



NATIONAL RAIL AND TRANSPORTATION INSTITUTE
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TENDER DOCUMENT

Tender No. - NRTI/2021/02

Name of Work - : Annual Service Contracts for Housekeeping of Academic Building, Boys Hostel (45 rooms) , Girls hostel (34 rooms),NHSRCL Hostel (90 rooms), NRTI old Mess , and House Keeping & Guest Caring Services of 2 Nos. Three BHK flats (Flat No. 1103 & 1104/B) at Sai Shukun building, Lal Baug, Vadodara.

Approximate Cost of the Work	:	Rs 65, 52, 931/-
Earnest Money	:	Rs 1, 31,060/-
Cost of Tender Document	:	Rs 1000/-
Last Date & Time for submission of Tender	:	20.10.2021 – 15.00 hrs.
Date & Time of Opening of Tender	:	20.10.2021 – 15.30 hrs.
Contract Period	:	24 months

ADDRESS

NATIONAL RAIL AND TRANSPORTATION INSTITUTE
1st Floor, NAIR Campus, Lal Baug, Vadodara, Gujarat – 390004

Dy. Finance Officer/NRTI

Dated Signature of the Contractor

Dy. Chief Engineer (I &S)/NRTI



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TENDER NOTICE

TENDER No	NRTI/2021/02
Name of Work	Annual Service Contracts for Housekeeping of Academic Building, Boys Hostel(45rooms) , Girls hostel (34 rooms),NHSRCL Hostel (90 rooms), NRTI old Mess , and House Keeping & Guest Caring Services of 2 Nos. Three BHK flats (Flat No. 1103 & 1104/B) at Sai Shukun building, Lal Baug, Vadodara.
Approximate cost work	Rs. 6552931/- (Sixty Five Lac Fifty Two Thousand Nine Hundred Thirty One Only).
Type of Tender	Open Tender
Cost of Tender Document	Rs. 1,000/- (One Thousand only)
Earnest Money to be Deposited	Rs 1,31,060 /-(One Lac Thirty One Thousand Sixty only)
Contract Period	24 months from date of actual commencement of services.
Web site particulars	Tender Document can be down loaded from Website: https://nrti.edu.in
Last Date & Time for Submission of Tender	20.10.2021 - 15.00 hrs.
Place for Submission of Tender Documents	NATIONAL RAIL AND TRANSPORTATION INSTITUTE, 1 st Floor,NAIR Campus, Lal Baug, Vadodara - 390004, Gujarat
Date & Time for opening of Tender	20.10.2021 - 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. CE (I & S), 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 <http://nrti.edu.in> frequently before the date of closing of tender to note any changes/corrigendum issued for this tender.
4. 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.
5. The tender should be accompanied by a tender fee of Rs. 1000(One Thousand Only) and an Earnest Money Deposit (EMD) of Rs 1,31,060 /-(*One Lac Thirty One Thousand Sixty 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.

6. The cost of the tender document shall not be clubbed with the Earnest Money Deposit and has to be paid separately.
7. All the relevant documents shall be attached along with tender form as per terms and condition of tender.
8. 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) 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.
 - i) Copies of the work completion certificates duly attested from the clients for having completed works of similar nature.
 - j) Sub-let work experience certificate shall not be considered.
 - k) The agency must not have been debarred / blacklisted by any Govt. Sector/PSUs/Bilateral and Multilateral agency. The tenderer should submit Notarized Affidavit for the same along with the tender.**
 - l) 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.*

9. NRTI reserve the right to reject any or all tenders without assigning any reason whatsoever.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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 Chief Engineer (I &S), 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

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master copy, the latter shall prevail and will be binding on the tenderer(s). No claim, on this account, will be entertained.

15. 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.
16. **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 Chief Engineer (I &S), NRTI without delay and the same shall be dealt as per NRTI's requirement and advantage only.
17. **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.
18. **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.
19. The tenderer in his own interest should inspect the site of the proposed work before quoting his rates.

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

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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	Tender Document with 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/ Technical Eligibility Criteria		
6	Attested copy of Goods and Service Tax registration (as applicable) & PAN Card.		
7	Affidavit by Notary for not having been debarred / blacklisted- by any Govt./PSUs/Bilateral and Multilateral agency.		
8	Rates have been filled-in at the offer sheet in words as well as in figures.		
9	Affidavit & other details as per Performa given at Annexure 1,2 &3		

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Minimum Eligibility Criteria

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

1	Should have completed* at least one single work of similar nature** 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 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.	Should be minimum of 150 % of 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 **“Housekeeping services similar to the scope of the work in the tender”**
3. Documentary proof should be submitted for the above Minimum Eligibility Criteria along with the tender.
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 be accepted.

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Technical Eligibility Criteria

1. Contractor should have completed at least one similar work of housekeeping services 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.

General Condition of Contract

1. 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 claim against the NRTI on account of compliance of the provisions in the following acts:
 - a) Payment of wages Act.
 - b) Minimum Wages Act.
 - c) Labour Regulation Act
 - d) Other relevant laws and Act of Central & State Govt.
2. While on duty, the staff should always be neatly dressed in uniform and wear badges clearly displaying details like the employer company's logo, employee's full name, their address etc.
3. 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 smoke or use intoxicants while on duty and engage in immoral or illegal activities in 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.

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4. Staff/Supervisor engaged for NRTI 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.
5. Serving 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.
6. Bidder will be responsible for the thefts and loss of NRTI property in the deployed areas. He shall indemnify the NRTI from all claims. Recovery will be made from the Bidder for all losses incurred by the NRTI.
7. For all the losses for pilferage of Bidder's equipments, NRTI will not be responsible in any manner.
8. No member of the deployed staff will be allowed to stay in NRTI.
9. 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.
10. A complaint register shall be maintained and made available to the NRTI. Any complaint 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.
11. 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.
12. Bidder shall submit medical fitness certificate for his deployed supervisor and staff from registered medical practitioner. The Supervisors and staff suffering from any kind of disease sickness shall not be deployed on duty.
13. The Bidder shall in no case sublet / sub contract the housekeeping/catering services.

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14. Bidders shall not take any advantage of mis-interpretation of the conditions due to typing or any other errors. In case of any doubt, the same shall be brought to the notice of Dy. Chief Engineer (I &S) NRTI without delay for clarification.
15. 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.
16. **VARIATION CLAUSE:** -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.

17. 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.

18. Earnest Money Deposit (EMD)

The tenderer shall deposit Rs 1,31,060 /-(One Lac Thirty One Thousand Sixty only) as Earnest Money Deposit in the form of Demand draft drawn in favour of NATIONAL RAIL AND 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 recognized 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 of the successful tender will be returned after receipt of Performance Bank Guarantee (PBG)

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2. The earnest money of the other tenderer(s) shall be returned to them except 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.
3. The EMD should be in the form of **Demand draft** drawn in favour of **NATIONAL RAIL AND TRANSPORTATION INSTITUTE**.

19. Performance Bank Guarantee (PBG)

The successful bidder shall submit the PBG amounting to 5% of the contract value. The procedure for submission of Performance Guarantee is outlined below:

1. The successful bidder shall have to submit a Performance Guarantee after issue of the Letter of Acceptance (LOA).
2. PBG may be in the form of Demand Draft or Bank Guarantee from a scheduled bank in an acceptable form safeguarding NRTI's interest in all respects.
3. Performance Bank Guarantee (PBG) shall be in favour of NATIONAL RAIL AND TRANSPORTATION INSTITUTE.
4. 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.
5. The value of PG to be submitted by the contractor will not change for variation up to 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.
6. 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.

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7. Whenever the contract is rescinded, the PBG shall be forfeited. 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.
8. 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

Scope of Work for Housekeeping Services

Housekeeping of Academic Building, Boys Hostel (45 rooms) , Girls hostel (34 rooms) , NRTI old Mess ,NHSRCL Hostel (90 rooms) and House Keeping & Guest Caring Services of 2 Nos. 3 BHK flats (Flat No. 1103 & 1104/B) at Sai Shukun building, Lal Baug, Vadodara for a period of 12 months.

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

Rooms 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 old Mess** (Approx Area = 105 Sq.M)

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c) **NRTI Girls hostel** (Approx. Area = 1200 Sq. M).

Rooms for students: 34 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, 1st floor & 2nd 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.

e) **NHSRCL Hostel** : (Approx. Area = 3757 Sq. M)

Rooms for students: 90 rooms on Third, Fourth and Fifth floors with toilets, galleries, lobbies, staircases, terrace and surrounding areas.

Common area: Two common halls, two linen rooms and one pantry in each floor.

Contractor's Responsibilities:

1. **Bidder has to deploy 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 deploy 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.

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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.

Schedule of Services for Housekeeping

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: (Item - NS/1)

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

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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 a month / whenever size becomes very less.
9	Provision of Fragrant Naphtha Balls in wash basin	:	Once a month / whenever size becomes very less.
10	Scrub cleaning of mugs and buckets shall be done	:	Once a week
11.	Providing liquid hand wash scope, if any	:	On regular basis

2. Cleaning and Housekeeping of Rooms (Item - NS/2)

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 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 a week
7	Cleaning of glasses of windows, door panes provided in the rooms/ offices or their bathrooms etc	:	Once 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

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9	Cleaning of roofs and removing of - if cobwebs / beehives of rooms / offices and their bathrooms	:	Once 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.) (Item - NS/2)

SN	Description	:	Frequencies
1	Dry sweeping of the roof of the hostels	:	Once a week
2	Cleaning and removing of cobwebs / beehives in ceiling of the common area.	:	Once 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. Lizol/ Domex/ Amway or similar liquid cleaner) with few drops of citronella oil	:	Twice a day
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

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4. Other items related to Housekeeping & cleanliness (Item - NS/2)

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 Polythene 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
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	:	Weekly

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	reputed brands such as Colin liquid or similar)		
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.	:	Once every 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 polythene 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. Manning of reception (Item - NS/3)

SN	Description	Frequencies
1	<p>Scope of work for Receptionist One skilled staff should be available for day time for 10 hours each in boy's hostel, girl's hostel and NHRCL 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 with full satisfaction of NRTI Authorities. The receptionist is also responsible for responding to guest/Officers/Students calls or inquires. General Responsibilities of receptionist:</p> <ul style="list-style-type: none"> (i) Answer incoming calls within 3 rings with appropriate greetings and co-ordination/compliance with concerned official of the NRTI. Keep watch on student's in and out movement. (ii) Maintain knowledge of current events activities of the Academy and deliver the same to the Students/Officers if asked. (iii) Assist 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 hostel delivery. (v) To assist the visitors/Guardians of the students & ensure the safety of luggage. (vi) Other duties as assigned by the NRTI Authorities. 	<p>As per the directives of the NRTI officials.</p>

II- Scope of Work for Housekeeping of Two 3BHK Flats (No. B-1103, B-1104) at Sai Shukan Building (Item -NS/4)

There are two 3BHK Flats in Sai Shukan building for the purpose of guest house of NRTI. 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.

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Scope of work in 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 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.

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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.

2.4 The weekly menu need be got approved by NRTI authorities.

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, cutlery, 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 remains 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

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- 3.2.2. Toilet paper
- 3.2.3. Candle with match box
- 3.2.4. Naphthalene balls
- 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.

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- 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.
- 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/-

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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.

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	Break Fast 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	Lunch / Dinner (Ordinary)	80/-

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	Tawa Roti/Missi Roti/Lachha Parantha, Dal/Rajma, 2 Seasonal Vegetable, Basmati Rice, Raita/Curd (100 gram) with Salad, Pickle, Papad	
3	Lunch / Dinner (Special) 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	Lunch/Dinner (Special - Non. Veg.) 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	High Tea Sweet - one, Pastry - one (Black forest/pineapple), PaneerPakora (long cut type), Biscuits (Britania Good Day / Mcvities Cookies), Namkeen, Tea/Coffee (anyone or both)	105/-
6.0	Snacks per plate	
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/-
6.7	Salad full plate	35/-
6.8	Salad half plate	20/-
6.9	Papad per Pc.	04/-
6.10	(Non-Vegetarian)	
6.11	Chilli Chicken (250 gram)	140/-
6.12	Chilli Chicken boneless (250 gram)	170/-
6.13	Fish Fry (1 Plate 250 gram.)	100/-
7.0	Non-Vegetable Dishes (per Plate)	
7.1	Fish or Chicken or Mutton Curry - 150 grams	65/-
7.2	Egg Curry (2 eggs)	30/-

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8.0	Tea/Coffee	
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/-
9	Fruits Basket (2 Bananas, 2 Apple, 2 Pears, 2 Orange, 50 gms. Grapes, etc.	280/-
10	Fruit Platter 500 gms. (Cut Fruits) Min 04 Varieties	100/-
11	Chocolates (Caddbury Celebration/ Toblerone/ Ferrero Rocher/ Lindt Swiss.	MRP
12	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.

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.

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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*

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v. Garbage collective polythene bag

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

Consumables / Disposables			
Naphthalene Balls	Gms.		
Washing Powder/Detergent (Surf Excel matic/Surf Excel)	Kg		
Garbage Bags for dustbins	Kg		
Liquid Soaps (Kimberly Clark)	Pouch		

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C-Fold Towels(Kimberly Clark)	Box(Packs)		
Toilet Rolls	Box (Packs)		
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		
Toilet Care			
Brush (Double)	Nos.		
Rubber Gloves	Nos.		
Scotch Pads	Nos.		
Sponge Pads	Nos.		
Furniture & Fixtures Care			
Feather Brush	Nos.		
Check Duster	Nos.		
Brooms			
Compound Broom	Nos.		
Soft Broom	Nos.		
Hard Broom	Nos.		
Floor Care			
Wiper Squeeze	Nos.		
Damp mopping set	Nos.		
Handy Brush	Nos.		
Dust Pan	Nos.		
Dust Brushes	Nos.		
Steel Wool	Nos.		

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PENALTY CLAUSE

(A) Penalty for Housekeeping services in NRTI Campus:

Sl.	Reason	Penalty Amount
1	For improper or non cleaning of each Room /	Rs. 100/-
2	For improper or non cleaning of common passage/Balcony	Rs.200/-
3	Absence of Supervisor	Rs. 400/-
4	Staff wearing improper uniform	Rs. 50/- per person per
5	Non-removal of accumulated garbage twice in a day and / or any time	Rs. 100/- per day
6	non-usage of material of standard specification or usage of sub-standard material or short usage of material	Rs. 500/- per day

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

Sl.	Reason	Penalty Amount
1	In case, care taking & housekeeping 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.

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Method & Terms 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. He shall also submit salary payment details of his staff along with details of statutory levies for EPF/ESI etc.
- c) All payments shall be made on the certificate of Registrar, 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).

CONTRACT PERIOD

The Contract period shall be **24 months from the date of actual commencement of services**. 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

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settled as under:

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 commence unless an attempt has first been made by the parties to settle such disputes through mutual consent.

(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.

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- (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 thereunder and for the time being in force shall apply to the conciliation and arbitration proceedings under this clause.
- (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

APPROXIMATE QTY & RATES					
Housekeeping Services					
Item No.	Description	Quantity	Unit	Basic Rate Per Unit /Month including GST (Rs.)	Total Amount for 24 Months(Rs.)
NS/1	Cleaning and sanitisation of common toilets (one block is defined as Toilet/Urinal/Wash Basin)	187	per toilet block per month	538.50	2416788.00
NS/2	Cleaning and sanitisation of NRTI building & premises	9636	per Sqm per month	8.80	2035123.20
	i) Academic Building (Approx. 2894 Sq.M)				
	ii) Boys Hostel (Approx 1680 Sq.M)				
	iii) NRTI Mess (105 Sq. M)				
	iv) Girls Hostel (1200 Sq.M)				
	v) NHRCL Hostel (3757 Sq.M)				
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)	3	per person per month	17852.50	1285380.00

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NS/4	Providing Housekeeping, Guest Caretaking, Catering, Dry Cleaning, Laundry Services, Reception Management & other related services of 2 Nos. 3 BHK flats (Flat No. 1103 & 1104/B) at Sai Shukun building, Lal Baug, Vadodara	1	Job work per month	33985.00	815640.00
Total					6552931.20

Rounded off

6552931.00

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Tender No. - NRTI/2021/02

OFFER SHEET

Housekeeping Services

Item No.	Description	Quantity	Unit	Basic Rate Per Unit /Month including GST (Rs.)	Rate Quoted by the bidder (% above/ below/ at par)	Total Amount for 24 Months(Rs.)
NS/1	Cleaning and sanitization of common toilets (one block is defined as Toilet/Urinal/Wash Basin)	187	per toilet block per month	538.50		
NS/2	Cleaning and sanitization of NRTI building & premises	9636	per Sqm per month	8.80		
	i) Academic Building (Approx. 2894 Sq.M)					
	ii) Boys Hostel (Approx 1680 Sq.M)					
	iii) NRTI Mess (105 Sq. M)					
	iv) Girls Hostel (1200 Sq.M)					
	v) NHSRCL Hostel (3757 Sq.M)					
NS/3	Manning of reception i.e. Receptionist (skilled) (Male/ Female) in Boy's/ Girl's Hostel building (All seven	3	per person per month	17852.50		

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Dy. Chief Engineer (I &S)/NRTI



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	days of week including Sundays & Holidays)					
NS/4	Providing Housekeeping, Guest Caretaking, Catering, Dry Cleaning, Laundry Services , Reception Management & other related services of 2 Nos. 3 BHK flats (Flat No. 1103 & 1104/B) at Sai Shukun building, Lal Baug, Vadodara	1	Job work per month	33985.00		
Total Schedule						

Notes

- 1 The rates quoted should be inclusive of all applicable taxes i.e. GST,etc.
- 2 Rates shall be quoted in terms of % Above, Below or At par of the basic rates.

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Dated Signature of the Contractor

Dy. Chief Engineer (I &S)/NRTI



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Annexure - 1

OFFER LETTER

To,
The Vice Chancellor
Acting through Dy. Chief Engineer (I &S)
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 1, 31,060 /-(One Lac Thirty One Thousand Sixty 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 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 witness

Signature of Contractor
Date:

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Dated Signature of the Contractor

Dy. Chief Engineer (I &S)/NRTI



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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.

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Dy. Chief Engineer (I &S)/NRTI



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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)

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:

Dy. Finance Officer/NRTI

Dated Signature of the Contractor

Dy. Chief Engineer (I &S)/NRTI



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Annexure - 3

PERFORMANCE BANK GUARANTEE

To,

The Deputy Comptroller, HR
National Rail and Transportation Institute
1st 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.

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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.

End of the Tender Document.

Dy. Finance Officer/NRTI

Dated Signature of the Contractor

Dy. Chief Engineer (I &S)/NRTI