G.R. Medical University, Chennai-32 for a period of two years from _____ to _____ for the maintenance of House Keeping Services at the Medical University Main Building (Ground floor to 5th floor) a) Front Block, b) Rear Block, Department of Transfusion Medicine (Ground floor to 2nd floor) Library, Virtual Library (Ground floor to 2nd floor), c) Guest House and Auditorium block d) Candeem and in around parking area of the campus at **Rs. _____ /- (Rupees (GST if applicable) per month** and the contractor shall provide the The manpower (Male+Female) to be deployed at 35 Nos (i.e) Ground floor – 03, 1st floor – 02, 2nd floor – 02, 3rd floor – 04, 4th floor – 02, 5th floor – 02, Experimental Medicine (1st floor) – 01, Library – 03, Own Book Reading Hall – 02, DTM (Blood Bank) – 02, outer Cleanig (front & back) – 04, Supervisor – 01, Auditorium – 03 and Guest House – 04.

Sweeping, Mopping, Dusting, Cleaning and all other allied works have to be completed before 8.30 AM on all working days, Saturdays & Sundays and Holidays. In case the work is not completed before 8.30 AM on any day, then the same shall not be considered for payment for that particular day and pro-rata deduction will be made for that day and damages of Rs.1000/- per day for such delay shall also be imposed on the Contractor and will be recovered from the Contractors bills. Some activities such as garbage removal, insecticide/pesticide application etc. shall be completed in the evening (i.e. 4.30 PM onwards), on day-to-day basis. No spillover of the above work for the next day shall be permitted under any circumstances.

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 the regular interval as per requirement, usage and Instruction given by the Administration Department (Establishment Wing) from 7.00 AM to 4.30 PM i.e. during office hours and beyond).

8. SCOPE AND SERVICES:

DAILY SERVICES:

- 1) Maintaining the Whole Office, Department of Transfusion Medicine, Library, Virtual Library and Campus area including approach roads, garages, Two Wheller stand, High Tension cum Generator Room Canteen, Car parking area etc., free from dust/dirt/wastes.
- 2) Sweeping/Mopping and removing the stains in the Halls, Rooms, Corridor Cabin, Floor Steps etc., Granite / Marble / Mosaic / Ceramic / Vinyl / PVC flooring with special detergents.
- 3) Carpet area will be brushed/vacuumed wherever applicable.
- 4) Maintaining all the furniture apparels and fixtures free from dirt/dust.
- 5) Cleaning the tables, wooden panels, chairs trays, Computers, Printers, telephones, filing cabinets, cupboards, paper-racks, table fans, Xerox machines etc., free from dirt dust.
- 6) Cleaning the glass doors and fixtures periodically with Colin/window shine liquid cleaner.
- 7) Cleaning Partitions, glass panels/glass doors etc.,
- 8) Cleaning the computer terminal/Keyboards/printers.
Cleaning of telephones using disinfectants on the mouth pieces of the telephones.
- 9) Removing the dust/moisture from the A/C Frills, Partitions.
- 10) Removing the waste paper/garbage from the office area.
- 11) Cleaning of all toilets, including toilets in the canteen, sanitary fittings, wash basins, closet and ceramic floor/wall tiles and applying disinfectant periodically and removing of blockades in the toilets, drains etc.,
- 12) Providing wash towels, liquid soap, soap cake, urinary cubes, sanitary, toilet rolls etc., in the toilets.

- 13) Spraying air purifiers, perfumes in the office area.
- 14) Any other odd jobs that require from time to time.
- 15) Cleaning of Sweeping & Mopping of Common Passages, Staircase Twice a day.

WEEKLY SERVICES:

01. Maintaining the window panels both inside and outside against dust/dirt.
02. Applying chemicals to sanitary, fittings, tiles etc. and rising.
03. Dusting and cleaning of light fittings, fans, work stations etc.
04. Brushing and Cleaning the granite/marble/mosaic floor in the lounge and staircase etc., with specifically formulated chemicals.
05. Removing the cobwebs in the premises and clearing bushes in the campus area.
06. Polishing the name boards with Brasso/Silvo/Autosol.
07. Doing light pest control measures against silver fish, cockroaches and rodents.
08. Cleaning the water dispensers, water filters/water coolers etc.,
09. Spraying detergent to the Venetian blinds/vertical blinds and removing the dust and stains.
10. Special cleaning of the toilets with specifically formulated chemicals.
11. Scrubbing and washing office mosaic floors and corridors.
12. Other diversified services whenever required.
13. Cleaning of ceiling Fans, Padestal Fans, Tub Lights all Switch box & all other fittings.

FORTNIGHTLY:

1. Cleaning of water fountains.

MONTHLY:

- 14) 1) Cleaning of Over Head tanks and sumps.
2) Any other odd jobs that require from time to time.

09. TERMS AND CONDITIONS FOR CONTRACT:

1. This document on having been signed by both the parties shall constitute a binding contract between the parties and shall remain in force during the contract period of **2 (Two) Years**. But in the event of any breach of agreement at any time on the part of the contractor, the contract shall be determinable by the Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai 600 032 up on giving seven (7) days notice to the contractor.
2. The Contractor agrees to provide House Keeping Services for Cleaning purpose of this University as shown in the Annexure II of the Tender Document at all inclusive prices noted in Annexure IV of this Agreement to the Tamil Nadu Dr.M.G.R. Medical University before specified date. The price offered by the firm for 2 Years and is not subject to enhancement on any ground:
 - i) The contractor is responsible to provide service to this University from 7.00 A.M to 4.30 p.m. on all days.
 - ii) The daily, weekly, and monthly fortnight duties have to be done by the contractor within the stipulated time.
 - iii) The contractor shall be wholly responsible to make good the University for any loss or damage to the mails or articles when under your custody.
 - (iv) The contractor's performance will be watched and if it is found unsatisfactory, the University reserves the right to terminate the contract during the period by giving one month notice.
 - (v) The contractor shall submit their bill of cost on completion of every month supported with the proof of attendance.
 - (vi) After verification by the University the contractor shall remit a Security Deposit of Rs...../- by way of **e- payment to A/c No.167901000000666 (IFS Code IOBA0001679)**. The deposit amount will not bear any interest. The Security Deposit shall be returned at the end of the contract without any additions. In case of non-compliance with any or all of the terms and conditions mentioned in this letter, the Security Deposit of Rs...../- deposited with this University will be forfeited in whole.
 - (vii) The contractor should issue Uniform and identity card to the house keeping service men, and shall produce on demand by the Officials/Security personnels of this University.
3. The services are to be provided under this contract are to be of the quality and of the sort mentioned in the specification for the rate of House Keeping services as mentioned in Annexure-IV.
4. The daily, weekly, fortnightly, monthly services as per the Annexure III to be provided at the Tamil Nadu Dr.M.G.R. Medical University premises without any extra cost in such services contained in the Tender schedule enclosed as Annexure-IV to this contract. Any amendments to the orders in terms of services or delivery period etc., may be incorporated on a mutually agreed basis.
5. The Staff employed for services in the contract will carry out functions stipulated in this contract.

6. The contractor should hold a valid permission/license and comply with the provisions of the contract labour laws and responsible for payments of the wages to staff engaged and also comply with all other statutory obligations such as ESI COVERAGE, PROVIDENT FUND, PAYMENT OF BONUS etc., and produce proof thereof.
7. The house keeping personnel has to be supplied by the contractor and also bear the Statutory liabilities such as ESI,EPF and Bonus etc., of the personal so deputed.
- 8) All types of necessary cleaning materials, as required shall be provided by the contractor. The contractor shall maintain necessary stock register, recording therein the cleaning materials received, used and balance on hand and render necessary accounts to the University wherever required. The cost of cleaning materials shall be borne by the contractor.
- 9) The successful contractor shall be accessible at all times and the Operation Manager should handle and solve all problems at any time of the day. The Operations Manager should visit the University regularly for the feed back on the services rendered and for further improvement of the quality services as assured by the contractor.
- 10) To ensure the quality services, trained and disciplined Staff, Site, Site log book, Site work Schedule with timings, quality check list, Daily feed back form, Daily paging systems from the site and Daily Activity Report of Operation Manager should be maintained and produced for check.
- 11) Tidy Uniforms, Safety wear, Shoes, and Identity Cards to the House Keeping Personnel will be provided by the contractor at their own cost.
- 12) The Tenderer shall perform their duty on all days including Sundays and holidays without additional charges for Sundays and holidays and carry out the Instructions that may be given by the University from time to time.
- 13) Whenever the examinations / meetings are conducted the successful contractor shall shift the tables and chairs from the ground floor to the floor concerned without any additional charges.
- 14) The contractor shall be responsible for providing the proper House Keeping Personnel and it shall be the responsibility of them to have proper control and supervision of the house keeping personnel provided in the said premises and the contractor shall ensure that the house keeping personnel employed by them and provided in the above premises shall discharge their duties efficiently and diligently.
- 15) The House Keeping contractor shall make necessary Arrangements for frequent and surprise checks and supervision of the House Keeping Personal posted for the House Keeping at the Premises.
- 16) The University shall not in any way be responsible for any injury, loss or damage sustained by the house keeping personnel in carrying out their duties.
- 17) The contractor shall agree that the persons employed by them and posted in the premises shall not have any claim whatsoever against the University and the contractor should undertake to indemnify against any loss or damage that may be put to by reason of any claim made by the house keeping Personal employed by them and posted in the premises.

- 18) The House Keeping contractor shall indemnify the amount of any loss damage sustained by any action of House Keeping Personnel. The House Keeping personnel shall not use the premises for any purpose other than the House Keeping Work.
- 19) The House Keeping contractor shall ensure that the House Keeping Personnel appointed shall not indulge in any criminal or antisocial activities and the contractor shall take full responsibility in this regard.
20. If the execution not effected on or before the specified period, the Registrar, The TamilNadu Dr.M.G.R. Medical University, Chennai 600 032 shall have the full authority to cancel the contractor and to take any such action that may be deemed fit in the circumstances.
21. In case of failure by the contractor to provide best cleaning services, the Registrar or any one duly authorized by him shall have power to take any action that may be deemed fit in the circumstances of this University.
22. Penalty will be levied at the rate specified in Point No.11 of Tender Document 10% of the total value of the work or equal to the actual loss sustained which ever is greater, if any loss or damage is done by the House Keeping persons .Besides such performance may entail black listing of the Contractor.
23. The Contractor shall furnish the bill of cost on completion of one month service. After verification action will be taken by the University for the Payment of the bill of cost.
24. The Contractor hereby agrees to get the refund of incentive, Excise Duty and proportionate Sales Tax from concerned authorities and pass it on to the Tamil Nadu Dr.M.G.R. Medical University if the Government or any other appropriate agency reduces the Excise Duty (or) Sales Tax or give incentive or any type retrospectively after supplying the items, failing which action will be taken to recover the balance amount from the contractor.
25. The contract or any part share of interest in it, is not to be transferred or assigned by the contractor directly or indirectly or any person or persons whomsoever without the written consent of the Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai 600 032.
26. The Tamil Nadu Dr. M.G.R. Medical University expressly resolves its right to terminate the contract if any of the conditions specified in the Tender. Work order on this contract is violated by the contractor such costs or loss sustained by TheTamil Nadu Dr M.G.R. Medical University shall be recoverable from the contractor.
27. The Tender Notice No..... along with enclosures, the detailed final offer of the Tenderer and the specification for the rate of cleaning service at Annexures respectively will form part of this contract. Wherever the offer conditions stipulated in the said order, the latter shall prevail over the offer conditions furnished by the Contractor.
28. Any notice to the contractor shall be deemed to be sufficiently served, if given or left in writing at their usual or last known place of abode or business.
29. Any modification to the terms and conditions shall be made only with the mutual consent of both parties to the agreement.

30. Termination of Contract: During the Annual Maintenance contract period, if the Party of the first part is not satisfied with the services of the Annual Maintenance Contractor, or the Annual Maintenance contract is transferred to the third party without knowledge of the Party of the First Part then the Annual Maintenance contract will be terminated. In such cases, the University shall give an advance intimation of not less than 30 days to the Annual Maintenance Contractor. In the event of unsatisfactory maintenance, the University reserves the right to claim damages for non-fulfillment of contract.

31. The contractor hereby agrees that he shall not divulge any part of the service transferred to him by the Tamil Nadu Dr. M.G.R. Medical University to any third parties and assures that he will take all necessary steps to prevent theft, accidental disclosure of service by or to any third parties. The Contractor also undertakes that the services transferred from The Medical University shall not be duplicated unless it is necessary for execution of the contract. It shall be the primary responsibility of the contractor to provide service. It is the essence of the Contract.

32. Both the parties will endeavor to settle any dispute arising out of this contract between them amicably among themselves. If the dispute is not resolved, then the dispute shall be referred to a sole arbitrator appointed by The Tamil Nadu Dr. M.G.R. Medical University and shall be governed by the arbitration and Conciliation Act 1996.

10. PAYMENT TERMS:

There shall be no raise in the maintenance charges during the contract period. The payment will be released monthly on production of maintenance bill in duplicate at the rates agreed by the University in clause No.7 above.

11. TERMINATION OF CONTRACT:

During the contract period, if the Tamil Nadu Dr.M.G.R Medical University is not satisfied with the services of the contractor, or the contract is transferred to the third party, the contract will be terminated and the contractor shall pay back the proportionate amount of the maintenance charges of the University. In such cases, the University shall give an advance intimation of not less than 30 days to the contractor. In the event of unsatisfactory maintenance, the University reserves the right to claim damages for non-fulfillment of contract.

12. SECURITY DEPOSIT:

The Security Deposit amount of Rs./- (Rupees only) towards 6% Security Deposit as prescribed in the Tender Documents remitted by the Contractor on the acceptance of Contract shall be retained with the Tamil Nadu Dr.M.G.R. Medical University, Chennai during the period of this Contract.

ii. The Security cash Deposit remitted shall be refunded to the Annual Maintenance Contractor after satisfactory completion of work and smooth transfer of the contract to the next incumbent after expiry of the contract period.

13. GENERAL PROVISIONS:

This agreement shall supersede all previous communications, both oral and written and provisions herein contained shall not be omitted, added to or amended in any manner except in writing and signed by both parties thereof.

14.ARBITRATION:

All disputes, differences and questions whatsoever which shall arise between the parties hereto during the continuance of the contract or afterwards, touching any clause or matter herein contained, or the rights, duties and liabilities of either party in connection therewith, shall be referred to the sole arbitrator to be appointed by the contractor and the Registrar of the Tamil Nadu Dr.M.G.R. Medical University, Chennai. All such Arbitration proceedings shall be held in Chennai and shall be in accordance with and subject to the provision of the Arbitration and conciliation Act, 1996 or any statutory modification re-enactment thereof for the time being in force.

ii. This document together with the attachments here signed by both the parties shall constitute the entire contract between the contractor and the University. The contract shall be governed in all respects by Indian Law. The foregoing terms and conditions shall prevail notwithstanding any variations contained in the terms and conditions of any other documents submitted to the University unless variations have been specifically agreed upon mutually by the parties.

IN WITNESS WHEREOF the parties above named have set their hands and signature on the day month and year first above written.

REGISTRAR
The Tamil Nadu Dr.M.G.R. Medical University,
No.69, Anna Salai, Guindy,
Chennai-600 032.

WITNESS:

1.

2.

Annual Maintenance Contractor
M/s.

WITNESS:

1.

2.

ACCEPTANCE

The Registrar, The Tamil Nadu Dr.M.G.R. Medical University, Chennai hereby accept the contract in accordance with the conditions of contract and work order there to in annexure.

REGISTRAR
(For and on behalf of)
The Tamil Nadu Dr.M.G.R. Medical University, Chennai.-32

WITNESS:

1.

2.

INSTRUCTION TO FILL THE AGREEMENT:

1. The Agreement should be executed on a Non-Judicial Stamp Paper of Government of TamilNadu worth Rs.100/- (Rupees One hundred only). If Non-Judicial Stamp Paper is not available, Special Adhesive Stamp to the value of Rs.100/- may be affixed to the Agreement.
2. The Agreement should be executed in bond paper or in thick papers which may last long and not in thin papers like many folding sheets etc.,
3. The Agreement apart from Stamp paper should be signed at the bottom of all pages with full signature and date and official seal by both the parties.
4. Signature of witnesses with their addresses should be obtained in the Agreement.
5. Any corrections made in the Agreement should be attested with full signature and date under official seal by both the parties.
6. If the stamp tenderer is the partnership concern the copy of the partnership Deed, Copy of the certificate of Registration should be enclosed with the Tender Document.
7. If the tenderer is Private Limited (or) Public Limited Company copy of the certificate of incorporation, copy of memorandum and article of association and Board resolution the particular director should sign in the Tender Document.

REGISTRAR

Annexure – V

LIST OF CLEANING & CONSUMABLES ITEMS TO BE USED

S.No	Work	Name of the Brand
01	Cleaning agents of standard company for WC's, urinals pots etc.	Phenyle Gaivd, Trishul, etc.
02	Detergents of Standard company for cleaning, wash basin, sinks, refrigerator and other items.	Nirma, Surf
03	Liquid Soap of Standard company for scrubbing of floors & wall	Fem, Homocol, Dettol, Savlon
04	Anti-bacterial disinfectants of standard company for cleaning toilets, bathroom, kitchen and pantries.	Cleaning, Lyzol
05	Glass cleaning liquid of standard company	Colin
06	Deodorizer of a standard company	Odonil
07	Air-fresheners / Aerosols (Eco-friendly) of standard Company	Premium, Fresco
08	Urinal cubes (Standard Company)	Odonil
09	Polythene Bag	Standard Quality / ISI Mark

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

