



**NATIONAL RAIL AND TRANSPORTATION INSTITUTE  
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**TENDER DOCUMENT**

**Tender No. - NRTI/06/2019/House Keeping of Hostels & Academic Bldg.**

**Name of Work - Housekeeping of Academic Building (Ground Floor, 1<sup>st</sup> Floor & 2<sup>nd</sup> Floor), Boys Hostel Consisting of 45 Rooms, Girls Hostel with 18 Rooms, Mess including Toilets, Galleries, Lobbies, Staircases, Lift, Terrace & Premises, Washing & surrounding areas of National Rail & Transportation Institute (NRTI) at NAIR Campus and also House Keeping & Guest Caring Services of Three 3BHK Flats (Flat No. 1103, 1104/B & 802 A) at Sai Shukan Building, Lal Baug, Vadodara for a period of 12 months.**


Approximate Cost of the Work	:	<b>Rs 22.00 Lacs</b>
Earnest Money	:	<b>Rs 44008/-</b>
Cost of Tender Document	:	<b>Rs 1000/-</b>
Last Date & Time for submission of Tender	:	03/03/2020 – 15.00 hrs.
Date & Time of Opening of Tender	:	04/03/2020 – 15.30 hrs.
Completion Period	:	<b>12 months</b>

**ADDRESS**

**NATIONAL RAIL AND TRANSPORTATION INSTITUTE**

1<sup>st</sup> Floor, NAIR Campus, Lal Baug, Vadodara, Gujarat - 390004

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वडोडरा, गुजरात / Vadodara, Gujarat.

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**TENDER NOTICE**

TENDER No	NRTI/06/2019/House Keeping Hostels & Academic Bldg.
Name of Work	<b>Housekeeping of Academic Building (Ground Floor, 1<sup>st</sup> Floor &amp; 2<sup>nd</sup> Floor), Boys Hostel Consisting of 45 Rooms, Girls Hostel with 18 Rooms, Mess including Toilets, Galleries, Lobbies, Staircases, Lift, Terrace &amp; Premises, Washing &amp; surrounding areas of National Rail &amp; Transportation Institute (NRTI) at NAIR Campus and also House Keeping &amp; Guest Caring Services of Three 3BHK Flats (Flat No. 1103, 1104/B &amp; 802 A) at Sai Shukan Building, Lal Baug, Vadodara for a period of 12 months.</b>
Approximate cost work	Rs. <b>22,00402/</b> (Twenty Two Lac and Four Hundred Two Only).
Type of Tender	Open Tender
Cost of Tender Document	Rs. 1,000/- (One Thousand only)
Earnest Money to be Deposited	Rs44008/- (Forty Four Thousand and Eight Only ).
Completion Period	12 months from date of issue of Letter of Acceptance.
Web site particulars	Tender Document can be down loaded from Website: <a href="https://nrti.edu.in">https://nrti.edu.in</a>
Last Date & Time for Submission of Tender	03/03/2020 – 15.00 hrs.
Place for Submission of Tender Documents	NATIONAL RAIL AND TRANSPORTATION INSTITUTE, 1 <sup>st</sup> Floor, NAIR Campus, Lal Baug, Vadodara - 390004, Gujarat
Date & Time for opening of Tender	04/03/2020 – 15.30 hrs.
Validity of Offer	90 days from the date of opening of Tender.
Note: In case of any clarification, the Bidders may contact Dy. Comptroller-HR, NRTI at the above office during the working hours on Telephone No. 0265-2648301	

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**Instruction for Tenderers**

1. Before submitting the offer, please read the instructions for Tenderers carefully.
2. Your signature on the Tender form will be considered as your confirmation that you have read and accepted all the conditions mentioned in the Document as well as Schedule of the Tender.
3. The prospective tenderers are advised to visit the website [www.nrti.edu.in](http://www.nrti.edu.in) frequently before the date of closing of tender to note any changes/corrigendum issued for this tender.
4. Tender is not transferable and the same is to be submitted with signature by the preauthorized personnel of the tenderer, already registered with the website <http://nrti.edu.in>
5. Tender to be signed by authorized person:
  - (a) If the tender is submitted on behalf of a partnership concern/company, he/they should submit the certified copy of the partnership deed and authorization to sign the tender on behalf of partnership firm/company. If copies of these documents are not enclosed along with tender, the Tender will be treated as having been submitted by individual signing the tender.
  - (b) The tenderer whether sole proprietor, a limited company or a partnership firm if they want to act through agent or individual partner(s) they should submit along with the tender, a power of attorney duly stamped and authenticated by a Notary Public or by Magistrate in favour of the specific person whether he / they be partner(s) of the firm or any other person specifically authorizing him/them to submit the Tender, sign the Agreement, receive money, witness measurements, sign measurements, compromise, settle, relinquish any claim(s) preferred by the firm and sign “**No Claim Certificate**” and refer all or any disputes to arbitration.
  - (c) NRTI will not be bound by any Power of Attorney granted by the tenderer or by the changes in the composition of the firm made subsequent to the execution of the contract. It may, however, recognize such power of attorney and changes after obtaining proper legal advice to its satisfaction, the cost of which will be chargeable to the contractor.
6. The tender should be accompanied by a tender fee of Rs. 1000(One Thousand Only) and an Earnest Money Deposit (EMD) of **Rs 44008/- (Forty Four Thousand and Eight Only )** in the form of Demand Draft drawn in favour of NATIONAL RAIL AND

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TRANSPORTATION INSTITUTE. The EMD shall be valid for a period of 45 days beyond the validity of offer i.e. 135 days.

7. Please note that the earnest money submitted in the form of Cheque, Bankers pay slip and Bank guarantee etc. shall not be accepted for the Contract.
8. The cost of the tender document shall not be clubbed with the Earnest Money Deposit and has to be paid separately.
9. All the relevant documents shall be attached along with tender form as per terms and condition of tender.
10. The Tenderer/s must satisfy the following mandatory requirements failing which their offers shall be summarily rejected without any communication/correspondence. Hence, the tenderers are advised to ensure that the tender documents are submitted duly signed on all the pages.
  - a) The requisite Tender Document Fee & Earnest Money Deposit (EMD) in prescribed and acceptable form.
  - b) Scanned copies of documents in support of technical and financial eligibility criteria.
  - c) Attested copies of Affidavit for sole proprietorship / partnership deed/ memorandum and Articles of Association along with details pertaining to place of registration, principal place of business of the firm etc.
  - d) Attested copy of power of attorney on non-judicial stamp paper of appropriate value of the signatory of the bid on behalf of the tenderer.
  - e) Offer Letter as per Annexure -1.
  - f) Affidavit as per Annexure -2.
  - g) Attested copy of Goods and Service Tax registration (as applicable) & PAN card.
  - h) Details of deployment of resources i.e. fleet of vehicles available.
  - i) Last three financial years' and current financial year's audited Balance Sheet duly certified by Chartered Accountant for eligibility criteria which should be 150% of Advertised Cost.
  - j) Copies of the work completion certificates duly attested from the clients for having completed works of similar nature.
  - k) Sub-let work experience certificate shall not be considered.
  - l) Within 7 days of issuance of LOA, the Tenderer should submit the relevant registration document, payment of Road Tax, Insurance etc. and make the vehicles ready for hire to NRTI.
  - m) List of permanent drivers and staff employed by the tenderer.
  - n) The agency must not have been debarred / blacklisted by any Govt. Sector/PSUs/Bilateral and Multilateral agency. The tenderer should submit Affidavit by the Notary for the same along with the tender.
  - o) Complete documentary evidence should be submitted by Contractor.

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**NOTE-** The tenderer must keep all the original documents ready, copies of which have to be submitted along with the offer. The original documents will have to be produced as and when required by NRTI for verification. All the documents submitted shall be self-attested by the tenderer.

11. Mandatory details to be filled-in by the tenderer while submitting their bids:

**1 PARTICULARS OF THE PARTY**

- a) Name:
- b) Address:
- c) Phone No.:
- d) Mobile No.:
- e) FAX. No :
- f) Income Tax PAN No :
- g) Email Address:

**2 PARTICULARS OF BANK ACCOUNT**

- a) Bank Name:
- b) Branch:
- c) Bank Address:
- d) Bank Tel. & Fax No.:
- e) Bank MICR Code (9 Digit):
- f) Bank IFSC Code:
- g) Bank Account No.:
- h) Account Type:
- i) (Saving/Current/Cash Credit)

**12. Declaration by the Party**


I hereby, declare that the particulars given above are correct and complete to the best of my knowledge. If the transaction is delayed or not effected at all for the reasons of incomplete or incorrect information, the user Institution will not be held responsible. I have understood the scheme and agree to discharge the responsibility expected from me as a participant under the scheme. I also undertake to acknowledge / intimate the NRTI about receipt of the each payment from NRTI.

One cancelled Cheque / photo copy of the Cheque duly carrying IFSC code is enclosed. I also certify that the particulars furnished above are correct as per our records.

Signature of Tenderer

Name of Signatory \_\_\_\_\_

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13. NRTI reserve the right to reject any or all tenders without assigning any reason whatsoever.
14. In case it happens to be holiday on the date of opening, the tender will be opened on next working day at same time of opening.
15. Every Tenderer shall state in the Tender his postal address fully and clearly. Any communication sent in time to the Tenderer by post at the said address shall be deemed to have reached the Tenderer duly and in time. He shall also give telephone and fax number for communication. Important documents shall be sent by Registered post.


**IMPORTANT NOTE:** - *Tenderer should specifically check the items and fulfill the mandatory conditions in order to avoid summarily rejection of their offer.*

16. It is responsibility of the tenderer to check any correction or any modifications published subsequently on the website and the same shall be taken into account while submitting the tender.
17. Each of the page of tender documents and corrigendum (if any) is required to be signed by person/ persons submitting the tender as a confirmation of their having acquainted themselves with General/ Special conditions & Specification as laid down. The tender document is required to be printed, signed by the person/ persons submitting the tender.
18. Tenderer (s) are free to download the tender document at his/their own risk and cost for the purpose of perusal as well as for using the same as tender document for submitting the bid. However, the document fee of Rs. 1000/- has to be paid to NRTI even if the Tender document has been downloaded from the website. Master copy of the tender document is available in the office of the Deputy Comptroller-HR, National Rail and Transportation Institute, NAIR Campus, Lal Baug, Vadodara.

After award of the work, an Agreement will be prepared based on the master copy of the tender document available at the above-mentioned office. In case, any discrepancy between the tender documents downloaded from the website and the master copy, the latter shall prevail and will be binding on the tenderer(s). No claim, on this account, will be entertained.

19. If any change/addition/deletion is made by the Tenderer and the same is detected at any stage even after the award of the tender, full earnest money deposit will be forfeited and the contract will be terminated at his/their risk and cost. The tenderer is also liable to be banned from doing business with NRTI and/or prosecuted.
20. **Error/Omission and Discrepancies-** The tenderer shall not take advantage of any error due to typing or otherwise. If there is any doubt that shall be brought to notice of Deputy Comptroller-HR, NRTI without delay and the same shall be dealt as per NRTI's requirement and advantage only.

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21. **Rate Sheet:** Tenderers are advised to quote their rates in the rate sheet given on last page of the tender document as percentage above OR below OR at par.

- a) The rates shall be quoted both in figures and words.
- b) If there is variation between the rate quoted in figures and in words, the lower Rate quoted shall be taken into consideration. If more than one rate is indicated, the tender is liable to be rejected.


22. **Validity of Offer:** The tenderer shall keep their offer open for a minimum period of 90 days or more from the date of opening of the tender. The duration of period for which the tender offer remains open must be clearly mentioned.

23. The tenderer in his own interest should inspect the site of the proposed work before quoting his rates.

**CHECKLIST FOR SUBMISSION OF BID**

Sl. No.	Particulars	Complied Yes or No	Details of Supporting document
1	Tender Document Fee & requisite Earnest Money Deposit in prescribed form with bank details submitted or not.		
2	Signature of tenderer / authorized signatory on all the pages of tender document & supporting document along with address and phone no. for correspondence & communication.		
3	Copy of partnership deed/ Memorandum of Association/ Article of Association/ Agreement of HUF/ Joint Venture Agreement submitted or not.		
4	Proof of contractual turnover for minimum eligibility criteria		
5	Proof of similar nature of work for minimum eligibility criteria.		
6	Attested copy of Goods and Service Tax registration (as applicable) & PAN Card.		
7	List of permanent drivers and staff employed by the tenderer.		
8	Affidavit by Notary for not having been debarred / blacklisted-by any Govt./PSUs/Bilateral and Multilateral agency.		
9	Rates have been filled-in at the offer sheet in words as well as in figures.		
8	Affidavit & other details as per Performa given at Annexure 1,2,4,5 & 6		

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**Scope of Work**

**(A) Scope of work For Housekeeping of Academic Building, Boys Hostel, Girls hostel, NRTI Mess & surrounding areas of National Rail & Transportation Institute at NAIR Campus :-**

**House Keeping Academic Building (Ground Floor, 1<sup>st</sup> Floor & 2<sup>nd</sup> Floor), Boys Hostel Consisting of 45 Rooms, Girls Hostel with 18 Rooms, Mess including Toilets, Galleries, Lobbies, Staircases, Lift, Terrace & Premises, Washing & surrounding areas of National Rail & Transportation Institute (NRTI) at NAIR Campus and also House Keeping & Guest Caring Services of Three 3BHK Flats (Flat No. 1103, 1104/B & 802 A) at Sai Shukan Building, Lal Baug, Vadodara.**

There are 2 Hostels in NRTI namely, Boys Hostel & Girls Hostel and Academic Building (Ground floor, 1<sup>st</sup> floor & 2<sup>nd</sup> floor) of NRTI.

a) NRTI Boys Hostel: (Approx. Area = 1680 Sq. M)

Rooms in Boys' Hostel for Students: 45 rooms with toilets, galleries, lobbies, staircases, terrace and surrounding areas.

Common Area: One common hall, Warden office, Store rooms, Galleries in front of rooms and common hall, one general toilet, one recreation room toilet, stair case and circulating area.

b) NRTI Mess (Approx Area = 105 Sq. M)

c) NRTI Girls Hostel Ground Floor, (1<sup>st</sup> floor) & 2<sup>nd</sup> floor (Approx. Area = 940 Sq.M).


Rooms for students: 18 rooms with toilets, galleries, staircases, terrace, lobbies & surrounding areas.

Common area: One common hall, Warden office, store rooms, Galleries in front of rooms and common hall, three general toilets, stair case, and circulating area.

d) NRTI Academic Building (Ground floor, 1<sup>st</sup> floor & 2<sup>nd</sup> floor) with toilets, galleries, lobbies, staircases, lift, terrace & premises:(Approx. Area= 2894 Sq. M).

Common area: Two staircases, OTS, circulation area, Toilet blocks with wash hand basin & waterless urinal each floor.

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**General Scope of Work:**

1. Bidder has to depute sufficient manpower for the above housekeeping services including rooms, walls, window, veranda, grills, all toilets, staircase, service area etc. and all the area of NRTI at NAIR campus, Lalbaug, Vadodara. Also, a Supervisor should be deployed to ensure the quality of the services.
2. Contractor has to depute one receptionist (male) at Boy's hostel & one receptionist (female) at the Girl's hostel during day time for 10 hours.
3. Bidder will arrange manpower for seven days of week (including Sunday & Holidays). He will make proper arrangement of rest (off) days for the manpower provided by him. No extra payment shall be made on this account.
4. Daily & periodic cleaning of all the interior and exterior of the premises/buildings.
5. Daily cleaning of all areas including floors, counters, tables, toilets in all the blocks of the university, hostels and NRTI Mess building and sweeping and mopping, including waste management.
6. Provision for periodic cleaning of all the exterior walls, external facades and glass panels and glass windows.
7. Periodic services for the effective control of pests such as cockroaches, rodents etc.
8. The House keeping works includes.
  - (a) Washing of the above with soap water/phenols/dettol with brooms followed by cleaning the floor with dry duster/ cloth without damaging the wall, with contractor's tools and material once in a day.
  - (b) Cleaning of all toilets and bathrooms with soap water/phenols/detol, room fresheners with contractor's materials once in a day.
  - (c) Washing mosquito net etc. with good quality soap (twice a week) with contractor's materials.

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**Schedule of Services for Housekeeping of Academic Building, Boys Hostel, Girls hostel,  
Mess & Surrounding Areas of NRTI**


*The Contractor shall provide housekeeping services, dusting and cleaning (dry & wet) with cleaning equipments of all furniture and fixture items consisting of all rooms, passage, hall, toilets, staircase including car parking area of NRTI building as per following schedule of services.*

**Schedule of Services**

**1. Toilet and Bathrooms: (NS/1 of schedule)**

SN	Description	:	Frequencies
1.	Cleaning of toilets, floor, wash basins etc at places of common use in the campus. Toilets quantity means one such room. There may be any number of urinals/seats/wash basins in one such toilet room.		Once a day as per requirement
2	Washing and cleaning of toilets and bathrooms with harpic or similar brand.	:	Daily
3	Cleaning of commode from inside and outside by Harpic or similar brand	:	Daily
4	Cleaning of Wash Basins, mirrors, sanitary fittings, geyser with the suitable liquid like Colin etc.	:	Daily
5	Cleaning of floor tiles using good fragrance liquid i.e. Lizol	:	Daily
6	Cleaning of wall tiles using good fragrance liquid i.e. Lizol	:	Once a week
7	Provision of toilet paper etc	:	On regular basis as and when required.
8	Provision of Odonil/Deodorant Cakes in washroom	:	Once in a month / whenever size becomes very less.
9	Provision of Fragrant Naphtha Balls in wash basin	:	Once in a month / whenever size becomes very less.
10	Scrub cleaning of mugs and buckets shall be done	:	Once in a week
11.	Providing liquid hand wash scope, if any	:	On regular basis

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**2. Cleaning and Housekeeping of Rooms (NS/2 of schedule)**

SN	Description	:	Frequencies
1	Sweeping and wet mopping of floors including balcony by with liquid cleaner/ tile cleaner/ (Reputed well- known make e.g. Lizol, Domex, Amway or similar) and adding few drops of citronella oil. It should be ensured that the floor is dry after cleaning	:	Daily
2	Dusting of each and every furniture, doors, windows, paintings, pictures etc	:	Daily
3	Dusting of electronics items provided in the rooms/offices like TV, AC, Table lamp, telephone etc.	:	Daily
4	Cleaning of sofa with vacuum cleaner. The Vacuum cleaner is to be provided by the contractor.	:	Once in a week
5	Dusting of mattresses, bed sheets, linen, blankets	:	Daily
6	Cleaning of electric fittings, switchboards, Electrical gadgets such as fans, tube lights etc	:	Once in a week
7	Cleaning of glasses of windows, door panes provided in the rooms/ offices or their bathrooms etc	:	Once in a week
8	Cleaning of dustbins (both sides i.e. inside & outside) provided in the rooms/ offices. Polyethene of the dustbin has to be changed on daily basis. Polyethene for the dustbin shall be provided by the Bidder. Polyethene should be acceptable to the Vadodara Municipal Corporation.	:	Daily
9	Cleaning of roofs and removing of - if cobwebs / beehives of rooms / offices and their bathrooms	:	Once in a week or earlier when beehive are visible.
10	Cleaning of crockery, water jugs, electric kettle etc and filling of water in jugs.	:	Daily
11	Providing liquid mosquito repellent machine.	:	Monthly or within month also, if required.

**3. Cleaning and housekeeping of common Area (roof, Verandah, floor, furniture, window etc.) (NS/2 of schedule)**

SN	Description	:	Frequencies
1	Dry sweeping of the roof of the hostels	:	Once in a week
2	Cleaning and removing of cobwebs / beehives in ceiling of the common area.	:	Once in a week
3	Dry sweeping and wet cleaning of verandahs, galleries, recreation rooms, staircases and other common areas of the Hostels by use of liquid cleaner/ tile cleaning (reputed well known make e.g.	:	Twice a day

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	Lizol/ Domex/ Amway or similar liquid cleaner) with few drops of citronella oil		
4	Dusting of furniture, equipments, pictures, paintings, doors & windows of galleries, Recreation room, common area etc	:	Daily
5	Cleaning of window and door glass panes and other glasses, paintings, pictures, chandeliers of common area (by using reputed brands such as Colin liquid or similar)	:	Weekly
6	Glasses of common area/ rooms/ offices which are not approachable are to be cleaned. Cleaning is to be done by Colin liquid or similar brand. Arrangement of cleaning of these glasses is to be made by the Bidder with due care of workers' safety etc. Decision of NRTI Administration regarding approachability of the items will be final.	:	Three months is compulsory or within three months also, if needed.
7	Bidder will ensure that Reading lounge is kept clean and the furniture is kept properly.	:	Daily
8	Dry sweeping of porch area and surrounding area of the NRTI	:	Daily
9	Picking up of dry leaves and disposing them.	:	Daily

**4. Other items related to Housekeeping & cleanliness of Academic & Administrative Building (Ground floor, 1<sup>st</sup> floor & 2<sup>nd</sup> floor), Premises, Hostels & NRTI Mess (NS/2 of schedule)**

Sl. No.	Description	:	Frequencies
1	Good quality big size dust bins has to be provided by the Bidder at each floor lobby and in the surrounding area.	:	Dustbin on one time basis till the condition of dustbin is good.
2	All the dustbins provided must have disposable polythene acceptable to Vadodara Municipal Corporation. The Polyethene will be changed by the Bidder.	:	Daily Basis
3	Collecting of garbage from all the dustbins and other areas and disposal of the same outside NRTI campus at a nominated place acceptable to Vadodara Municipal Corporation	:	Daily basis
4	Ensuring security of the NRTI items kept in NRTI will be the responsibility of the Bidder Only.	:	Regular basis
5	Spraying of insecticides such as HIT/FLIT or of similar reputed makes in NRTI has to be done by the Bidder. The decision of the requirement will be taken by NRTI Administration.	:	Need Basis
6	Dry sweeping of the roof of the new academic complex	:	Once a week
7	Cleaning and removing cobwebs/ beehives, in ceiling & wall of NRTI.	:	Once a week

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8	Dry sweeping and wet cleaning of galleries class rooms, conference rooms, staircases and other common areas of the complex by use of liquid cleaner/ tile cleaning (reputed & well known make i.e. Liasol/ Domex/ Amway or similar liquid cleaner) with few drops of citronella oil	:	Twice a day
9	Dusting of furniture, equipments, pictures, paintings, doors & windows of class rooms, conference halls equipment room, galleries, Recreation room, common area etc	:	Daily
10	Cleaning of window and door glass panes and other glasses, paintings, pictures, chandeliers of common area (by using reputed brands such as Colin liquid or similar)	:	Weekly
11	Glasses of common area/ rooms which are not approachable are to be cleaned. Cleaning is to be done with Colin liquid or similar brand. Arrangement of cleaning of these glasses is to be made by the contractor with due care of workers safety etc Decision of NRTI Administration regarding approachability of the items will be final.	:	Three months is compulsory or within three months also, if needed
12	Good quality big size dust bins will be provided by the Contractor at each floor lobby and in surrounding area	:	Dustbin on one time basis till the condition of dustbin is good. Replacement of dustbin, if required will be done by the Contractor.
13	All the dustbins will be provided with disposable polythene acceptable to Vadodara Municipal Corporation by Contractor. The polyethene will be changed by the contractor.	:	Daily basis
14	Dry sweeping of porch area and surrounding area (surrounding area i.e. area around 5 feet distance from the built up area of the complex) of the new academic complex	:	Daily basis
15	Picking up of dry leaves and disposing them j from surrounding area(surrounding area i.e. area around 5 feet distance from the built up area of the complex)	:	Daily basis

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**5. For NS/1 & 2 of schedule**

SN	Description	Frequencies
1	<b>NRTI Academic Building:</b> Thrice a day cleaning of toilets of the floor which includes wash basins and Urinal, dusting and cobweb removing, glass cleaning, roof cleaning of the faculty rooms, library, reading room, tea room, class rooms, computer room, NCR, staff rooms, staircase, corridor and terrace, dustbin trash disposal of cybrary building. The cleaning agent / liquid etc used should be approved by the NRTI Authority.	Daily basis 3 times
2	<b>NRTI Mess Building:</b> Thrice a day cleaning of all the wash basin, Floor cleaning, Table/Chair cleaning, dusting and cob web removing, glass cleaning, roof cleaning, lobby including wash area. The cleaning agent/liquid etc. used should be approved by the NRTI Authority.	Daily basis 3 times

**6. For NS/3 of Schedule**

SN	Description	Frequencies
1	<b>Scope of work for Receptionist</b> One skilled staff should be available for day time for 10 hours each in boy's hostel as well as girl's hostel reception under guidance of NRTI Authority. The purpose of Receptionist is to interact with Guest/Officers/Students and to ensure that housekeeping and cleanliness are properly done in co-ordination with Wardens in boy's hostel & NRTI Mess with full satisfaction of NRTI Authorities. The receptionist is also responsible for responding to guest/Officers/Students calls or inquires. General Responsibilities of receptionist: (i) Answer incoming calls within 3 rings with appropriate greetings and co-ordination/compliance with concerned official of the NRTI. (ii) Maintain knowledge of current events activities of the Academy and deliver the same to the Students/Officers if asked. (iii) Assists NRTI officials with issues and complaints, with empathy and a focus on satisfactory compliance with the support of Housekeeping Supervisor when necessary. (iv) Maintain accurate logs of mail, packages parcels or other items for NRTI delivery. (v) To assist the visitors/Guardians of the students & ensure the safety of luggage. (vi) Other duties as assigned by the NRTI Authorities.	As per the directives of the NRTI officials.

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**II- Scope of Work for Housekeeping of Three 3BHK Flats (No. B-1103, B-1104 & A-802) at Sai Shukan Building**

There are three 3BHK Flats in Sai Shukan building for the purpose of guest house of NRTI. All these flats are furnished with beds, study table, chairs with cushion and attached toilet/bathroom. In addition it has a common seating hall cum dining hall, kitchen room, store, etc. There are allocated parking space at ground floor for parking of NRTI vehicles.

Scope of work for these flats includes but not limited to housekeeping, catering services, caretaking services, maintenance and any other related work as assigned from time to time. The scope of work is described in details in the following subsections.

**1. House Keeping Services**

1.1 Cleaning of Rooms:

- a. Sweeping of floors with broom followed by wet mopping or by the use of scrubber with hygienic chemical.
- b. Cleaning of toilets followed by wiping with a dry duster.
- c. Dusting of furniture and furnishings.
- d. Changing and cleaning bed sheets, bedspread, pillow covers, bath towel and hand towel on alternate days or on the change of occupancy, as the case may be.
- e. Making up of the rooms before the arrival of a new guest, spraying fragrance to impart freshness and placing deodorant as per special conditions and providing fresh bottled drinking water.

1.2 Sweeping of balconies & walkways in front of specified Flats etc.


1.3 Collection of garbage/wastes from rooms, building premises, kitchen and their disposal to a nominated place.

1.4 Cleaning of kitchen, dining hall, attached toilets, etc. at least twice a day which includes sweeping of floors with broom followed by wet mopping / scrubbing, dusting of furniture, wall tiles, doors and windows, etc.

1.5 Cleaning of all linens, towels, hand towels, dry cleaning of woolen items/carpets/curtains etc. will be the responsibility of the Tenderer and cost of all such activities shall be deemed to be inclusive in Lump sum monthly charges. Cleaning/dry cleaning of all bed linens shall be done in most hygienic conditions.

1.6 Caretaker / Attendant services which will comprise of, but not limited to, assign/allot rooms to the guests, check readiness of room for guests, watch and ward services for the specified Flat and guest's properties, proper cleanliness of

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the premises & its incidental areas, receive bookings, collect charges from guests and deposit the same with the Company, receiving of telephone calls and arranging tea/coffee etc. on demand of guests.

1.7 Tenderer shall arrange, but not limited to, dry cleaning of blankets twice a year and dry cleaning of curtains provided in the area of Tenderers scope shall be done quarterly.

**2. Catering Services:** All the occupants of the specified Flat are important for NRTI, hence, they have to be served delicious, hygienic and healthy food on payment basis according to the menu.

2.1 The staff members deputed in the specified Flat should behave politely, honestly and with complete dedication.

2.2 Maintenance & upkeep of kitchen and dining hall before and after each meal. Dusting and cleaning of dining tables & chairs frequently.

2.3 Providing personalized services to the guest needs in terms of tea/coffee/milk, snacks and breakfast/lunch/dinner as ordered.

**3. Facilities to be Made available by NRTI**

NRTI shall supply the following articles for the use at the specified Flats

3.1. Part of the Establishment:

3.1.1. Complete furniture, furnishings, bed linen, air-conditioner(s), electrical gadgets, and window curtains.

3.1.2. Bucket, mug, jug, flask, hangers and dustbin for all the rooms.

3.1.3. Complete furniture for the Specified Flat use.

3.1.4. Complete furniture, furnishings, electrical gadgets, crockery for kitchen and dining.

3.1.5. Microwave Oven, Fridge, Gas burner etc.

3.1.6. Bulbs, tube lights, fans, geysers etc.

**Note:** The Tenderer has to arrange cooking appliances and utensils at his own cost which will remain his property. No extra payment will be made on this account.

3.2. Consumables:

The Tenderer shall procure & supply consumables based on the requirement. The list of consumables is listed from sub section 3.2.1 to 3.2.12. The consumables should be branded and of good quality.


3.2.1. Small size bathing soap in the rooms

3.2.2. Toilet paper

3.2.3. Candle with match box

3.2.4. Naphthalene balls

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- 3.2.5. Detergent & acid
- 3.2.6. Washing Powder/Detergent
- 3.2.7. Cloth duster
- 3.2.8. Phenyl
- 3.2.9. Paper napkins
- 3.2.10. Brooms
- 3.2.11. Insecticides
- 3.2.12. Deodorant

All equipment and items handed over to the Tenderer shall remain at the risk and in the sole charge of the Tenderer. The Tenderer shall be responsible for any loss or damage thereto, arising from any cause other than the normal wear and tear and shall hand-over all the items in their proper conditions at the time of expiry of the service contract. An inventory of these items will be listed out and signed by the Tenderer and NRTI's representative. Any damage to the capital items due to the negligence of the Tenderer shall be made good at the Tenderer's cost.

**4. Responsibility of Tenderer**

- 4.1. The Tenderer has to provide all the material(s) and manpower needed for the routine maintenance from time to time at his own cost. The material should be branded and of good quality.
- 4.2. The Manpower would include a dedicated Supervisor who shall be responsible for the overall supervision and control of the Tenderer's staff and shall visit the premises as directed by NRTI. The staff shall also include a Cook-cum-Caretaker and a Helper-cum-Attendant.
- 4.3. The Tenderer shall, at his own expense, carry out the Vacuum Cleaning exercise for which he shall procure a Vacuum Cleaner (Wet & Dry) to be kept in the premises at all times.
- 4.4. The Tenderer shall be responsible to bring the raw material like all grocery items, fresh vegetables, fruits, chicken, fish etc. and other menu items as per Annexure attached for the purpose of day to day cooking/utilization.
- 4.5. The Bidder will provide Gas cylinder /bottle at his own cost, However, Gas burner will be provided by NRTI. It will be the responsibility of the Bidder to get the bottle/cylinder refilled at his own cost. No extra payment will be made on this account.

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- 4.6. The charges on account of boarding shall be kept by Tenderer. NRTI, in no way, shall be responsible for the charges of food etc. if not collected by the Tenderer from the occupants of specified Flats on regular basis or at the time of vacating the Specified Flat.
- 4.7. The watch & ward services of the Flats includes safe custody of Flat comprising all articles available in the flats and the guests staying in the specified Flats.
- 4.8. Tenderer will arrange to provide dry cleaning/washing/ironing for clothes of the guests through good dry-cleaners available in the nearest market or area, after getting the consent of the Guest about the rates to be charged. The charges, at actual, for the same shall be collected from the Guests concerned by the Tenderer/his representative. NRTI, will in no way, be responsible to compensate the Tenderer in case he fails to collect the same. For washing Guest's clothes, Tenderer may use washing machine provided in the Flats for this purpose.

For ironing clothes of Guests, Tenderer has to arrange for steam iron with stand. The normal ironing rates shall be as under:

Items	Description	Approx.	Qty. Rate
1.	Pant/Shirt	Each	Rs.5/-
2.	Night Suits	Each	Rs.5/-
3.	Undergarments	Each	Rs.3/-
4.	Woolen Suits	One	Rs.60/-
5.	Woolen Coat	One	Rs.40/-
6.	Woolen Pant	One	Rs.20/-

- 4.9. **Electrical Maintenance:** All electrical appliances, gadgets, fittings & fixtures provided by NRTI are in working condition. If any damages made to these items, the same should be repaired /restored immediately by the Tenderer at his own cost. The electric energy bill shall be paid by NRTI. *However, no cooking on electrical stoves shall be permitted.*
- 4.10. **Water supply Maintenance:** NRTI shall maintain Water supply and pipe-fittings for the same.
- 4.11. The Rates mentioned in the Annexure shall be fixed for the entire period of the Contract.

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ANNEXURE- A

MENU FOR NRTI SPECIFIED FLATS ACCOMMODATION

Meals will be provided to the guests at FIXED RATES and as per fixed menu as under:

Sr. No.	Items Description	Rate (Rs.)
1	<b>Break Fast</b> Corn-flakes with Milk with 4 slices of toasted Bread, Butter/Jam, Tea/Coffee OR Omelet of 2 eggs with 4 slices of toasted Bread, Butter/Jam, Tea/ Coffee OR 2 Nos. of stuffed Paranthas with Curd / Butter, Tea/Coffee, Pickle	50/-
2	<b>Lunch / Dinner (Ordinary)</b> Tawa Roti/Missi Roti/Lachha Parantha, Dal/Rajma, 2 Seasonal Vegetable, Basmati Rice, Raita/Curd (100 gram) with Salad, Pickle, Papad	80/-
3	<b>Lunch / Dinner (Special)</b> Vegetable Soup, Tawa Roti/Missi Roti/LachhaParantha/Puri, Dal/Rajma, PaneerSabzi, 2 Seasonal Vegetable, Raita/Curd(100 gram), Basmati Rice (Pulao/Jeera Rice), Salad, Pickle, Papad& Dessert	120/-
4	<b>Lunch/Dinner (Special – Non. Veg.)</b> 1 Non- Veg. Soup, Tawa Roti/Missi Roti/LachhaParantha, Dal, 2 Non-Veg dishes- 1 Dry and 1 gravy (Chicken/mutton/fish item), 2 Seasonal vegetables, Raita/Curd (100 gm), Basmati Rice (Pulao/Jeera Rice), Salad, Papad and Dessert.	200/-
5	<b>High Tea</b> Sweet – one, Pastry - one (Black forest/pineapple), PaneerPakora (long cut type), Biscuits (Britania Good Day / Mcvities Cookies), Namkeen, Tea/Coffee (anyone or both)	105/-
<b>6.0</b>	<b>Snacks per plate</b>	
6.1	Veg. Pakoda(200 gram)	40/-
6.2	French Fries (100 gram)	35/-
6.3	Chilli Paneer (250 gram)	55/-
6.4	Paneer Pakoda (250 gram)	55/-
6.5	Peanut Masala (250 gram)	35/-

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6.7	Salad full plate	35/-
6.8	Salad half plate	20/-
6.9	Papad per Pc.	04/-
6.10	<b>(Non-Vegetarian)</b>	
6.11	Chilli Chicken (250 gram)	140/-
6.12	Chilli Chicken boneless (250 gram)	170/-
6.13	Fish Fry (1 Plate 250 gram.)	100/-
<b>7.0</b>	<b>Non-Vegetable Dishes (per Plate)</b>	
7.1	Fish or Chicken or Mutton Curry - 150 grams	65/-
7.2	Egg Curry (2 eggs)	30/-
<b>8.0</b>	<b>Tea/Coffee</b>	
8.1	Bed Tea (one cup with two bags)	10/-
8.2	Ready-made Tea (Red Label / Green Label)	07/-
8.3	Tea (Pot) - 02 cups of tea	10/-
8.4	Coffee (Nescafe)	08/-
<b>9</b>	Fruits Basket (2 Bananas, 2 Apple, 2 Pears, 2 Orange, 50 gms. Grapes, etc.	280/-
<b>10</b>	Fruit Platter 500 gms. (Cut Fruits) Min 04 Varieties	100/-
<b>11</b>	Chocolates (Caddbury Celebration/ Toblerone/ Ferrero Rocher/ Lindt Swiss.	MRP
<b>12</b>	Lassi / Chhach (Sweet/Salted) one glass 200 ml Soft Drinks, Juices 200ml&Miniral Water (500 ml & 1 Ltr.)	MRP

**Special Conditions to Annexure-“A”**

- 1) The Menu for special arrangements shall be decided by the Officer-in charge, NRTI in consultation with the Tenderer. **However, any item requested by the Guest which is not mentioned at Annexure – A, shall be arranged by the Tenderer.**
- 2) The rates mentioned at Annexure-“A” are fixed for the total tenure of the contract and extended period if, any.

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**ANNEXURE-B**

**SCHEDULE OF CLEANING & UPKEEP/MAINTENANCE**

The Following is the cleaning and upkeep (house-keeping) schedule. The Contractor shall perform, but not limited to, the following activities with his own equipments/materials at his own cost.

Sl. No.	Description	Frequency
1.	Sweeping & Mopping	Twice a Day
2.	Cleaning of wash basins, sink, toilet seats, etc.	Daily
3.	Dusting of furniture, fixtures, equipments etc	Daily
4.	Cleaning of dustbins	Daily
5.	All window panes	Daily
6.	Vacuum cleaning of sofas & carpets	Weekly
7.	Scrubbing of all floors & tiles	Fortnightly
8.	Cleaning of fan wings	Weekly
9..	Cleaning of all rooms and toilets using disinfectants like Dettol, phenyl, etc	Daily
10.	Brushing of carpets, upholstered furniture, etc.	Daily
11.	Providing and putting up air purifiers	As per requirement
12.	Providing and putting naphthalene balls	As per requirement
13.	Providing and putting up toilet rolls	As per requirement
14.	Pest Control services	As per requirement

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ANNEXURE-C

BRAND OF MATERIAL TO BE USED / SERVED

Sl. No.	Description of Items	Brand
1	Cooking Oil	Saffola/ Fortune
2	Wheat Flour	Pillsbury / Aashirwaad
3	Ghee	Mother Dairy/Amul
4	Jam/Sauce	Kissan/Maggie
5	Butter Cube	Britannia/ Amul (10 grm)
6	Sugar cubes	Daurala/Sugar free
7	Cornflakes	Kelloggsor equivalent
8	Bread	Harvest/Britania (Gold)
9	Biscuits	Britannia/Sunfeast
10	Maida/Suji/Besan	Rajdhani/Shakti Bhog
11	Soya Souce / Vineger /Chilli sauce	Tops / Catch
12	Masala	MDH/ Everest
13	Ice cream	Mother Dairy/Kwality Walls
14	Salt	IodisedAnnapurana/Tata
15	Tea Bag	Tata/TajMahal/Twinings
16	Coffee	Nescafe / Bru
17	Pickle	Nilons Mothers
18	Sugar	Mawana
19	Rice (Basmati)	Lalqilla/Daavat/Kohinoor
20	Sugar Free	Sugar Free / Equal
21	Tooth Pick	Single Pieces (Sachet)
22	Dal	Good brand
23	Papad	Lijjator equivalent
24	Soft drinks	Pepsi/Coke/Sprite /Fanta
25	Potato chips	Uncle Chips/Lays
26	Room Freshner	Air Wick or equivalent

Note: For brands of any items not mentioned here and in case of non-availability of any of the above brands in the market, the Tenderer shall provide an alternative brand as per the instruction from Officer-in-charge, NRTI subject to his satisfaction.

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ANNEXURE- D


**SUPPLY OF MATERIAL**

A broad list of items is indicated below which Tenderer may be requiring to carry-out his work under the service contract. The list is indicative only and by no means exhaustive.

(I) **The rate of items mentioned below shall be included in the quoted rates and shall be replaced by Tenderer when existing ones are exhausted:**

- a. Liquid Soap- Kimberley Clark / Dettol or equivalent
- b. Washing Powder/Detergent – Surf Excel Matic/Surf Excel
- c. Phenyl - Domex / Cleanzo or equivalent make in containers of 1 litre / 5 liters as approved by officer-in-charges- ISI mark
- d. Concentrated sulphuric acid in containers of 750 ml. each
- e. Naphthalene balls IS 539
- f. Cleaning powder, Vim make or equivalent in standard packing of ISI mark
- g. Detergent power, Surf or Ariel
- h. Odonil or ISI mark air purifier in standard packing of 75 gram each (for common toilet and attached Room.) to be replaced as required.
- i. Glass cleaning agent, Colin make or equivalent to be supplied in standard plastic bottles - as per IS 8540
- j. Cloth/ scrubber for floor polishing
- k. Jute cloth for floor cleaning by phenol & water solution
- l. Yellow colour soft cloth with fur for cleaning furniture & delicate objects
- m. Mosquito repellent - Goodnight / Casper Allout or equivalent
- n. Room freshener at all rooms on daily basis
- o. Cells for T.V remote control
- p. Toilet / Tissue paper - KC Toiletries or equivalent
- q. Harpic Toilet Cleaner
- r. Paper Napkin- Kim Tissue
- s. Drainex to clean blockage in drain pipes
- t. Thinner for removing stains
- u. *Cloth duster*
- v. Garbage collective polythene bag

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National Rail and Transportation Institute  
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**Note:** The Tenderer shall assess the quantity of material required independently as per the quantum, scope of work and experience for excellent up-keeping services of the Flats & their furnishings/assets. Brands of the items are to be changed with the consent of Officer-in-charge, NRTI only and at no extra cost to NRTI. The Tenderer shall also supply material which is not indicated above but may be required during the entire scope of work without any extra cost.

**ANNXURE - E**

**LIST OF MAGAZINE**

Sl. No.	Name of the Magazine	Language	Quantity
1	India Today / Outlook	Hindi	1
2	Business India / Business Standard	English	1
3	India Today / Outlook	English	1

**LIST OF NEWSPAPERS**


Sl. No.	Name of the News Papers	Language	Quantity
1	Navbharat Times / Rajasthan Patrika	Hindi	1
2	Economic Times / Business Line	English	1
3	Times of India / Indian Express	English	1

**ANNEXURE-F**

**Minor Equipments/Consumables**

<b>Consumables / Disposables</b>			
Naphthalene Balls	Gms.		
Washing Powder/Detergent (Surf Excel matic/Surf Excel)	Kg		
Garbage Bags for dustbins	Kg		
Liquid Soaps (Kimberly Clark)	Pouch		
C-Fold Towels( Kimberly Clark)	Box(Packs)		
Toilet Rolls	Box (Packs)		

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Shoe Shine	Box		
Floor Cleaner (Johnson Diversy)	Ltrs		
Glass Cleaner (Johnson Diversy)	Ltrs		
Room Freshner (Premium/Archies)	Nos.		
Toilet Cleaner (Harpic)	MI		
Bathroom Cleaner (Johnson Diversy)	MI		
Detergent (Vim)	Kg		
<b>Toilet Care</b>			
Brush (Double )	Nos.		
Rubber Gloves	Nos.		
Scotch Pads	Nos.		
Sponge Pads	Nos.		
<b>Furniture &amp; Fixtures Care</b>			
Feather Brush	Nos.		
Check Duster	Nos.		
<b>Brooms</b>			
Compound Broom	Nos.		
Soft Broom	Nos.		
Hard Broom	Nos.		
<b>Floor Care</b>			
Wiper Squeeze	Nos.		
Damp mopping set	Nos.		
Handy Brush	Nos.		
Dust Pan	Nos.		
Dust Brushes	Nos.		
Steel Wool	Nos.		

**Minimum Eligibility Criteria**

Only such Tenderer(s) need to apply who fulfill the following minimum eligibility criteria:

1	Should have completed* at least one similar nature** single work having a minimum value in the last three financial years (i.e. current year up to the date of opening of the tender and three previous financial years)	Single work having minimum value of 35 % of advertised tender value on or before opening of the tender.
3	Total contract amount received during the last three	Should be minimum of 150 % of

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years and in the current financial year. (i.e. current year up to the date of opening of tender and three previous financial years) as per attested certificate from the employer/client audited balance sheet duly certified by the Chartered Accountant etc.	advertised tender value.
--	--------------------------

Note:

1. **\*the Completed work** includes on-going work subject to payment of bills amounting to at least 35% of the advertised value of the tender.
2. **\*\*The similar nature of work** means that the work of “**Similar nature of tendered work**”.
3. Documentary proof should be submitted for the above Minimum Eligibility Criteria along with the tender. If the tenderer fails to abide by any one of the above conditions or fails to submit documents as above, the tender is liable to be rejected summarily.
4. Work experience certificate from private individual shall not be accepted. Certificate from Govt./PSU Organization, Public listed Company/Private Company/Trust having annual turnover of Rs. 500 Crores and above will only be accepted.

**Technical Eligibility Criteria**

1. Contractor should have completed at least one similar work of housekeeping in some Govt./ Private reputable organization in past 3 years.
2. Contactor should have local office in Vadodara, and have adequate staff to depute alternatively in case of unavailability of staff engaged for the purpose.

*Necessary documents should be submitted in support of eligibility criteria. Credentials of housekeeping of reputed hotels, company guest houses & PSU/Central/State Government organizations shall be considered for this work*


**Negotiation**

Tenderer shall not increase his/their quoted rates in case the NRTI Administration negotiates for reduction of rates. Such negotiations shall not amount to cancellation or withdrawal of the original offer and the rates, quoted will be binding on the tenderer.

**Earnest Money Deposit (EMD)**

The tenderer shall deposit Rs. 44008/- ( Forty Four Thousand and Eight only)as Earnest Money Deposit in the form of Demand draft drawn in favour of **NATIONAL RAIL AND**

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**TRANSPORTATION INSTITUTE** . If Tenderer doesn't enclose the requisite EMD, as mentioned above, along with tender offer; his/their offer will be summarily rejected.


However MSEs registered with District Industries Centres, Khadi and Village Industries Commission, Khadi and Village Industries Board, Coir Board, National Small Industries Corporation, Directorate of Handicraft and Handloom, any other body specified by Ministry of MSME or Startups as recognised by Department of Industrial policy & Promotion shall be **exempted from payment of Tender Document Fee as well as EMD (Earnest Money Deposit)**. Photocopy/ Xerox copy of their evidence to this effect must be enclosed.

1. If tender is accepted, the EMD will be retained as part of security for the due and faithful fulfillment of the contract. The earnest money of the other tenderer(s) shall be returned to them except in the following case:
  - (i) If the tenderer withdraws his offer within the validity period of his offer or fails to undertake the contract after acceptance of his tender, the full amount of EMD shall be forfeited.
2. The EMD should be in the form of Demand draft drawn in favour of **NATIONAL RAIL AND TRANSPORTATION INSTITUTE**.

**Security Deposit**

- a. The EMD amount deposited by the Contractor will be retained by NRTI as part of security deposit for the due and faithful fulfillment of the contract by the contractor. The balance to make-up the security deposit is to be recovered by percentage deduction from the Contractor's "**on account**" bills provided that in case of defaulting of the Contractor, NRTI may retain any amount due for payment to the Contractor on the pending "on account bills" however the amounts so retained may not exceed 10% of the total value of the contract.
- b. Unless otherwise specified in the special condition if any, the security deposit / rate of recovery/ mode of recovery shall be as under:
  - (i) Security deposit for each work should be 5% of the contract value.
  - (ii) The rate of recovery should be 10% of the bill amount until the full security deposit is recovered.
  - (iii) Security deposit will be recovered only from the running bills of the contract and no other mode of collecting security deposit such as in the form of instruments like B.G., F.D. etc. shall be accepted.

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- c. Security deposit shall be returned to the contractor after the physical completion of the work as certified by the Competent Authority which in this case is Dy. Comptroller-HR, NRTI who is also the signing authority of the Contract. The certificate, inter alia, should mention that the work has been completed in all respects and that all the contractual obligations have been fulfilled by the contractor and that there is no due from the contractor to NRTI against the contract concerned. Before releasing the Security Deposit, an unconditional and unequivocal “**No Claim Certificate**” should be obtained from the contractor”.


Note: No interest will be payable on the Earnest Money Deposit and Security Deposit or any other amount payable to the contractor under the contract.

**Performance Guarantee (PG)**

The procedure for submitted the Performance Guarantee is outlined below:

1. The successful bidder shall have to submit a Performance Guarantee within 30 (thirty) days from the date of issue of the Letter of Acceptance (LOA). Extension of time for submission of the PG beyond 30 (thirty) days and upto 60 days may be given by the Authority who is competent to sign the contract agreement. However, a penal interest of 15% per annum shall be charged for the delay beyond 30 (thirty) days, i.e. from 31<sup>st</sup> day onward. In case, the contractor fails to submit the requisite PG even after 60 days from the date of LOA, a notice shall be served to deposit the PG immediately (however not exceeding 90 days from the date of LOA). If the contractor fails to submit the requisite PG even after 90 days from the date of LOA, the contract shall be terminated duly forfeiting the EMD and other dues, if any, payable against that contract. The failed contractor shall be debarred from participating in the re-tendering process for that work.
2. The successful bidder shall submit the PG in any of the following forms amounting to 5% of the contract value:
  - (i) A deposit of cash;
  - (ii) Irrevocable Bank Guarantee;
  - (iii) Government Securities including State Loan Bonds at 5 % below the market value;
  - (iv) Deposit Receipts, Pay Orders, Demand Drafts and Guarantee Bonds. These forms of PG could be either of the State Bank of India or of any of the Nationalized Banks;
  - (v) Guarantee Bonds executed or Deposits Receipts tendered by all Scheduled Banks;
  - (vi) A Deposit in the Post Office Saving Bank;
  - (vii) A Deposit in the National Savings Certificates;
  - (viii) Twelve years National Defence Certificates;
  - (ix) Ten years Defence Deposits;
  - (x) National Defence Bonds and

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- (xi) Unit Trust Certificates at 5% below market value or at the face value whichever is less.

FDR in favour of **NATIONAL RAIL AND TRANSPORTATION INSTITUTE** (free from any encumbrance) may also be accepted.

3. The PG shall be submitted by the successful bidder after the Letter of Acceptance (LOA) has been issued but before signing of the contract agreement. This PG shall initially be valid upto the stipulated date of completion work plus 60 days beyond that. In case, the time for completion of work gets extended, the contractor shall get the validity of PG extended to cover such extended time for completion of work plus 60 days.
4. The value of PG to be submitted by the contractor will not change for variation upto 25% (either increase or decrease). In case during the course of execution of the work, the value of the contract increases by more than 25% (of the original contract value), an additional PG amounting to 5% (five percent) for the excess value over the original contract value shall be deposited by the contractor.
5. The PG shall be released after physical completion of the work based on 'Completion Certificate' issued by the competent authority stating that the contractor has satisfactorily completed the work in all respects. The Security Deposit shall, however, be released only after expiry of the maintenance period and after passing the final bills based on '**No Claim Certificate**' from the contractor.
6. Whenever the contract is rescinded, the Security Deposit shall be forfeited and the PG shall be encashed. The balance work shall get done by NRTI independently without risk & cost of the failed contractor. The failed contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a JV or a Partnership firm, then every member/partner of such a firm shall be debarred from participating in the tender for the balance work in his/her individual capacity or as a partner of any other JV/partnership firm.
7. NRTI shall not make a claim under the PG except for amounts to which the NRTI is entitled under the contract (not withstanding and/or without prejudice to any other provisions in the contract agreement) in the event of
  - i. Failure of the contractor to extend the validity of the PG as described herein above, in which event NRTI may claim the full amount of the PG.
  - ii. Failure of the contractor to pay any amount due, either as agreed by him or determined under any of the Clauses/Conditions of the Agreement within 30 days of the service of notice to this effect by NRTI.
  - iii. The Contract being terminated or rescinded due to the Contractor's fault, the PG shall be forfeited in full and shall be absolutely at the disposal of NRTI

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**Terms & Method of Payment**

- a) The Agency shall be paid normally on monthly basis on pro rata base for the number of days the services provided during the month by way of “On Account” bills.
- b) The Agency shall submit the “On-Account” bill as & when required supported with log book, complaint/compliance register with daily verification by NRTI officials.
- c) All payment shall be made on the certificate of Deputy Comptroller, HR, National Rail & Transport Institute, Vadodara or his authorized representative.
- d) After preliminary scrutiny and certification by NRTI, the payment of the certified amount shall be made as early as possible (by NRTI). The amount shall account for all deductions including statutory deductions & recoveries for penalties, if any, due from the Agency.
- (e) The payment to the Agency shall, thus, be made after deducting the applicable TDS (Tax Deduction at Source).

**SPECIAL CONDITIONS OF CONTRACT**

1. Schedule of services, scope & minimum man power requirement, material required by contractor are integral part of special conditions of contract and shall form part to the tender documents and contract agreement.
2. The hours specified for employees in the minimum man power requirement should not be considered as one shift. The actual duty hours of staff should be regulated in such a way so that there may not be any ground to claim any benefit under any relevant labour laws / Act. Accordingly, number of shift and number of persons should be made available. The person deputed for housekeeping between 20/- hrs. to 8/- hrs. will also keep watch of intruder at night. The above requirements are only the minimum requirements; Bidder shall deploy adequate staff to cope with the workload as per requirement. The specific quantum of staff should be deputed on all days by providing staff in shift, suitable rest givers for weekly rest (off) and substitute when any of them remain absent in any case. The attendance of staff can be checked by the Officials of NRTI or representative any number of times in a day and at any time during the day / night required staff should be made available before staff relieves after his/their duty hours.
3. All labour Acts and laws shall be strictly followed by the contractor and he should indemnify NRTI from all claims, losses, etc, arising out of same. The cost, incurred by NRTI in this connection will become recoverable from the Bidder. There shall be no

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claim against the NRTI on account of compliance of the provisions at the following rates:

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- a) Payment of wages Act.
  - b) Minimum Wages Act.
  - c) Labour Regulation Act
  - d) Other relevant laws and Act of Central & State Govt.
4. The address and telephone number of the supervisor/cleaners and their rest givers substitutes shall be given to NRTI or his representatives.
  5. While on duty, the staff should always be neatly dressed uniform and wear badges clearly displaying details like the employer company's logo, employee's full name, their address etc.
  6. The supervisor and staff employed by the contractor shall abide by the instructions of the NRTI or his representatives regarding up-keeping of the hostels, NRTI Mess & Academic & Administrative building of NRTI and would provide the services as laid down in the Tender documents. They shall not take smoking and intoxicants while on duty and engage in immoral or illegal activities in the NRTI. The Bidder shall remove or replace any supervisor or staff found unsuitable for the work in the opinion of NRTI which shall be final and binding upon the Bidder. This should be done within 24 hours from the date & time of the notice given by NRTI. They shall not be redeployed in NRTI without written permission of NRTI.
  7. Staff/Supervisor should not have criminal background. Police verification report is necessary at the time of engagement of these staff, antecedent particulars and address of Bidder's labour has to be maintained by the Bidder duly verified by him and should be made available to NRTI.
  8. Serving of alcoholic drinks and immoral trafficking inside NRTI premises is strictly prohibited and if any incidence is noticed, NRTI can impose suitable penalty and will be free to terminate the contract with immediate effect without any notice for the same. Bidder will be responsible for all such activities inside NRTI premises and will have to face prosecution and indemnify NRTI from all actions and claims arising out of the same.
  9. Bidder will be responsible for the thefts and loss of NRTI property. He shall indemnify the NRTI from all claims. Recovery will be made from the Bidder for all losses incurred to the NRTI.
  10. For all the losses for pilferage of Bidder's equipments, NRTI will not be responsible in any manner.
  11. No member of the deployed staff will be allowed to stay in NRTI.
  12. The NRTI will be at liberty to deploy NRTI staff or any agency for carrying-out any work not done properly by the Bidder and expenditure incurred by NRTI in this connection will be recovered from the Bidder.

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13. A complaint register shall be maintained and made available to the NRTI. Any complaints of the NRTI shall be got recorded and signed by Officials of NRTI and Bidder shall give his compliance for the recorded complaint and signed by them which will be verified by the NRTI representative. Similarly, a suggestion book shall be made available to Warden Incharge.
14. The staff manning at the reception counter be present at the counter or at the entrance at all times except for nature's call and also guard NRTI premises from unauthorized people & intruders, if any time, he/she has to the leave the counter, he/she shall depute one of the staff to remain at the counter till he/she returns.
15. The rates quoted by the Bidder is inclusive of all elements of labour and material including consumables, tools and plants equipments etc., and no material will be supplied by the NRTI.
16. The Bidder and his representative should take care of safety of deployed staff and NRTI property / staff and cost of damages as ascertained by NRTI will become recoverable from the Bidder.
17. Bidder's deployed supervisors & staff on duty should wear uniform and badges and keep identity card issued which shall be procured by the contractor at his own cost.
18. Bidder shall submit medical fitness certificate for his deployed supervisor and staff from registered medical practitioner. The deployed Supervisors and staff suffering from any kind of disease sickness shall not be permitted on duty.
19. The Bidder shall deploy such personnel who have previous experience in handling using the appliances as different work require specialized experience.
20. The Bidder shall in no case sublet / sub contract for the housekeeping services.
21. Bidder shall provide his staff with winter and summer uniform as approved by the NRTI or EIC shall reserve the right not to allow entry to any staff of the Bidder who is without uniform or whose uniform is not up to the mark. The penalty will be imposed by NRTI. The cost of uniform is to be borne by the Bidder.
22. The arrangement of extra staff for giving rest (off) above said staff will also be done by Bidder. This schedule is for the minimum manpower requirement. Bidder shall have to deploy adequate work force over and above the minimum prescribed to cope-up with the work load as and when required.
- 23. Disposal of Garbage**
  - I. It shall be responsibility of the Bidder to dispose of garbage at least twice a day and / or any time when garbage accumulated in large quantity than the capacity of dustbin /garbage drum. The Bidder shall ensure that garbage should never be kept overnight in the premises.

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- II. Maintenance of proper cleaning and up-keeping of the NRTI Mess & wash area.
24. The Bidder shall pay wages to the staff as prescribed at the prevalent minimum rates of wages by the Area Labour Commissioner, according to the category in which they fall. The rates may be obtained from the Office of the Labour Commissioner. The Bidder shall submit to NRTI proof of the wages paid to the employees every month. A statement depicting the wages paid to the Bidder's employees duly signed by the Bidder and counter-signed by the Officials of the NRTI shall serve as documentary evidence in support of the same.
25. NRTI reserves the right to terminate the contract without assigning any reason at any time after giving one week's notice; and no claim made by contractor due to early termination of contract will be entertained.
26. **Maintenance of Records:** The successful Tenderer shall maintain the relevant records as desired by NRTI like Flat Occupancy Register, Inventory Register and Staff Attendance Register.
27. **Engagement of Workmen:** The workmen engaged by the successful Tenderer must have minimum experience of 3 (three) months of the similar work, and NRTI will have no liability whatsoever towards them. All the workmen should maintain good behavior and courteous relationship with the occupants and NRTI officials during the duty hours. Successful Tenderer shall be responsible for compliance of all relevant Labour Laws/ Enactments.
28. **Uniform:** The Successful Tenderer shall issue uniform with shoes and socks to all the workmen engaged by him. The uniform shall be provided two sets per workman and shall comprise of the following :
- (a) 2 Black Trousers
  - (b) 2 White Shirts
  - (c) 2 Pullovers/Sweaters
  - (d) 2 Pair of socks
  - (e) 1 Black Belt
  - (f) A pair of Black coloured shoes
29. The successful Tenderer shall be held responsible for conduct, behaviour and safety of workmen engaged by him. The workmen so engaged shall be under his employment and disciplinary jurisdiction. However, they shall be subject to the overall discipline and code of conduct of NRTI.
30. The workmen engaged by the Successful Tenderer should be polite with impeccable mannerism, co-operative, disciplined and should not smoke or drink while on duty and inside the specified Flat premises. The Tenderer will be held responsible for any violations of the above code and under no circumstances NRTI will be responsible for any obligations / liabilities which may arise as a consequence of the same.

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31. **Supervision of Day-to-day Activities:** The successful Tenderer shall supervise effectively the operation of services and follow all the instructions and requirements conveyed by the Officer In-charge, NRTI for which he shall engage a dedicated supervisor.
32. **Compliance of Statutory Requirements:** The successful Tenderer shall ensure that the statutory requirements as per the Enactments are complied with for in respect of staff during the tenure of the service contract. He shall also ensure compliance of all the provisions of various Labour Enactments including but not limited to the Minimum Wages Act 1948, The Payment of Wages Act 1936, The Workmen's Compensation Act 1923, The Employees Provident Fund & Miscellaneous Act 1952, and any other Labour Enactments as may be applicable from time to time.
33. **Industrial Dispute:** The staff engaged by the Tenderer shall have no claim whatsoever on NRTI and shall not raise any industrial dispute either directly or indirectly with or against NRTI in respect of their service conditions as long as they are engaged at NRTI specified Flats for execution of the Contract.
34. **Verification of Character & Antecedents:** The Tenderer shall submit an affidavit for verification of the workmen employed by him along with Police Verification report at the time of commencement of the contract and the list of workmen with their designations.
35. **Accidents:** In case of any accident or mischief, the Supervisor or the cook/helper engaged by the Tenderer should immediately inform directly or over telephone about the incident to the concerned authority and Officer In-charge, NRTI. NRTI should not be made to bear any expenses in this regard. The Tenderer should obtain necessary insurance for the safeguard of his workmen.
36. **Payment of all statutory Tax:** The Successful Tenderer shall be responsible for payment of all statutory Taxes (**including GST etc.**), as decided by the Appropriate Authority from time to time.
37. **Indemnity Clause:** The Tenderer hereby shall indemnify NRTI against all actions, suits, proceedings, claims, losses, damages etc. which may arise during the execution of this service contract or due to any direct or indirect implication whatsoever.
38. **Power of Entry:** If the Tenderer shall not commence any work in the manner described in the contract document or if at any time in the opinion of NRTI:
  - a) Fails to carry-out the services in conformity with the documents, or
  - b) Fails to carry-out the services in accordance with the schedule, or
  - c) Substantially suspends the work without authority from NRTI or
  - d) Fails to carry out and execute the works to the satisfaction of the Officer In-charge/NRTI, or
  - e) Fails to supply sufficient/suitable materials for caretaking & housekeeping services, or

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राष्ट्रीय रेल एवं परिवहन संस्थान  
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वडोडरा, गुजरात / Vadodara, Gujarat.

Signature of -----  
Quotationer/s



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- f) Commits or suffers, or permits any other breach of any kind or observes or persists in any of the above mentioned breaches of the contract, after notice in writing to the Tenderer from the Officer In-charge, NRTI requiring such breach to be remedied, or
- g) If the Tenderer abandons the works....

then in any such case, NRTI shall have power to take possession of the specified Flats and the materials and stock thereon and to rescind the service contract and to carry on with the works by his agents, sub-Tenderers, workmen and the supervisors as NRTI at its absolute discretion may think proper to employ without making payment to the Tenderer for the said materials other than such as may be certified in writing by the Officer In-charge, NRTI to be reasonable. Any deficiency shall forthwith be made good and provided to NRTI by the Tenderer; and NRTI shall have power to sell in such manner and for price as it may think fit all materials pertaining to the Tenderer and to recover the said deficiency out of the proceeds of the sale.

**39. Schedule of Rates and Payments:** The rates to be paid by NRTI to the Tenderer for the whole of the work to be done and the performance of all the obligations undertaken by the service contract as per the terms shall be ascertained by the application of the respective rates schedule and payment shall be made accordingly to the work actually executed and approved by the NRTI Officer In-charge.

**40. Rates Schedules to Cover Taxes and Duties:** The service contract rates shall be inclusive of all levies, taxes, transportation charges, stamp duties etc. including Goods & Service Tax, from Central or State Government or Local Bodies whatsoever. Tenderer shall also obtain and pay for all clearances, permits, or other privileges necessary to complete his obligations as per contract.


**41. Revision of Wages:** In case of revision in Minimum Wages stipulated by the Labour Commissioner or by the appropriate authority otherwise, during the currency of service contract, the same shall not be modified to the extent of changes as per statutory & contractual requirement for Skilled & Unskilled personnel and the amount payable to the Tenderer on the monthly basis shall be calculated as per the rates offered by the Tenderer.

**42. Payment of Tenderer's Bill**

42.1 Payment due to the Tenderer shall be made by NRTI as per the mode of payment in vogue.

42.2 Payments of final bill shall be released only if it is accompanied by the following proofs;

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- a) Having paid due wages to all his workmen engaged on the job for the whole period of contract
- b) Having deposited the contributions of PF and ESI with the concerned authorities for the whole period of contract.
- c) Having handed over the complete establishment including all materials and equipment of the Specified Flats to the Officer In-charge, NRTI in good condition.
- d) Having vacated the premises of the specified Flats or any other premises that may have been allotted to him for discharge of the contractual obligation.
- e) Attendance certificate should be submitted and must be signed by supervisor.

43. Insurance: Tenderer shall at his own expense carry and maintain insurance of his manpower and equipments with companies to the satisfaction of NRTI as follows:


43.1 **Employees State Insurance Act:** The Tenderer agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by the Employees State Insurance Act, and the Tenderer further agrees to defend, indemnify and save NRTI from any liability or penalty which may be imposed by the Central, State or Local Authority by the reason of any violation by Tenderer or sub-Tenderer(s) of the Employee's State Insurance Act, and also from all claims, suits or proceedings that may be brought against NRTI arising under, growing out or by reasons of the work provided for by the Tenderer whether brought by employees of the Tenderer, by third parties or by Central or State government authority.

43.2 **Any other Insurance Required by Law:** Tenderer shall also carry and maintain all other insurance which he may be required under any law or regulation from time to time.

43.3 **Accident or Injury/Death to Workmen:** NRTI shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury/death to any workman or other person in the employment of the Tenderer or any sub-Tenderer. The Tenderer shall indemnify and keep NRTI indemnified against all such damages and compensation whatsoever in relation thereto.

43.4 **Damage to Property:** Tenderer shall be responsible for making good any loss or any damage to all structures and properties within the specified Flats & premises to the satisfaction of the Officer In-charge, NRTI. If such loss or damage is due to fault and / or the negligence or willful acts or omission of the Tenderer, his employee agents, representatives or he shall make good the loss as assessed by NRTI.

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**44. Labour Laws**


- 44.1 No person below the age of 18 (eighteen) years shall be employed at the work.
- 44.2 The Tenderer shall not pay less than the minimum wages notified from time to time.
- 44.3 The Tenderer shall at his own expense comply with all labour laws and keep NRTI indemnified in respect thereof.
- 44.4 The Tenderer shall pay equal wages for men and women in accordance with applicable labour laws.
- 44.5 The Tenderer shall comply with the provisions of Contract Labour Regulation & Abolition Act, 1970 (CLRA 1970) and rules there under.
- 44.6 The Tenderer shall employ labour in sufficient numbers directly to ensure due performance of the contract to the satisfaction of the Officer In-Charge and of quality specified in the contract.
- 44.7 The Tenderer shall be solely responsible as regards salary / wages and service conditions and terms extended by the Tenderer to these workmen and shall in this connection maintain requisite records and comply with all laws / enactment. Rules and regulations and orders applicable to the Tenderer's employees / workmen in general and in particular laws / enactment, rules and regulations and orders dealing with employment of contract labour, payment of compensation, contribution under ESI 1948 EPF& PF Act 1952, payment of minimum wages, fire and safety, Regulations relating to employment of female work force, security arrangements and such other rules and regulations as may be applicable at present or made applicable hereafter.

45. **Safety Regulations:** In respect of all labour, directly or indirectly deployed for the caretaking & housekeeping services for the performance of the Tenderer's part of this agreement, the Tenderer shall, at his own expense, arrange for all the safety provisions as per safety codes as applicable. The Tenderer shall arrange First Aid Box at the specified Flat at a suitable location for all the time during currency of the services.

**46. Employees Provident Fund**

The Tenderer shall be liable for the payment of Employees Provident Fund on contributory basis under PF Act as per prevailing rates or as per rates, if revised during the period of contract.

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**47. Discipline**

- i. Smoking and drinking within the entire area of the work premises is prohibited. Violators of this rule shall be removed immediately with suitable replacement of the manpower.
- ii. Uniform: All the workers engaged for the job and while on duty shall be wearing clean uniform along with name tab/identity card clearly mentioning the name of the Tenderer.
- iii. No slackness or indifferent attitude while on duty shall be acceptable.
- iv. No tips in any form shall be accepted / entertained.

**48. Termination**

- i. NRTI shall at any time have authority to determine and terminate the service contract for any reason including unsatisfactory performance or violation of the terms & conditions of the Tender whatsoever. A notice in writing from NRTI to Tenderer shall be issued giving 7(Seven) days' time for such termination and vacation of the premises, without assigning any reasons thereof.
- ii. If all or part of the service contract is terminated in accordance with the provisions contained above, NRTI shall pay for charges upto the effective date of termination after deducting the penalties/dues. However, the termination of the service contract shall not relieve the Tenderer of any of his obligations imposed by the contract with respect the work performed by him prior to such termination.

**VARIATION IN QUANTITIES OF ITEMS OF CONTRACT**


Contracts shall be operated with overall variation of plus or minus 25 %. However variation in quantities of individual items may be up to plus or minus 100 % and payment would be made as per the agreement rate for actual work executed.

**PENALTY CLAUSE**

**( A ) Penalty for Housekeeping services in NRTI Campus:**

Sl.	Reason	Penalty Amount
1	For improper cleaning of each Room / toilet	Rs. 100/-
2	For improper cleaning of common passage/Balcony	Rs.200/-
3	Absence of Supervisor	Rs. 400/-

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4	Absence of sweeper	Rs.200/-
5	Staff wearing improper uniform	Rs. 50/- per person per day.
6	Non-removal of accumulated garbage twice in a day and / or any time	Rs. 100/- per day
7	non-usage of material of standard specification or usage of sub-standard material or short usage of	Rs. 500/- per day

**(B) Penalty for Housekeeping services in Sai Shukan Building:**

Sl.	Reason	Penalty Amount
1	In case, care taking & house keeping services are not found satisfactory	Rs.500/- per day
2	Any loss/damage of/to property of specified Flat by workers of contractor	As per discretion of NRTI
3	In case contractor procures material, which are not in conformity with the specification/makes conforming to good quality/standard,	Rs.1,000/- per event
4	On running meals during breakfast, lunch, dinner, tea etc, if any shortfall with respect to quality or quantity is found	Rs.200/- per event.
5	Staff wearing improper uniform	Rs.100/- per person per day.

**COMPLETION PERIOD**

The Contract shall be valid for a period of **twelve months** from the date of acceptance of the offer. However, NRTI reserves the right to terminate the service contract awarded at any time during the currency of the service contract without assigning any reasons.


**VALIDITY**

Tenderer shall keep the offer open for a minimum period of 90 days from the date of opening of the tender within which period, the tenderer cannot withdraw his offer subject to the period being extended if required by mutual agreement from time to time.

**SETTLEMENT OF DISPUTES**

All the disputes or differences of any kind whatsoever that may arise in connection with or out of the contract or subject matter thereof, whether during the currency of the contract or after the completion or whether before or after the termination of contract shall be settled as under:

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## 1. **Mutual Settlement**

All such disputes or differences shall in the first place be referred by the Agency / Service Provider to the Client in writing for resolving the same through mutual discussions, negotiations, deliberation etc. by the associated representatives from both the sides; and concerted efforts shall be made for reaching amicable settlement of the disputes or differences.

### **(a) Conciliation/Arbitration**

(i) Conciliation/Arbitration of disputes shall not be commenced unless an attempt has first been made by the parties to settle such disputes through mutual settlement.


(ii) If the disputes and differences are not settled within 90 days of its reference in writing by the Agency/ Service Provider and or if the Agency/Service Provider is not satisfied with the settlement by the Client on any matter in question, the Agency/Service Provider may within a period of 30 days from the date of settlement decision or failure of settlement as the case may be, refer the same to the **Vice Chancellor of NRTI** in writing to settle such disputes or differences through Conciliation or Arbitration provided that the demand for conciliation or arbitration shall specify the matters, which are in question or subject of the disputes or differences as also the amount of claim, item-wise. Only such dispute(s), or difference(s) in respect of which the demand has been made to the Client shall be referred to a Conciliator or Arbitrator, as the case may be, and other matters shall not be included in the reference.

(iii) The Vice Chancellor, NRTI may himself/herself act as a Sole Conciliator/Sole Arbitrator or may at his/her option, appoint another person as the Sole Conciliator or Arbitrator, as the case may be. In case, the Vice Chancellor of NRTI decides to appoint a Sole Conciliator/Sole Arbitrator, then a panel of at least three names will be sent to the Agency/Service Provider. Such persons may be working /retired employees of NRTI who had not been connected with the work. The Agency/Service Provider shall suggest minimum two names out of this panel for appointment of Sole Conciliator / Sole Arbitrator. The Vice Chancellor, NRTI will appoint the Sole Conciliator/ Arbitrator out of the names agreed to by the Agency/Service Provider. The appointment of the Sole Arbitrator shall be done by the Vice Chancellor, NRTI as per the procedure described above.

(iv) No disputes or differences shall be referred for Arbitration after expiry of **60** days from the date of notification of failure of conciliation.

(v) The Conciliation and /or Arbitration proceedings shall be governed by the provisions of the Indian Arbitration and Conciliation, Act 1996 or any statutory modification or re-enactment thereof and the rules made there-under and for the time being in force shall apply to the conciliation and arbitration proceedings under this clause.

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(vi) The language of proceedings, documents or communications shall be English and the award shall be made in English (in writing).

(vii) The conciliation/arbitration proceedings shall be held at a place decided by the Conciliator/Arbitrator.

(viii) The fees and other charges of the Conciliator / Arbitrator shall be as per the scales fixed by NRTI and shall be shared equally between NRTI and the Agency/Service Provider.

**2. Award to be Binding on Both the parties**

The award of the Sole Arbitrator shall be binding on all parties.

**3. Substitute Arbitrators**

If for any reason, an Arbitrator is unable to perform his functions, the Vice Chancellor, NRTI shall appoint a substitute Arbitrator as mentioned above.

**4. Interest on the Awarded Amount**


Where the arbitral award is for payment of money, no interest shall be payable on the whole or any part of the money for any period till the date of the award.

**5. Settlement Through Court**

The Agency/Service provider shall not approach any Court of Law for settlement of such disputes or differences unless due attempts have first been made by the parties to settle such disputes or differences through provisions of arbitration & conciliation provided in the agreement.

**6. Jurisdiction of Courts:** Jurisdiction of the courts for dispute resolution shall be Vadodara, Gujarat only.

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**TENDER SCHEDULE**

Sl. No.	Item No.	Description	Quantity	Unit	Rate Per Unit /Month including GST	Total Amount for 12 Months
1	NS/1	Cleaning of common toilets (one block is defined as Toilet/Urinal/Wash Basin)	76	per toilet block	558	508896/-
2	NS/2	Cleaning of NRTI building & premises i) Academic Building (Approx. 2894 Sq.M) ii) Boys Hostel (Approx 1680 Sq.M) iii) NRTI Mess (105 Sq. M) iv) Girls Hostel (940 Saq.M)	5619	per Sq.Mtr	9.10	613594.80
3	NS/3	Manning of reception i.e. Receptionist (skilled) (Male/ Female) in Boy's/ Girl's Hostel building (All seven days of week including Sundays & Holidays)	2	per person	18500.00	444000.00
4	NS/4	Providing Housekeeping, Guest Caretaking,Catering, Dry Cleaning, Laundry Services , Reception Management & other related services of 3Nos. 3 BHK flats ( Flat No. 1103, 1104/B & 802 A) at Sai Shukun building, Lal Baug, Vadodara	1	Job work	52826/-	633912/-
					<b>TOTAL</b>	<b>22,00402/</b>

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**OFFER SHEET**

**Name of Work: Housekeeping of Academic Building (Ground Floor, 1<sup>st</sup> Floor & 2<sup>nd</sup> Floor), Boys Hostel Consisting of 45 Rooms, Girls Hostel with 18 Rooms, Mess including Toilets, Galleries, Lobbies, Staircases, Lift, Terrace & Premises, Washing & surrounding areas of National Rail & Transportation Institute (NRTI) at NAIR Campus and also House Keeping & Guest Caring Services of Three 3BHK Flats (Flat No. 1103, 1104/B & 802 A) at Sai Shukan Building, Lal Baug, Vadodara for a period of 12 months.**

Sr. No.	Total Cost of Schedule (Rs.)	Rate Quoted by the Tenderer		Amount in Rs
		In Figures	In Words	
1	22,00402/			
		%age Above/Below/At par*		


**\*Strike out whichever is not applicable -**

**\*(above/below/At par)**

**\*NOTES:**

1. If the tenderer is not clearly mentioning that the rates are % “Above, Below or At par”, then the rates shall be considered as ambiguous.
2. In case of any discrepancy in the quoted rates in between the rates quoted in words and figures, the rates quoted on lower side shall be considered.
3. Tenderer(s) is/are requested to quote rates as single percentage for the entire each schedule. If rates are quoted item-wise, in a particular schedule the offer will not be considered.
4. The rates quoted should include GST, Service tax and all other taxes. Quoted rates would be valid for twelve months from the date of acceptance of the Tender.
5. Partially filled up offers are liable to be rejected.

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ANNEXURES

Annexure - 1

OFFER LETTER

To,

The Vice Chancellor  
Acting through Dy. Comptroller-HR  
National Rail & Transportation Institute,  
NAIR Campus, Lal Baug, Vadodara.

1. I/we have read the various conditions of the Tender attached hereto; and hereby agree to abide by the said conditions. I/we also agree to keep this Tender open for acceptance for a period of 90 days as specified in the tender notice from the date fixed for opening of the same; and in default thereof, I/we will be liable for forfeiture of my/our "Earnest Money".
2. I/we also hereby agree to abide by the Terms & Conditions of the Contract; and to carry-out the work accordingly.
3. Rs. 44008/- (Forty Four Thousand and Eight Only) prescribed in the Tender Notice is forwarded herewith towards the Earnest Money Deposit. The full value of the Earnest Money shall stand forfeited without prejudice to any other right or remedies in case my/our Tender is accepted and if:
  - (i) I/we do not execute the contract documents within seven days of receipt of the notice issued by NRTI, and
  - (ii) I/we do not commence the work within fifteen days of receipt of the orders to that effect.
4. I/we am/are a Micro and small Enterprise registered from.....( body approved by Ministry of MSME) with registration No. .... and terminal validity up to..... for similar service contract.
5. Further, until a formal agreement is prepared and executed, acceptance of this Tender shall constitute a binding contract between us subject to the modifications as may be mutually agreed to by both the parties and indicated in the Letter of Acceptance of my/our offer for this work.


Contractor's Address:

Signature of Contractor

Date:

Signature of witness:

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Annexure – 2

**FORMAT FOR AFFIDAVIT TO BE SUBMITTED BY THE TENDERER ALONG WITH THE TENDER**

(to be executed in presence of public notary on non-judicial stamp paper of the value of Rs. 100/-The stamp paper has to be in the name of the tenderer)\*\*


I ..... (Name and Designation) \*\* appointed as the Attorney / authorized signatory of the tenderer (including its constituents), M/s. .... (herein-after called the tenderer) for the purpose of the tender documents for the work of ..... as per the Tender No. .... of NRTI, do hereby solemnly affirm and state on behalf of the tenderer including its constituents as under:

1. I/we, the tenderer(s), am / are signing this document after carefully reading the contents.
2. I/we, the tenderer(s), also accept all the conditions of the Tender and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the tender documents from NRTI website/ purchased the document from NRTI Office.. I/we have verified the contents of the document from the website and there is no addition, deletion or alteration to the contents of the Tender document. In case of any discrepancy noticed at any stage i.e. during evaluation of tenders, execution of the work or final payment of the contract, the **master copy** available with the NRTI shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments as proof of the qualification/requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and the same shall be binding upon me / us.
6. I/we declare that the information and documents submitted along with the Tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents submitted by us.
7. I/we understand that if the certificates regarding eligibility criteria submitted by us are found to be forged/fake or incorrect at any time stage i.e. during evaluation of tenders, execution of the work, it shall lead to termination of the contract and forfeiture of the Earnest Money Deposit & Performance Guarantee besides any other action including banning of business for Five Years with NRTI and I/we (insert name of the tenderer)\*\* ..... *and all my / our constituents understand that my/our offer shall be summarily rejected.*

DEPONENT

SEAL AND SIGNATURE OF THE TENDERER(S)

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**VERIFICATION**

I/we, the above named tenderer(s), do hereby solemnly affirm and verify that the contents of my/our above Affidavit are true and correct as per best of my/our knowledge and nothing has been concealed; and no part of the Affidavit is false.

DEPONENT


SEAL AND SIGNATURE

OF THE TENDERER(S)

Place:

Date:

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Vadodara

  
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**Annexure - 3**

**PERFORMANCE BANK GUARANTEE**

To,  
The Deputy Comptroller, HR  
National Rail and Transportation Institute  
1<sup>st</sup> Floor, NAIR Campus,  
Lal Baug, Vadodara - 390004, Gujarat

WHEREAS \_\_\_\_\_ [name and address of Contractor or Service Provider]  
(hereinafter called "the Agency") has undertaken in pursuance of Contract No. \_\_\_\_\_ dated  
\_\_\_\_\_ to execute \_\_\_\_\_ [name of Contract and brief description of  
Works/Contract] (hereinafter called "the Contract");

AND WHEREAS, it has been stipulated in the said Contract that the Agency shall furnish to NRTI, a  
Bank Guarantee by a nationalized/recognized bank for the sum specified therein as security in compliance  
with its obligations according to the Contract;

AND WHEREAS, we have agreed to give the Agency such a Bank Guarantee;

NOW, THEREFORE, we hereby affirm that we are the Guarantor and responsible to you, on behalf of the  
Agency, for and up to a total amount of \_\_\_\_\_ [amount of guarantee]\*  
\_\_\_\_\_ [in words], such amount being payable in the types and proportions of  
currencies in which the Contract Price is payable. We unconditionally undertake to pay you upon your  
first written demand and without cavil or argument, any sum or sums within the limits of  
\_\_\_\_\_ [amount of guarantee]\* as aforesaid without your needing to prove or to show  
grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting the  
demand with us.

We further agree that no change or addition or other modification of the terms of the Contract or of any of  
the Contract documents which may be made between you and the Agency shall in any way release us  
from any liability under this guarantee, and we hereby waive notice of any such change, addition or  
modification.

This guarantee shall be valid for and until 60 days beyond the completion of Contract period.

Signature and Seal of the Guarantor \_\_\_\_\_


Name of Bank

Address

Date

\*An amount shall be inserted by the Guarantor, representing the percentage of the Contract price  
specified in the Contract and denominated in Indian Rupees.

Dy. Comptroller- HR, NRTI  
Vadodara

  
हुबलाल जगन / Hublal Jagan  
उप नियंत्रक/मा.सं. / Deputy Comptroller/ H.R.  
राष्ट्रीय रेल एवं परिवहन संस्थान  
National Rail and Transportation Institute  
वडोडरा, गुजरात / Vadodara, Gujarat.

Signature of -----  
Quotationer/s





**NATIONAL RAIL AND TRANSPORTATION INSTITUTE**  
(Deemed to be University)

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**Annexure-4**


PROFORMA – I

1	Full name of the Contractor(s)/Construction Firm and year of its establishment.	
2	Registered Head Office Address	
3	Branch Office in India	
4	Constitution of Firm- Provide full details including name of Partners/Executive/s Power of Attorney Holders etc.	
5	Details of registration with Government, Semi-Govt. Organization, Public Sector Undertaking and local bodies etc.	

Note: The information furnished above shall be supported by authentic documents including registration number of the Firm. Copies of documents submitted shall be duly attested by a Gazetted Officer.

Signature of the Contractor(s)

Dy. Comptroller- HR, NRTI  
Vadodara

  
हुबलाल जगन / Hublal Jagan  
उप नियंत्रक/मा.सं. / Deputy Comptroller/ H.R.  
राष्ट्रीय रेल एवं परिवहन संस्थान  
National Rail and Transportation Institute  
वडोडरा, गुजरात / Vadodara, Gujarat.

Signature of -----  
Quotationer/s



PROFORMA – II


**Details of Works of Desired Similar Nature Carried-Out (Earlier)**

Sl. No.	Name of the work Organization for which the work was done	Place	Tendered Cost	Time taken for completion of the work		Principal features of the work in brief	If performance issued certificate by the concerned Govt. Body / Public Sector/ Private Organization
				As stipulated in the Contract	Actual time taken		

Note:

- 1. The tenderer(s) must attach performance certificate issued by the organization for which the work was carried out.*
- 2. The information furnished above shall be supported by authentic documents. The copies of the documents submitted should be duly attested by a gazetted officer.*

Dy. Comptroller- HR, NRTI  
Vadodara

  
हुबलाल जगन / Hublal Jagan  
उप नियंत्रक/मा.सं. / Deputy Comptroller/ H.R.  
राष्ट्रीय रेल एवं परिवहन संस्थान  
National Rail and Transportation Institute  
वडोडरा, गुजरात / Vadodara, Gujarat.

Signature of -----  
Quotationer/s



Annexure - 6

PROFORMA – III


Details of Works Under Execution or Tendered for

Sl. No.	Name of work Organization for which work done/ tendered	Place	Tender ed cost	Work in Progress		Work Tendered for			Remarks
				Date of Commencement	Expected Date of Completion	Estd. cost	Date when decision is expected	Stipulated Date or Period of Completion	

Note: The information furnished above shall be supported by the authentic self certified documents.

**End of the Tender Document.**

Dy. Comptroller- HR, NRTI  
Vadodara

  
हुबलाल जगन / Hublal Jagan  
उप नियंत्रक/मा.सं. / Deputy Comptroller/ H.R.  
राष्ट्रीय रेल एवं परिवहन संस्थान  
National Rail and Transportation Institute  
वडोडरा, गुजरात / Vadodara, Gujarat.

Signature of -----  
Quotationer/s