

Issued to M/s. \_\_\_\_\_

**NATIONAL INSTITUTE OF BANKING STUDIES AND CORPORATE  
MANAGEMENT**

**Address:** A-30, SECTOR 62, INSTITUTIONAL AREA, SECTOR 62, NOIDA (U.P.)  
Tel No: 0120-2975208/09, 2975204/05, 2975230/31 E-Mail: nibscom@nibscom.in

**Name of work:**

Tender for engaging a Contractor for **“House Keeping Services”**, for premises of NIBSCOM, situated at A-30, Sector 62, Institutional Area, NOIDA (UP).

<b>Cost of Tender document(Non-Refundable)</b>	Rs 1,180.00(GST included)(Rupees one thousand one eighty only)DD/Cash in favor of <b>“National Institute of Banking Studies and Corporate Management”</b> Payable at Noida.
<b>Last Date of Submission of tender</b>	2:00 p.m. on 18-08-2023
<b>Date of opening of the Tender</b>	3:00 p.m. on 18-08-2023
<b>Venue of Tender Submission</b>	NIBSCOM, A-30, SECTOR 62, INSTITUTIONAL AREA, SECTOR 62, NOIDA(U.P.)
<b>Validity of Tender from the Date of opening</b>	90 Days
<b>Earnest Money Deposit(Refundable)</b>	Rs 10,000.00 (Rupees Ten thousand) demand draft in favor of <b>“National Institute of Banking Studies and Corporate Management”</b> (DD must be valid for 3 months from the date of submission of tender) Payable at Noida.

# **BID DOCUMENTS**

**FOR HOUSE KEEPING CONTRACT**

**AT**

**NATIONAL INSTITUTE OF BANKING STUDIES  
AND CORPORATE MANAGEMENT  
PLOT NO.A-30, SECTOR 62,  
NOIDA – 201 307  
U.P.**

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**NIBSCOM**

**VOLUME I**

**CONDITIONS APPLICABLE TO  
INVITATION OF TENDER**

**NATIONAL INSTITUTE OF BANKING STUDIES  
AND CORPORATE MANAGEMENT  
PLOT NO.A-30, SECTOR 62,  
NOIDA – 201 307  
U.P.**

## 1. CONDITIONS APPLICABLE TO INVITATION OF TENDER

### 1.01 Invitation to Tender

1. Sealed consolidated price/fixed rate tenders are invited by the Director, National Institute of Banking Studies and Corporate Management, A-30, Sector 62, Institutional Area, Noida–201307(hereinafter called NIBSCOM) from the Contractors having quality experience of more than 5 years of similar nature of work earlier.
2. The tender documents can be obtained from Sr. Manager, Accounts Department, National Institute of Banking Studies and Corporate Management, A-30, Sector 62, Institutional Area, Noida–201307 on all working days between 11.00 A.M. to 4.00 P.M. on or before 18.08.2023 (Institute remains closed on second and fourth Saturdays & All Sundays).
3. The tender documents are available against non-refundable demand draft/Cash of a public sector bank in favour of '**National Institute of Banking Studies and Corporate Management**' payable at Delhi/Noida for Rs.1180/- (Rupees one thousand one hundred eighty only) towards the cost of tender document (DD must be valid for 3 months from the date of submission of tender). **Please note NO exemption on Tender Fee will be granted to bidders registered under SMEs/MSMEs. For any clarification, the bidder may contact NIBSCOM. Bids submitted without Tender Fee will be summarily rejected.**
4. Tenders are invited from recognized and experienced Contractors (Required details to be filled in **Annexure –B**) only. Every tenderer should submit along with his tender:
  - (a) A copy of Income Tax Return (FY-19-20, 20-21, 21-22).
  - (b) Audited copy of balance sheets for last three years (FY-19-20, 20-21, 21-22(Mandatory) and 22-23 (Provisional/ Audited) along with Financial status of bidder (**Annexure-A**).
  - (c) Details of registration with professional body if any and particulars of similar work undertaken in the past.Detail particulars of at least one work of similar nature executed should be furnished listing out the scale of operations etc nature of job the name of the organization that allotted the work.
5. If the tender document is submitted by an individual, it shall be signed by him giving his full name and complete address. If it is made by a firm, it shall be signed by Proprietor/partnership/Director/authorized signatory as the case may be, address of firm, proprietor, each of the partners as applicable shall be furnished and a copy of the Power of Attorney shall be attached with the tender. In case the tender is made by or on behalf of a company incorporated under the Companies Act, it shall be signed by the Managing Director/authorized representative and shall bear the official seal of the Company.
6. An Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees Ten thousand only) must accompany the tender in the form of demand draft issued by a scheduled bank favoring 'National Institute of Banking Studies and Corporate Management' payable at Noida. (DD must be valid for 3 months from the date of submission of tender). **Please note NO exemption on EMD will be granted to bidders registered under SMEs/MSMEs. For any clarification, the bidder may contact NIBSCOM. Bids submitted without EMD will be summarily rejected.**

7. The last date of submission of sealed tenders complete in all respects is **18.08.2023 (2.00 P.M.)**. The tender should be submitted in the office of the Sr. Manager, Accounts Department, National Institute of Banking Studies and Corporate Management, A-30, Sector 62, Institutional Area, Noida–201307.
8. NIBSCOM also reserves the right to accept in part or whole or reject any or all tenders without assigning any reason whatsoever.

## **1.02 CONTRACT DOCUMENT**

1. The tender document consists of three parts as under:

Volume I	General Conditions of Contract
Volume II	Technical Bid
Volume III	Financial-Bid.

The tenderer is required to separately seal duly completed and signed General Conditions of Contract (**Volume I**), Technical Bid (**Volume – II**) and Financial bid (**Volume III**) and all the three covers be put together in a larger sealed envelope marked “Tender for House Keeping Services – NIBSCOM”.

2. Before putting the bids in a sealed cover, tenderer should ensure that
  - (a) All corrections have been duly authenticated by the tenderer with his dated initials as many times as the corrections occur. Any tender which carries over-writing or erasure is liable to be rejected.
  - (b) The rate/rates in the Financial-Bid (Volume III of tender document) are to be filled up in figures as well as words. The tenders which do not fulfill this requirement are liable to be summarily rejected.
  - (c) The rates quoted in the Financial bid shall be exclusive of applicable taxes.
  - (d) Any deviation from scope of work as enumerated in the tender document should be clearly specified. No excuse as regards want of information on any particular point will be considered after the tender has been received.
3. Any tender submitted without the requisite EMD will not be considered by NIBSCOM.
4. Should the successful tenderer fail to enter into an agreement to start the work for any reason whatsoever; National Institute of Banking Studies & Corporate Management (hereinafter called NIBSCOM) will have every right to forfeit tenderer’s Earnest Money Deposit (EMD).
5. The EMD of successful tenderer shall be treated as part of Security Deposit as per clause 1.04 (iii) below. No interest shall be paid on EMD. The Security deposit that may be made with the Institute shall not carry any interest.
6. The earnest money deposit of unsuccessful tenderers will be returned after NIBSCOM’s signing the agreement with the successful tenderer and shall not bear any interest.

## **1.03 SCOPE OF WORK FOR HOUSEKEEPING AND ROOM SERVICE.**

1. The nature of jobs to be carried out and frequencies are listed at **Annexure – C**.
2. All housekeeping jobs shall be carried out as per the requirement of NIBSCOM. All the jobs are to be carried out by professional/ experienced persons who are well versed in such jobs.
3. Details of premises for housekeeping are attached as **Annexure – D** to this Bid. Bidders are advised to visit the premises/areas before submitting the bid. (**Annexure-H to this effect must be attached**)

4. All material used for housekeeping as specified in the bid shall be of the best quality and approved by NIBSCOM.
5. The contractor shall make himself available for regular quarterly inventory inspections of all material/items supplied by NIBSCOM, if any, he shall make up for any loss of such items at market rates. This shall also cover any other damages that may be due to his/her employees' negligence.

**1.03.1 SERVICE TIME SCHEDULES:**

The detailed scheduling of miscellaneous housekeeping jobs e.g. sweeping; cleaning and mopping etc. is attached as **Annexure-E**.

**1.03.2 GENERAL TERMS AND CONDITIONS :**

All the workmen engaged by the Bidder shall be provided with uniforms as specified below:

**PROVISION OF STITCHED UNIFORMS BY BIDDER:**

**For Summer:**

1.	Room Attendants and other persons working in Hostel Block, Administrative Block and Library Block etc.	Terry cot stitched uniforms of good quality with identification tags. Bata or equivalent canvas shoes and socks.
2.	Manager/Supervisors/ Housekeepers	Terry cot stitched shirt and trousers with identification tags, black shoes and socks.

**For Winter (for all of the above categories) :**

Close necked coat or pullover of good quality with identification tags.
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**1.03.3 CONTRACTOR'S RESPONSIBILITY :**

Notwithstanding anything to the contrary contained in the contract document, expressed or implied, the contractor shall be and remain at all times exclusively responsible to provide all material, housekeeping service and equipment at his cost so that are needed to ensure that the contractual obligations are fulfilled by the contractor.

**1.03.4 MATERIALS:**

All consumables material and equipments required for day-to-day housekeeping and room service work shall be branded and from a reputed vendor at contractor's cost. The same will be inspected and approved by NIBSCOM.

**1.03.5 CONDITIONS OF WORK:**

1. Work shall be carried out by the contractor as per terms and the conditions of the contract.
2. The contractor shall provide suitable no of well trained supervisors/Housekeepers/Room Attendants/Sweepers etc. to fulfill the job under contract. They shall be dressed in neat uniforms and soft-soled shoes as per para

- 1.03.2. Contractor shall ensure that none of his deployed staff is without the proper uniform while on duty.
3. Efficiency, promptness, quality service, good behaviour and politeness of the workers, are the essence of the contract.
  4. NIBSCOM or his authorized representative reserves the right to refuse admission to one or more of the Contractor's housekeeping staff, if their conduct or efficiency are found to be unacceptable. The decision of NIBSCOM or his authorized representative in this matter shall be final. The contractor shall provide identity cards to his workers once they are allowed to be engaged for NIBSCOM. Broad structure of housekeeping service staff is given at **Annexure – F**.
  5. Without the prior approval of NIBSCOM, the contractor shall not engage any person for any job within the Institute premises. In this case the Contractor decides to change one or more of his employees, this shall be brought to the notice of NIBSCOM, and got approved before such substitution is given effect to.
  6. The Contractor's employee shall not loiter in the Institute premises and also not normally move out of their specified areas.
  7. The Contractor's employee shall not indulge in entertaining their guests/outsideers in the institute's premises.
  8. The Contractor shall ensure proper cleanliness of the Administrative, Hostel, Library Blocks, Gallery, Basement, Terrace etc. (please refer **Annexure D**).
  9. The Contractor shall provide for suitable and timely laundry service at contractor cost for washing of linen (bed-sheets), towels, blankets, duvets, curtains, quilts, Pillow Cover etc. The frequency of change of linen, towels, blankets, duvets, curtains, quilts etc. is mentioned in **Annexure-C**.
  10. The Contractor shall arrange for suitable and prompt laundry service for participants at the rates duly approved by the Institute on mutually agreed basis. The Contractor shall charge for the laundry services availed by the participants directly from the participants before their departure/check-out on duly approved rates and no claim in this regard shall be entertained by Institute.
  11. The contractor shall ensure supply of designated newspapers/magazines before 08:00 a.m. every day in Director, Faculty, Administrative, Reception (Hostel/Administrative Block), Library and desired rooms of hostel block. Payment of newspaper/magazine bills shall be payable by the institute.
  12. **The Institute will not be responsible for salaries/wages etc. payable by Contractor to his employees and they will not be treated as Institute's employees. However, the proof of payment will be made available to Institute every month.**
  13. Contractor shall not undertake any alteration/addition in the premises provided by NIBSCOM.
  14. Contractor shall not take out any material/equipment out of NIBSCOM's premises without prior approval of NIBSCOM or its Authorized Representative or valid gate pass. Even in case of taking out any equipment for repairs, whether belonging to the Contractor or provided by NIBSCOM, prior approval from NIBSCOM or his Authorised Representative would be necessary.
  15. The Contractor shall arrange at his sole cost and responsibility police verification of the personnel employed for services to be provided as per this contract.

### 1.03.6 INTIMATION TO CONTRACTOR REGARDING URGENT REQUIREMENTS :

NIBSCOM shall inform the Contractor about its requirement at least twenty four hours in advance for the already planned courses and in urgent and exceptional cases, two hours in advance.

### 1.04 AWARD OF CONTRACT

1. Once NIBSCOM has arrived at a decision, it will issue a written notice of award to the successful bidder. Thereafter; the Contractor will be required to execute a formal 'Agreement for commencement of the work'. Failure of the successful tenderer to sign the Agreement within 15 (fifteen) days of the issue of the said Notice of Award shall be a just cause for the annulment of the award of the contract and in the event of such an annulment; the EMD of the successful tenderer shall be forfeited by NIBSCOM.
2. The successful bidder will commence the work within one week after issue of the Letter of Award & formal agreement.
3. On award of contract, the EMD of the Contractor will be converted into initial security deposit. The Contractor will have to keep a security deposit of 10% (Ten percent) of the total annual contract amount or Rs.2,00,000/- (Whichever is lower) till the validity of contract, out of which EMD of Rs.10,000/- (Rupees Ten thousand only) will be taken as initial security deposit. Balance amount of security deposit may either be deposited by the Contractor before the start of work, or it will be recovered at the rate of 10% (ten percent) from the progressive bills till the entire amount of security deposit is deposited.
4. All payments made will be subject to TDS as per Income Tax Rules applicable.

### 1.05 GENERAL CONDITIONS OF CONTRACT

1. Before submitting the tender, the tenderer is advised to visit the site and make himself thoroughly acquainted with the work to be executed at the site and nature and scope of his work. Location of site, transport arrangement (to be made by Contractor at its own) and other aspects be inspected before-hand. The Contractor shall not be entitled to any claim of compensation for difficulties faced or losses incurred on account of any site condition which existed before the commencement of work or which in the opinion of NIBSCOM might be deemed to have reasonably being inferred to be so existing before the commencement of work.
2. For the purpose of proper, adequate and thorough assessment of the work required to be done, detailed description of work areas along with specifications are given in **Annexure-D**.
3. It is mandatory to visit the site before submission of the bid and a declaration to this effect must be attached as per **Annexure-H**
4. The tenderer should indicate in the Bid, the name and designation of the authorized representative who has the authority to negotiate, settle and accept the offer before the finalization of award of contract. Copy of the Power of Attorney (if any) in this regard shall be submitted by the Bidder along with documents of **Part-I**.
5. The price quoted in the Financial bid shall be valid for acceptance for a period of 3 (three) months from the date of opening of the Bids.

6. NIBSCOM has an obligation to make payments as stipulated in the tender documents subject to rendering of satisfactory services.
7. The contractor shall be liable to comply with all rules and regulations in respect of all the labour laws and statutory requirements including safety regulations which are in vogue or will become applicable in future.
8. The contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc., now in force or thereafter imposed, modified and/or revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons deployed by the Contractor.
9. The contractor shall fully comply with all the applicable laws, rules and regulations relating to E.P.F.Act including the payment of P.F. contributions, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, C.L. (R&A) Act, Essential Commodities Act, Migrant Labour Act, Contract Labour (Regulation and Abolition) Act, 1970 and/or such other Acts or Laws, regulations passed by the Central, State, Municipal and Local Government Agency or authority, including T.D.S. as per I.T. Act, applicable from time to time. The undertaking to this effect must be submitted along with monthly bills.
10. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions/obligations.
11. The contractor shall bind himself/executors or administrators and shall indemnify and hold NIBSCOM indemnified, in respect of this contract, including all of its claims, damages proceedings, costs, charges and/or any expenses whatsoever which may be imposed, enforced or brought against NIBSCOM or any of its members, officers, employees and due to reasons or consequent upon any breach or default on the part of the contractor in respect of violation of any other provisions of Law/Act/Rules or regulations having the force of a law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employed/engaged by the contractor/sub-contractor in connection with this contract. Such indemnity bond has to be furnished/executed on a non-judicial stamp paper worth Rs.100.00. The cost of such stamp paper shall be borne by the Contractor.
12. The contractor shall be responsible for all the claims of his employee and the employees of the contractor shall not make any claim whatsoever against NIBSCOM.
13. The contractor shall obtain necessary license, if required from the Licensing Authority under the Contract Labour (R&A) Act and Central Rules framed thereunder and produce the same before the commencement of the contract. The Contractor shall also comply with all the obligations under the said Act/Rules as well as other applicable laws, State as well as Central Laws.
14. The contractor shall be required to give name, address, qualification, experiences and other pertinent details of the supervisors & housekeepers to be deployed at NIBSCOM. NIBSCOM shall have absolute right to test, interview, otherwise assess or determine the quality of such employees/workers with regard to capability etc. so as to ensure that such employees/workers are competent, qualified or otherwise suitable for efficiently and safely performing the work covered by the contract. Any

employee/worker rejected/not authorised by NIBSCOM shall not be covered by the Contract.

15. The Contractor shall engage fully trained and adequately experienced housekeepers and Room Attendants, who are medically fit. They should be free from all infectious diseases. The Contractor shall get his employees medically examined once in 6 months and obtain fitness certificates or as instructed by NIBSCOM.
16. The persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of NIBSCOM.
17. The contractor shall obtain adequate insurance policy in respect of deployed supervisors and housekeepers to be engaged for the work towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
18. No cutting or over writing will be allowed in financial bid. Any Financial bid with overwriting or cutting (Without proper authentication) will be disqualified.
19. Please do not attach any type of other calculation sheet along with Financial bid format. In case it is submitted it will not be considered and NIBSCOM reserves right to reject such Financial Bids without assigning any reason.
20. Financial bid submitted in format other than the format given in the tender document will not be considered and will be rejected. NIBSCOM reserves right to reject such Financial bids.
21. The authorized signatory must sign on both the pages of Financial bid with company seal.
22. The Contractor shall be deemed to have known the nature, scope, magnitude and extent of services to be rendered and materials to be procured, though the contract documents may not fully spell out all the details.
23. **The price quoted in the financial bid shall remain firm during the contract period, there will be no enhancement (under any circumstances) in rate quoted in the financial bid during the entire contract period.**

#### **1.06 SPECIAL CONDITIONS OF CONTRACT**

1. For the full, proper and continuous supervision of the works under the contract, the Contractor shall depute and mobilize the necessary number of qualified and experienced technical staff and equipment for testing etc. at site with the prior approval of NIBSCOM.
2. If any property/asset/equipment is damaged during the process of its operation and maintenance due to a cause which is attributable to the Contractor, the same shall be made good by the Contractor at his own cost, to the satisfaction of NIBSCOM.
3. The Contractor shall keep NIBSCOM saved harmless and indemnify against claims, if any, of the workman, technical staff engaged by Contractor and all costs and expenses as may be incurred by NIBSCOM in connection with any claim that may be made by such workmen/technical staff.
4. The Contractor shall on the request/instructions of NIBSCOM immediately remove from site any person (s) employed thereon by him, who may in the opinion of NIBSCOM be found unsuitable or incompetent or who may be involved in misconduct. Such discharges shall not be the basis of any claim for compensation or damages against NIBSCOM.

### **1.07 INSPECTION AND TESTING BY NIBSCOM AND PENALTIES AND LIABILITIES FOR DAMAGES**

NIBSCOM shall be entitled at all times to inspect and/or test by itself or through any of his representatives or an independent agency the premises served by the contractor and cleaning materials, disinfectants etc. used for the purposes of this contract. If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of NIBSCOM or its authorized representative shall be final) the contractor shall replace such material.

The contractor shall be liable to make good the loss or damage caused to NIBSCOM's premises, equipment, furniture etc. In addition to this, in case the contractor fails in his contractual obligations at any time for any reasons whatsoever including his own labour problem, he shall be liable for penalty to the extent of 10% (ten percent) of the contract value(Monthly) or as NIBSCOM deems fit as well as to compensate for the excess expenditure incurred by NIBSCOM, by way of providing house-keeping and room services from any other source, which will be done at the cost, risk, expenses and responsibility of the contractor. The above will be without any prejudice to any other action, which NIBSCOM may take. If particular work is not performed as per the time schedules specified in **Annexure E**), the proportionate amount (according to the payment terms) will be deducted from the next immediate bill of the month.

If due to the above reason, or any other failure on the part of the contractor the venue of training programmes is required to be shifted from NIBSCOM to any other place, NIBSCOM shall be entitled to get the service done at the shifted venue at the cost, risk and responsibility of the contractor not withstanding anything in this respect contained in the contract and without any prejudice to the other action NIBSCOM may take including imposing penalty or termination of contract.

For all instances of delay in service within the specified time, not serving or supplying any one of the stipulated/specified items, not rendering house-keeping and room services, or for any omission or commission in consistent with the terms and conditions of the contract, the contractor shall be liable to pay a minimum amount of Rs. Rs.1000/- or more as decided by NIBSCOM for every such occurrence/instance.

### **1.08 ASSIGNMENT AND SUBLETTING**

The Contractor shall not without the written consent of NIBSCOM assign this contract or sub-let a portion of this contract to any third party.

### **1.09 PERIOD OF CONTRACT**

The period of contract shall be for two year and extendable by another one year at the sole discretion of NIBSCOM.

The contract shall be in force for the period stipulated in the contract, and only on expiry thereof, it shall be deemed to have been terminated automatically unless otherwise extorted by NIBSCOM & intimated in writing. Further, the contractor shall not have any right, either contractual or equitable, to demand any fresh contract for another term or to continue the same in preference to any other intending party. The contractor shall have no right to sublet the entire work or any portion of the work under any circumstances.

#### **1.10 TERMINATION OF THE CONTRACT BY NIBSCOM**

NIBSCOM shall have full rights to terminate (after giving one month notice to contractor) or rescind the contract if the Contractor makes default in any one or more of the following respects:

1. if he without reasonable cause wholly suspends the carrying out of the works before completion thereof, and continues to do so after a written notice of seven days from NIBSCOM, or
2. if he fails to proceed regularly and diligently with the works, and continues to do so after a written notice of seven days from NIBSCOM, or.
3. if he refuses or persistently neglects to comply with the written notice of seven days arranged to be served upon him by NIBSCOM, or
4. if he assigns, transfers or attempts to assign, transfer or sublets the works or any portion thereof without the prior written permission of NIBSCOM.

Upon termination of the contract, NIBSCOM shall be entitled, at the risk and expenses of the contractor, to carry on the services for the balance period of the contract as contemplated in the scope of work through an independent agency and to recover the amount thus incurred from the contractor in addition to any other amounts, compensation and damage that NIBSCOM is entitled to in terms of the relevant clauses of the existing contract. The difference between the amounts of running the services under the contract and the amount actually incurred by NIBSCOM for the completion of the entire services for the balance period of the contract and in the event of the latter being in excess of the former, NIBSCOM shall be entitled, without prejudice to any other mode of recovery available to NIBSCOM, to recover the excess from the security deposit or any money which is due to the contractor.

#### **1.11 TERMINATION OF THE CONTRACT BY CONTRACTOR**

The agreement can be terminated by contractor by giving three months notice in advance. If the agency fails to give Three month's notice in writing for termination of the Agreement then amount equivalent to one month of contract amount payable etc. and any amount due to the agency from NIBSCOM shall be forfeited

#### **1.12 ARBITRATION IN CASE OF DISPUTE**

- (i) All dispute and differences of any kind whatsoever arising out of or in connection with the Contractor carrying out the works (whether during progress of the works or after their completion and whether before or after the determination, abandonment or breach of contract) shall be referred to and settled by the Director, NIBSCOM, who shall state his decision in writing.
- (ii) If the Contractor is dissatisfied with the decision on any matter, question or dispute, he may within 14 days after receiving such decision give a written notice to the Director, NIBSCOM requiring such matters to be arbitrated upon. Such written notice shall specify the matters which are in dispute and none others shall be arbitrated upon; and such matters shall be referred to the arbitration of an Arbitrator who shall be appointed by the Director, NIBSCOM.
- (iii) This contract shall be governed by Indian Laws for the time being in force.
- (iv) Any legal proceedings related to this contract shall be limited to Courts of Law under the jurisdiction of Gautam Budh Nagar District Court at NOIDA-UP.

**1.13 SECRECY – CARE AND DILIGENCE**

The Contractor shall exercise reasonable care and diligence in the discharge of the services agreed to be performed by him. If in the performance of the services, the Contractor has discretion exercisable as between NIBSCOM and any other concerned party; the Contractor shall exercise his discretion fairly.

**1.14 ENTIRETY OF AGREEMENT**

This agreement contains the entire terms and conditions to be agreed upon by the parties hereto with respect to the award of the contract and all previous understanding, agreements and communications relative hereto are superseded unless otherwise incorporated therein. This Volume duly signed by the tenderer will form a part of the tender document and will be submitted along with the Technical Bid.

**For & on behalf of National Institute of Banking  
Studies and Corporate Management**

**Director**

**NIBSCOM**

**VOLUME II**

**TECHNICAL BID**

**NATIONAL INSTITUTE OF BANKING STUDIES  
AND CORPORATE MANAGEMENT  
PLOT NO.A-30, SECTOR 62,  
NOIDA – 201 307  
U.P.**

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## VOLUME II

### TECHNICAL BID

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**2.01 Three years Balance Sheet and Profit & Loss Account.**

Individuals, Proprietary Firms, Partnership Firms as well as companies who are participating are required to enclose three years audited Balance Sheet and Profit & Loss Account for(FY 19-20,20-21,21-22(Mandatory) & 22-23(Provisional/Audited) complete in all respects i.e. along with audit reports.

**2.02 Income Tax Return.**

Photocopy of the valid Income Tax return (FY 19-20,20-21,21-22 ) self attested will be furnished by every Bidder. The tender is likely to be rejected in the absence of Income Tax return.

**2.03 Earnest Money Deposit**

The Earnest Money Deposit of Rs.10,000/- is to be enclosed along with the Technical Bid. The Earnest Money should be in the form of Draft/Pay Order drawn payable at Noida/New Delhi favouring **‘National Institute of Banking Studies and Corporate Management’** duly crossed ‘Account Payee’. Draft/Pay Order should be got issued from a Public Sector Bank. Particulars of the Draft/Pay Order may be furnished below: (DD must be valid for 3 months from the date of submission of tender)

- 1. Draft/Pay Order No.
- 2. Date
- 3. Name of the Issuing Bank
- 4. Drawn on

**2.04 DEVIATIONS**

List out areas where the contractor will not be able to provide services/maintenance as per the specification & terms and conditions laid down under para 1 (Scope of Work) of Volume I of this contract.

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_

**(Enclose a separate sheet as annexure if this space is found inadequate)**

**I/We hereby declare that the information submitted above is true and correct to the best of my knowledge & nothing material has been suppressed or concealed. I/we fully understand that I/we will be liable for all damages if such a concealment/suppression is likely to affect the interest of NIBSCOM. Further I/we have gone through the scope of work detailed in Volume I of this Contract Document and I/we hereby undertake to provide maintenance and operational services in conformity with the specifications and service conditions so described except for the deviations listed in para 2.04 above.**

SIGNATURE -----  
 NAME OF THE BIDDER -----  
 ADDRESS -----  
 -----

**DATE**

**SEAL**

**FINANCIAL STATUS OF BIDDERS**

1. Quantum of business done during the last three financial years:

(i) Rs.

(ii) Rs.

(iii) Rs.

**Please enclose audited profit and loss account and balance sheets for the last three years (Indicate no. of sheets).**

**(Signature of Bidder with Stamp)**

**Note :** All the documents should be duly certified by auditors/chartered accountant, as may be applicable.

## Details of similar nature of work executed in the past along with copies of Certificates\*

S.No.	Name of the organization	Address/ Telephone No.	Value of Contract	Year of award of contract	Duration of contract	Whether completed/ incomplete

- The tenderer may use if so required, separate sheet of paper(s) to furnish the particulars in the order demanded above and these sheets may be enclosed with the Technical Bid.
- Similarly copies of the Certificates be enclosed with the technical Bid as attachments.

**(Signature of Bidder with Stamp)**

**Note :** Please enclose the certificates from the clients, if any.

**NATURE OF JOBS FOR HOUSEKEEPING AND ROOM SERVICE**

<b>S.No.</b>	<b>Description/Nature of Job</b>	<b>Frequency</b>
1.	Sweeping, dusting, cleaning and wet mopping of floors, lobbies, lounges, Garden area passages, lawns, basement, lift, staircases, Terraces, and other contiguous areas	Periodically on every day
2.	Dusting and cleaning of all furniture e.g. filing cabinets, almirahs, book racks, side racks etc. and other utility items.	Periodically on every day
3.	Vacuum cleaning of floor carpets, electronic items/equipments, upholstered furniture, pelmets, window frames, window glass panes etc.	Twice in a week.
4.	<p>a. Cleaning of hostel room toilets with phenyl/disinfectant or any other material required to keep toilets neat &amp; clean.</p> <p>b. Cleaning of public toilets in hostel block/Administrative Block with phenyl/disinfectant. Providing liquid hand soaps with dispensers and spraying of air fresheners at all hand washing areas ensuring availability of urinal screen in urinal blocks and fragrance cubes /nephatholin balls in wash basins.</p> <p>c. Providing fragrance cubes, needles, threads, buttons, toilet paper etc. in all rooms as and when required.</p> <p>d. Cleaning of drains/Nallis for uninterrupted flow of waste liquids.</p> <p>e. Deep cleaning &amp; service of all washrooms &amp; watertanks.</p>	<p>Every day and as when required during the day</p> <p>Every 2 hours in a day (or as and when required in between)</p> <p>Every day and as and when required during the day</p> <p>Once in a week and as when required</p> <p>As &amp; when required</p>
5.	<p>a) Hand towel, Bath towel, Bed sheet and Pillow Cover</p> <p>b) Curtain, duvet, quilt and Blanket and other upholstery</p>	<p>Twice a week or change of participant/ guest whichever is earliest.</p> <p>As and when required.</p>
6.	<p>a) Providing branded Toiletry kit comprising of branded moisturizer, shampoo, toilet soap, bathing soap &amp; Hand wash liquid soap, Dental Kit (toothpaste &amp; brush), Conditioners (only for ladies), Shaving kit (shaving gel &amp; razor for gents)</p> <p>b) Toilet paper and sanitary cubes (Odonil) in toilets</p> <p>c) Provision of Thread, needle, buttons, shoeshine, plain envelopes etc. in all rooms.</p>	Every day or as and when required to be replenished.
7.	Manning of Hostel reception by supervisor along with two housekeeping staff round the clock and attending to all the complaints including maintenance of check-in and check-out registers.	On continuous basis

8.	Providing mosquito repellent machine with cake/liquid in all rooms including admin blocks ,libraray,Dinning halls, Reception etc.	Every day.
9.	Spraying of air-purifiers and room freshners in all the rooms along with all insect killer spray (including lecture halls, library, Administrative block etc.)	Every day.
10.	Cleaning and placement of thermos flasks & weekly washing with bottle brush & vim , tumblers, waste paper baskets and garment hangers in the cupboards provided by Institute in all the rooms..	Every day.
11.	Supplying such newspapers as suggested / recommended by the Institute for each participant/guest in the room and other areas before 8 A.M.	Every day
12.	Disposal of garbage of institute (including canteen) from time to time during the day to an unobjectionable place outside the premises and periodical wet washing of dustbins at contractor 's cost.	Every day.
13.	Cleaning of room service including laying of beds in the hostel rooms, drinking water in the hostel rooms, water dispenser, bottle (as & when required).	Every day.
14.	Making suitable classroom/outdoor arrangements for meeting/ get-togethers/ parties/ group photo etc. which may entail lifting and movement of furniture etc. from one place to another & additional cleaning work.	As and when required.
15.	Cleaning of store rooms , wet cleaning of Doors & Partitions including other furniture & fixtures	Weekly.
16.	Vacuum cleaning of electronic gadgets i.e. Computer ,A.C,T.V Stabilizer etc.	Every alternate day.
17.	Cleaning of Basement (Wet cleaning), Board Room, Surface area, Fire exist route.	Once in a week
18.	Pest control of all the premises using branded chemical of reputed company.	Minimum 4 times in a month.
19.	Supervising and managing all housekeeping and facility services.	Daily basis or as & when required

The above are only the minimum requirements. Contractor shall however, ensure clean and hygienic environment and look after comforts and needs of the participant at all times.

**DETAILS OF PREMISES FOR HOUSEKEEPING**

1. Name of the premises: National Institute of Banking  
Studies and Corporate  
Management  
Noida – 201 307
2. Address of the premises: Plot No.A-30, Sector 62,  
Institutional Area  
Noida – 201 307  
U.P.
3. Phone No.: 0120-2975208/09,2975204/05,2975230/31
4. Mail id nibscom@nibscom.in
5. Details of accommodation  
Requiring housekeeping:
  - a) **ADMINISTRATIVE BLOCK**  
(Including lecture/conference Hall, library block,  
offices, common toilets, Faculty rooms, Computer Lab, Online Studio etc.)
  - b) **HOSTEL BLOCK**

i) Double rooms set	:	49
ii) Resident Warden's residence	:	01
iii) Classroom	:	01
iv) Recreation room:	:	01
v) Toilets in double room sets	:	
vi) Common Toilet, (M and F )	:	01 Each
vii) Basement	:	
  - c) **SERVICE BLOCK**  
Lounges, corridors, common passages, Lawn, Garden area, Store rooms, Shafts etc.
  - d) **CORRIDORS, STAIRCASES, Visitor Lounge etc.**
  - e) Pathways, adjoining roads, Roof tops, terraces, parking area, Electrical room, nallis, drains etc.
  - f) Solar panels and Accessories etc. thereto.
  - g) Sports facility including TT, Billards, open gym and Badminton etc.

**THE DETAILED SCHEDULING OF MISCELLANEOUS HOUSEKEEPING JOBS**

<b>S.No.</b>	<b>Nature of Job</b>	<b>Timings</b>	<b>Remarks</b>
<b>1.</b>	Administrative Block(Faculty rooms, lecture halls, Admn office, Board Room, Reception area ,Library ,Corridor & Staircase , Service Block etc.	Should be cleaned by 9 A.M	May vary at times as per need
<b>2.</b>	Hostel Block	9:30 A.M to 4:30 P.M	
<b>3.</b>	Roads & Roofs/Terraces & Electronics Item.	Every day	As and when required
<b>4.</b>	Solar panels and Accessories, Basement etc. thereto.	Once in a Week	

**Note: The above scheduled is only indicative not exhaustive.**

**Broad Structure of Housekeeping Services**

1. **Supervisor/Assistant Supervisor** : Supervisor round the clock with assistant.
  
2. **House-keepers including** : Require suitable number of housekeeping staff to undertake specified housekeeping work as per Annexure-C

**Minimum Eligibility Criteria:**

- I. The entity should be registered with GST Department & should have a valid GSTIN.
- II. The entity should have PAN No. in its name.
- III. The entity must have Provident Fund Account No. in their name.
- IV. The entity must be registered for deployment of housekeeping services under relevant act.
- V. The entity must have ESI No. in their name.
- VI. The entity must mark serial page number of their technical documents and put their authorized signature on each page.
- VII. The firm should have an office in Delhi/NCR.
- VIII. The entity should be in this business for at least Five years. The entity must enclose the work completion certificates in related service only in support of experience failing to provide this their bid will be summarily rejected. The turnover of the firm during last each three financial years except Covid period i.e. F.Y. 2020-21 & 2021-22 should be not less than Rs.50 (Except Covid period as mentioned above) Lakhs. If the turnover is less than 50 lacs (Except Covid period as mentioned above) in any of these three years than the bid will be summarily rejected.
- IX. The entity should not be blacklisted by any Govt Department/State/Ministry of the Government of India or any PSU or any other reputed organization for which a self declaration on Rs 100/- stamp paper must submitted as per **Annexure- I**.

**(Note: Bidder are advised to enclose the documentary evidence of the above Minimum eligibility criteria with tender documents as specified failing to this the bid will be rejected. Bidders not complying the Minimum eligibility criteria do not apply)**

**Letter of Undertaking**  
(On Duly Notarized Stamp Paper of Rs.100)

We, M/s \_\_\_\_\_  
having office address \_\_\_\_\_ do hereby  
declare that we have visited all areas/locations of NIBSCOM, A-30, Sector 62, Noida as specified in  
Annexure-D on \_\_\_\_\_ to full satisfaction of ourselves.

We confirm that we have understood the scope of work. Our bid is accordingly prepared and fulfills all  
the obligations as stipulated in the tender document.

**(Name & Designation of Authorized Signatory)**  
**For & On Behalf of**

Date : \_\_\_\_\_  
Place : \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Annexure-I**

**Letter of Undertaking**  
(On Duly Notarized Stamp Paper of Rs.100)

We, M/s \_\_\_\_\_  
having office address \_\_\_\_\_ do hereby  
declare that we have not blacklisted by any Govt. Department/ State Govt./Ministry of the  
Government of India or any PSU or any other reputed organization.

**(Name & Designation of Authorized Signatory)**  
**For & On Behalf of**

Date : \_\_\_\_\_  
Place: : \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NIBSCOM**

**VOLUME III**

**FINANCIAL BID**

**NATIONAL INSTITUTE OF BANKING STUDIES  
AND CORPORATE MANAGEMENT  
PLOT NO.A-30, SECTOR 62,  
NOIDA – 201307  
U.P.**

**PROFORMA FOR FINANCIAL BID  
(Housekeeping Services)**

**Name & Address of the entity:** \_\_\_\_\_

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**Please Note that:**

1. Figure must be written in words as well as in figures, in case of any discrepancy between figures and words, the amount written in words will be taken for consideration.
2. No cutting or over writing will be allowed. Any Financial bid with overwriting or cutting (without proper authentication) will be disqualified.
3. Please do not attach any type of other calculation sheet along with this format. In case it is submitted it will not be considered and NIBSCOM reserves right to reject such Financial Bid without assigning any reason.
4. Financial bid submitted in format other than the format given in the tender document will not be considered and may be rejected. NIBSCOM reserves right to reject such Financial Bid without assigning any reason.
5. The authorized signatory must sign on both the pages of Financial bid with company seal.

**Contd on Page 2/-..**

I/We wish to submit our financial bid for "THE HOUSEKEEPING SERVICE CONTRACT" on the following rates

S. No	Particulars	Per Month
1.	Monthly consolidated rate offered for The ENTIRE HOUSEKEEPING SERVICES CONTRACT(As required in Para 1.03 in tender document) in NIBSCOM (Including cost of material to be used)	Rs. _____ (excluding GST)  (Rupees _____ _____ _____ _____)

Yours faithfully,

(Signature of Authorized Person)

Place: \_\_\_\_\_

Name \_\_\_\_\_

Date : \_\_\_\_\_

Designation \_\_\_\_\_

Business Address: \_\_\_\_\_

Seal \_\_\_\_\_

Witness with signature

Name & Address \_\_\_\_\_

Name & Address \_\_\_\_\_