



NATIONAL LAW INSTITUTE UNIVERSITY

Kerwa Dam Road, Bhopal-462044

Tender for Annual Contract for providing interior and exterior Cleaning Services at NLIU premises including Maintenance of Cleanliness/hygiene Wash Rooms/ Toilets and related areas/ space of various buildings situated at National Law Institute University, Kerwa Dam Road, Bhopal – 462044.

National Law Institute University, Bhopal invites tender for providing Cleaning Services at NLIU premises including maintenance of cleanliness/ hygiene of washrooms, toilets and related areas/ space (Under Annual Maintenance Contract) for various buildings situated at National Law Institute University, Kerwa Dam Road, Bhopal from eligible Firms/ Agencies fulfilling the pre-qualification criteria, initially for a period of one year i.e. from September 01, 2020 to August 31, 2021, and thereafter for up to a maximum of one more year or less at a time, subject to their satisfactory performance.

Estimated annual cost of the work (Inclusive of GST @18%)	Earnest Money Deposit for 2020-21 (2% of Estimated Cost)
₹ 28,00,000/-	₹ 56,000/-

For further details, please visit "Tender" Section at NLIU's website <https://www.nliu.ac.in>.

Please note that further Addendum / Corrigendum will only be published on NLIU website.

Place: Bhopal

NLIU
11-06-2020
Registrar

**National Law Institute University
Bhopal**

DISCLAIMER

1. National Law Institute University, Bhopal, has prepared this document to give background information on the work to the interested parties. While National Law Institute University has taken due care in the preparation of the information contained herein and believes it to be in order, neither National Law Institute University nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

2. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by NLIU in submitting the Tender. The information is provided on the basis that it is non – binding on National Law Institute University or any of its authorities or any of their respective officers, employees.

3. National Law Institute University reserves the right not to proceed with the work or to change the configuration of the work, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

Table of Content

Sl. No.	Title	Page No.
1	Schedule of Tender (SOT)	4 – 5
2	Part-I Technical Bid (Form of Tender)	6 – 7
3	Eligibility Criteria	8 – 10
4	Instructions to Tenderers	11 – 13
5	Scope of Work	14 – 17
6	General Terms and conditions	18 – 26
7	Process of evaluation	27
8	Part- II – Financial Bid	28
9	Articles of Agreement	29 – 30
10	Annex I – Details of Bankers	31
11	Annex II – Client's Report	32

Tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.).

NOTICE INVITING TENDER
SCHEDULE OF TENDER (SOT)

1	Description of Works	Annual Contract for providing interior and exterior Cleaning Services at NLIU premises including Maintenance of Cleanliness/hygiene Wash Rooms/ Toilets and related areas/ space of various buildings situated at:- National Law Institute University, Kerwa Dam Road, Bhopal (M.P.) - 462044
2	Annual Estimated Cost	₹ 28,00,000/-
3	Earnest Money Deposit	₹ 56,000/- (2% of Estimated Cost) [Deposited through Demand Draft in favour of Director, NLIU, Bhopal (M.P.) mentioning your Name/ Company Name at the back side of the Demand Draft].
4	Validity of Quoted Rates	Initially for one year (to be renewed and extended on mutual terms and conditions for a period of one year or less at a time but not beyond two years).
5	Mode of Tender	Two Bid Envelope System (Part I - Technical Bid and Part II - Financial Bid)
6	Tender No.	NLIU-B/Cleaning/20-21/
7	Tender Fees	Tender Fees of Rs. 5,000/- + 18% G.S.T. will be submitted through Demand Draft in favour of Director, NLIU, Bhopal (M.P.) mentioning your Name/ Company Name at the back side of the Demand Draft.

Tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.).

8	Tender start Date: Date of starting of submission of Tender.	June 16, 2020
9	Date of Pre Bid Meeting Date	June 23, 2020 at 12:01 pm onwards (Mandatory)
10	Tender Close Date: Last Date of submission of Tender.	July 15, 2020 at 14:00 hours
11	Date and Time of Opening of Part I i.e. Technical Bid	Will be communicated through University Website.
12	Date & Time of Opening of Part II i.e., Financial Bid	Will be communicated through University Website.

Note: Applicants/ Bidders intending to apply will have to satisfy the NLIU by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the NLIU reserves the right to reject their candidature. Tenders without EMD & Cost of Tender Form will not be accepted under any circumstances. The NLIU is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The NLIU also reserves the right to reject all the tenders without assigning any reasons thereof.

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the NLIU's Website.


 Registrar
National Law Institute University
Bhopal

Tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.).

Part-I-TECHNICAL BID
Form of Tender

The Registrar
NLIU,
Kerwa Dam Road,
Bhopal

Dear Madam,

Providing interior and exterior Cleaning Services at NLIU premises including Maintenance of Cleanliness/hygiene Wash Rooms/ Toilets and related areas/ space of various buildings situated at National Law Institute University, Kerwa Dam Road, Bhopal – 462044.

Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to take up the maintenance “**Providing interior and exterior Cleaning Services at NLIU premises including Maintenance of Cleanliness/hygiene Wash Rooms/ Toilets and related areas/ space of various buildings and open areas situated at National Law Institute University, Kerwa Dam Road, Bhopal – 462044**” at the rates mentioned in the financial bid and in accordance with the terms and conditions of the tender and conditions of contract attached hereto.

2. Should this Tender be accepted, I/we hereby agree to abide by and fulfil all the Terms and Conditions of the Tender and in default thereof, to forfeit to fine or impose penalty and pay as per the rate accepted by the NLIU or in default thereof to forfeit the Earnest Money Deposit and pay to the NLIU the amount mentioned in the said Conditions.

3. I/We understand the minimum wages will be required to be paid as per the terms and conditions stipulated by the M.P. State Government from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, etc., also need to be paid as prescribed under various statutes, by me / us.

4. I/we have valid registration in respect of Employees Provident Fund / Employees State Insurance / Service Tax/GST etc., copies of which are enclosed.

5. I/We understand that the NLIU is not bound to accept the lowest tender and reserves the right to accept any tender whether lowest or not. The NLIU also reserves the right to reject all the tenders without assigning any reason thereof. The NLIU can also reject any tender which prima-facie violates any law applicable in the context of this tender.

Tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.).

Declaration by the bidder:

This is to certify that

1. The information/documents/reports provided by me/us in connection with this tender is true to the best of my/our knowledge and if any information is found incorrect or false, I/we may be debarred from the tender process / being awarded the contract.

2. I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself / ourselves abide by them. I/We understand that the NLIU reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason, therefore.

Dated this _____ day of _____ 2020.

For and on behalf of M/s _____

(Signature with seal)

Address _____

(Certified true copy of the Power of Attorney of the above signatory should be attached).

Witnesses

(1) Signature with

Name, address and date

(2) Signature with

Name, address and date

ELIGIBILITY CRITERIA

Sl No.	Criteria	Requirement
1.	Duration of Past experience	(a) The agency must have a minimum 2 years of experience in the relevant field as on February 19, 2020 and furnish their Client list showing the details of work carried out by them during the last 2 years. The list shall include details such as Name of Client, Value of Work executed, Date of Start and Finish of the work, Reasons of delay, certificate of providing services in the firm etc. (b) The agency must have experience in cleaning/ maintenance/housekeeping services in any of the following segments (i) Central / State University, (ii) Govt. Organization / Undertakings (iii) Reputed Public/ Private Sector / Enterprises / Institutions (iv) Educational Institutions of high repute. (c) The Client wise names of the work executed, awarded, actual cost of executed works, names, address and of contact details of officers/ authorities/ departments under whom the works executed should be furnished. <i>(To be enclosed in the Technical Bid Envelope)</i>
2.	Yearly Turnover	The agency must have had an annual turnover of 150% of the Estimated Cost or more during the last 2 financial years ending as on March 31, 2020. A Chartered Accountant (CA) certificate, along with the Balance Sheet, duly certified must be mandatorily submitted along with the Technical Bid Envelope of the tender. Any tender document without the Balance sheet and a CA certificate as regards the turnover will be rejected.

3.	Service Set up	Certificate in support of having a full-fledged service set up in Bhopal should be uploaded. (To be enclosed in the Technical Bid Envelope)
4.	Composition of the firm	Full particulars (whether Agency is an individual, or a partnership firm, or a company etc.) of the composition of the firm of Agencies in detail should be submitted along with name(s) and address (es) of the partners, copy of the Articles of Association / Power of Attorney / any other relevant document. (To be enclosed in the Technical Bid Envelope).
5.	IT Returns compliant	The agency must have Permanent Account Number (PAN) issued by the Income Tax department and should submit the Income Tax Return for last three years i.e 2017-2018, 2018 – 2019 and 2019 - 2020. (To be enclosed in the Technical Bid Envelope)
6.	Name and Address of the Banker and their present contact executive	Written information about the names and addresses of their bankers along with full details, like names postal addresses, e-mail IDs, telephone nos. (Landline and mobile), fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their banker by the NLIU in case it is so needed) should be enclosed in the Technical Bid Envelope .
7	Solvency Certificate/ bank statement	Solvency Certificate or Bank statement (of last three months) from the bank where the account is maintained to be furnished. (To be enclosed in the Technical Bid Envelope).

8.	Bank Accounts	The bidder should have Current Account in Scheduled Banks to receive the payments by electronic means (NEFT).
9.	Documents to be submitted in the Technical Bid Envelope.	a) Copy of GST registration (having GST No.) & PAN Card is mandatory. b) Copy of registration with the Regional Labour Commissioner (Central), Ministry of Labour and Employment, Government of India, for engaging contract labour as required under the Contract Labour (Regulation & Abolition) Act, 1970. c) Copies of E.P.F Registration and Certificate and E.S.I registration certificates. d) Details of the Bank Account held by them in a scheduled bank in India. No case pending with the police against the Proprietor/Firm/Partner or the Company/Firm. (To be enclosed in the Technical Bid Envelope)
10.	Rates quoted by the Agency	The rates quoted by the Agency should be in accordance with the Contract Labour Act 1970/ Minimum Wages Act. Tenders having quoted rates below the prescribed rates will be rejected. The rates should be inclusive of all taxes, charges etc.
11.	Undertaking	The bidder shall further keep the NLIU indemnified against any loss to the NLIU, Bhopal property and assets. The NLIU shall have further right to adjust and/or deduct any of the amounts, as aforesaid, from the payments due to the bidder under this contract.

Note: The NLIU reserves the right to call for proof/ verification of any of the above-mentioned particulars.

Tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.).

INSTRUCTIONS TO TENDERERS

General Instructions

National Law Institute University, Bhopal invites tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.), for an initial period of one year from September 01, 2020 to August 31, 2021 (extendable for another one year as per laid down contractual obligations. The contract can be extended for another one year, at a time or less subject to satisfactory performance of the house keeping/cleaning services provided and adherence to contractual obligations by the concerned firm/company.

1. Pre- Bid Meeting

- a) Tenderers requiring any clarification of this document shall contact the NLIU in writing at the email address mentioned in this document or raise enquiries during the pre-Bid meeting.
- b) The tenderers' designated representatives are invited to attend a pre-Bid meeting on June 23, 2020 at 12:00 hrs at Conference Hall, National Law Institute University, Bhopal. The purpose of the meeting will be to clarify issues and to answer questions that may be raised at that stage.
- c) The tenderers shall submit questions, if any, in writing, to reach the NLIU's address mentioned in this document, not later than one day before the date of the pre-Bid meeting.
- d) Non-attendance at the pre-Bid meeting will **not** be a cause for disqualification of a tenderer.

2. Documents comprising the Tender

The Tender shall comprise the following:

- Notice Inviting tender
- Technical Bid Details
- Financial Bid Details
- Contract Agreement

3. Submission, Sealing and Marking of Tenders

- a) Tenderers submitting tenders manually and shall follow the submission procedures specified in the Instructions regarding Tender.
- b) The tenderers may submit their Financial Bid in prescribed format along with copies of necessary documents as indicated in the tender document. Tender with all information shall be submitted on or before the prescribed time and date.

Tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.).

c) If desired / prescribed information is not submitted, the NLIU will assume no responsibility for rejection of tender.

4. Deadline for Submission of Tenders

a) Tenders must be filled through tendering process mentioned in this document, not later than the date and time indicated in this document.

b) The NLIU may, at its discretion, extend the deadline for the submission of tenders by amending the Tender Document.

5. Late Tenders - No Tender after the deadline shall be allowed.

Tenderers are advised to consider the tentative monthly consumption of the items and labour cost, while quoting the rates. However, the NLIU will not provide any commitment on the tentative average monthly consumption/ costs.

Tender Opening

The NLIU shall open the tender on the notified date.

Part - I (Technical Bid) of the tender will be opened in the presence of the tenderers/their authorized representatives.

Part-II (Financial Bid) of only those tenderers who qualify/are found suitable after scrutiny of Part-I (Technical Bid) by the NLIU will be opened on a subsequent date which will be intimated to all the eligible tenderers in advance by notification through NLIU website. The decision of the NLIU in this regard will be final.

6. Bid Evaluation Criteria

The Technical Bids shall be evaluated based on the available documents submitted by the bidder along with the tender form.

(Note: Information relating to the evaluation of tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process until information on Contract award is communicated to all tenderers).

7. Clarification of Tenders

a) To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, the NLIU may, at its discretion, ask any tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the NLIU shall not be considered. The NLIU's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the NLIU in the evaluation of the tenders.

b) If a tenderer does not provide clarifications of its tender by the date and time set in the NLIU's request for clarification, its tender shall be liable to be rejected.

8. Signing of Contract

The successful tenderer shall execute an agreement with the NLIU on Non-Judicial stamp paper of value as prescribed by the Stamp Act, 1899 within 15 days of award of work. The stamp duty shall be borne and paid by the Agency. Monthly bills will be paid only after the submission of contract agreement and Police Verification Report of all the hired employees by the Agency. However, the issue of intimation of award of work by the NLIU shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.

9. Disclaimer

a) Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any tenderer within three (3) days from the date of Notice inviting tender, it shall be considered that this document is complete in all respects.

b) The NLIU reserves the right to modify, amend or supplement this document including all formats and Annex.

c) While this document has been prepared in good faith, neither the NLIU nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

d) After selection and before commencement of work, the successful bidder shall execute (at his/her own expense) an agreement on a stamp paper of prescribed value with the NLIU. The bidder shall also submit a Performance Bank Guarantee in favour of the NLIU as a security deposit for an **amount equal to 5% of the contract value**. The validity of the Performance Bank Guarantee shall be **6 months** beyond the term of the contract. No interest will be paid by the NLIU on the Performance Bank Guarantee deposited. Further, NLIU reserves the right to recover any part or the entire amount of the Performance Bank Guarantee in case of any loss, theft, damage, non-payment of salary etc. The decision of NLIU in respect of such losses shall be final and binding.

Note- The Agency may visit the site before quoting the rates to assess the quantum of work.

SCOPE OF WORK

A. Providing interior and exterior Cleaning Services at NLIU premises including Maintenance of Cleanliness/hygiene Wash Rooms/ Toilets and related areas/ space of various buildings situated at National Law Institute University, Kerwa Dam Road, Bhopal – 462044.

- a) The Contractor shall engage only skilled and experienced workers (for this work. The work has to be carried out on all days (Monday to Sunday) by full time workmen. **The working hours will be from 8:00 am to 04:00 pm** on all days. The Contractor shall ensure that the full-time laborer shall make himself available anytime during the working hours for maintenance of bathroom and emergency clearance. The NLIU reserves the right to increase or decrease the number of persons to be deployed before awarding the work or anytime during the currency of contract.
- b) High standard of cleanliness up to the level of that of Central / State University, Govt. Organization / Undertakings, Reputed Public/ Private Sector / Enterprises / Institutions, Educational Institutions of high repute should be maintained by using quality materials. The agency shall ensure cleanliness of Office premises before commencement of regular working hours on all days as mentioned above.
- c) The following cleaning works are to be undertaken before commencement of office:
 - i) Cleaning of platform and toilet pots, seats/urinal pots, sink, wash basins, racks, glass mirrors etc.
 - ii) Thorough sweeping, washing, mopping and scrubbing of floors and wall dado inside the toilets, plumbing and sanitary fittings & fixtures, glazed ventilators etc
 - iii) Cleaning of fans, lighting fixtures, exhaust fans etc.
 - iv) Cleaning of walls, ceilings, curtains, blinds, dirt, stains, etc.
 - v) Cleaning of workstations, tables, chairs, cupboards, storage units shelves etc., dusting of office equipments such as computers, printers etc.
 - vi) Cleaning of windows, window panes, grills, doors, ventilators etc.
 - vii) Sweeping and mopping of floors with mechanized cleaning machines in the office premises with disinfectant.
 - viii) Sweeping and mopping would automatically include cleaning cobwebs, tiles flooring, wall tiles and skirting in the said areas.
 - ix) Provide **eco-friendly garbage bags** in all dustbins.
 - x) Cleaning of accessories provided in the wash rooms like buckets/ mugs/ soap cases etc.
 - xi) Keeping the passage always clean even if it means cleaning repeatedly.
 - xii) Pick up any litter lying around the washrooms of the NLIU premises
 - xiii) To ensure all the equipment in the toilets/washrooms like Taps /Sinks /Geyser/Flush /Shower /Soap container etc. are in working condition and if not, report to Care Taker/Estate Cell. Complaints regarding civil, electrical,

- plumbing etc. observed in the toilets, wash rooms etc. must be resolved by reporting to Care Taker.
- xiv) All the cleaning material and equipment to be provided by the service provider/ Agency/ Firm.
 - xv) The cleaning material used will be eco-friendly and of standard quality to avoid damage to CP fixture/ tiles/flooring etc.
 - xvi) The outer area of all the buildings, main entrance and roads shall be kept clean and collection of dry, wet waste and its disposal shall be duly take up by the tenderer.
 - xvii) The successful tenderer shall be penalized for not maintaining clean and hygienic atmosphere and if burning of waste material is found in the campus as per the discretion of the University and as per the visit / inspection conducted by the Bhopal Municipal Corporation time to time and in such condition it is sole responsibility of the tenderer to submit the fine and University has no role for the same.
 - xviii) The storm water drains, terrace, septic tank, and sewage line shall be cleaned and hygienic condition shall be maintained throughout the campus.
 - xix) The disposal of plant waste and shrubs etc., may be taken up by creating compost pit in the campus. The agency having experience in the above process may be given preference.
 - xx) The contactor should use following approved/ any other equivalent cleaning material preferably non-toxic & eco-friendly as approved by NLIU:
 - a. Cleaning material – Harpic or similar quality/ reputed brand for toilets
 - b. Lizol (Perfumed) or similar quality for floor cleaning.
 - c. Colin or similar quality for cleaning of window panes /fans/ mirror etc.
 - d. Permanent kind of stains inside the washrooms can be cleaned with the help of stain removers like “Easy Off Bang” or similar quality
 - e. Use of branded floor cleaning materials for respective floor finishes (Ceramic/vitrified/granite/kota).
 - f. Use of branded floor cleaning materials for respective floor finishes (Ceramic/vitrified/granite/kota).
 - xxi) Agency should keep / provide stock of cleaning materials/ machines for use to ensure state of the art cleaning such as scrubbing machines/ dusters/ mops/ detergents/ washing powder, brooms, sponges, garbage sacks, polish, phenyl acid, ladder, vacuum cleaner, different types of brushes for dusting, liquid items cleaning, oil stain remover, bleaching liquid, bleaching powder, cleaning acid etc.
 - xxii) Proper disposal of garbage as per the extant norms of authorities.
 - xxiii) Wherever the mechanized cleaning is required like roads, floors, Auditorium etc., there proper machines would be arranged and work shall be carried out by the tenderer.

Sl. No.	Description of work	Total Area (in Sq. Ft.)
<u>Daily cleaning of the following buildings.</u>		
1.	Old Boys' Hostel (Bhagirathi)	44568
2	New Boys' Hostel (Katyayan)	37500
3	Old Girls' Hostel (Narmada)	47710
4	New Girls' Hostel (Shipra)	27169
5	Teaching Block – I	17216
6	Teaching Block – II	20000
7	Guest House	18500
8	Gyan Mandir (cleaning of outer glass included)	30500
9	Auditorium	5800
10	Convention Centre (including Auditorium – 900 seats)	37660
11	Sports Complex	10629
12	Legal Aid Clinic (Day Care Centre)	3605
13	Health Centre	5865
14	Rajiv Gandhi Cyber Law Centre	13827
15	Samadhan Bhawan	6000
16	Administrative Bhawan	4500
17	PG Boys' Hostel (Warden Residence)	1300

Note:- From above stated built-up area, the area except already occupied by furniture and other equipment are to be cleaned, and furniture and other equipment are to be dusted every day.

B. Working Hours: The agency is required to deploy their staff on **all days** of the week. NLIU reserves the right to seek additional deployments of agency's staff on selected days, in case the need arises, with prior intimation.

C. Supervision & Quality of work: The agency shall ensure that the workers / employees employed by him do their work faithfully and fittingly. Supervisor appointed by the agency shall be available in the campus as and when required and he may conduct surprise visits on a regular basis inside the premises to ensure that the staff are working properly.

Tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.).

D. Extra Work: No claim for any extra work shall be allowed unless it has been executed with the concurrence of the Employer. Any such extra work as authorized shall be made in accordance with the following provisions:

a. The net rates or prices in the original tender shall determine the valuation of the extra work where such extra work is of similar character and executed under similar conditions as the work priced therein.

b. Rates for all items, wherever possible, should be derived out of the rates given in the Financial Bid (Part-II of Tender).

E. Reporting & Coordination: Agency shall, at least once in 15 days and/ or as and when called, in person visit officers of NLIU for better coordination and / or performance review.

F. Quality of Materials: Agency shall use good quality NLIU approved branded ISI mark materials for treatment so that the said premises remains in hygienic and healthy condition. In case NLIU is not satisfied with the quality of the material used, the same should be changed/ replaced immediately by agency.

G. Unsatisfactory Service: In case services rendered by the agency are found to be unsatisfactory, a written notice shall be issued and the amount, on proportionate basis will be deducted from the bill.

H. Ineffective Housekeeping: If the house keeping is not found effective additional cleaning will have to be carried out with no extra cost.

I. PENALTY:

(i) In violation of Terms and Conditions of the Tender and in default thereof, to forfeit to fine or impose penalty and pay as per the rate accepted by the NLIU or in default thereof to forfeit the Earnest Money Deposit and pay to the NLIU the amount mentioned in the said Conditions.

(ii) On any default the penalty fixed by the competent authority of NLIU will be recovered by the monthly bill.

(iii) If any complaint is received regarding misconduct/misbehaviour of agency's personnel, **a penalty of ₹2000/-** for each such incident shall be levied and the same shall be deducted from agency's pending/subsequent bill.

(iv) If any complaint is received regarding breakage/loss to the property of resident by the agency's personnel, **a penalty equivalent to the loss/breakage** shall be levied and the same shall be deducted from agency's pending/subsequent bill.

GENERAL TERMS AND CONDITIONS

1. The Agency shall:

- a. No previously engaged person for cleaning work be engaged by current deployed for cleaning works.
- b. A pre-bid meeting of the intending tenderers will be held at 03:00 PM on June 23, 2020 in Conference Hall, Samadhan Bhawan in the NLIU Campus. The NLIU will clarify any issues/doubts raised by the bidders in respect of the tender. No separate communication will be sent for this meeting. It is mandatory for the intending tenderers to be present. The tenderers are expected to get all their issues/doubts clarified during this meeting. Bids will only be accepted of those bidders who are represented at this pre-bid meeting.
- c. ensure that he/she deploys only adult, trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works.
- d. be responsible for and arrange to bear costs of such equipment, materials and other paraphernalia as considered necessary by the NLIU for effectively rendering the services.
- e. be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purpose of rendering the services required by the NLIU under this tender. Written records for having made these payments will be submitted to the NLIU, for its verification.
- f. maintain neat, complete and legible registers, records, reports and returns for inspection by various authorities at short notice.
- g. provide information as required in respect of all his employees to enable the NLIU to monitor compliance of P.F., ESI, etc. if so desired.
- h. ensure that all persons employed by him/her, for the purposes for rendering the services required by the NLIU, are insured with Government of M.P. recognized insurance companies, for which no extra payment will be made by the NLIU. The agency shall be responsible for any injury or damages to any persons, animals or any other things employed / used by him/her.
- i. ensure that his/her employees, while on the premises of NLIU or while carrying out their obligations, observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by the NLIU or its authorized agents and the NLIU shall be the sole judge as to whether or not the agency and /or his employees have observed the same.

- j. personally and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of his/her employees so as to ensure that the services rendered are carried out to the satisfaction of the NLIU. A weekly report shall be submitted to the office by the Agency.
- k. ensure that no employee of the agency will enter or remain on the NLIU's premises beyond the specified time limits & areas unless absolutely necessary for fulfilling Agency's obligations and with NLIU's permission.
- l. be liable for any damage caused to the NLIU or its premises or any part thereof or to any fixtures or fittings thereof or to any property of the NLIU and therein by any act, omission, default or negligence of the agency or his employees or agents.
- m. provide identity cards to his/her employees or agents who shall be doing the subject job at the NLIU's premises. All the employees and agents should display the identity card in their person for all the times they are working in NLIU's premises.
- n. provide distinct uniform to his/her employees or agents different from the NLIU's employees. The uniform should have name/logo of the agency's firm/company and should be kept neat, tidy and in a wearable condition.
- o. obtain Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the NLIU's premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel, of permissible ages shall be deployed.
- p. In case any of agency's personnel(s) deployed under the contract is (are) absent, a substitute shall be provided by the agency immediately. In case of absence without providing a substitute, NLIU reserves the right to impose a penalty double the daily wages of the absent personnel and the same shall be deducted from the agency's monthly bills.
- q. In case any complaint is received regarding misconduct/misbehaviour of agency's personnel, **a penalty of ₹2000/-** for each such incident shall be levied and the same shall be deducted from agency's pending/subsequent bill. Further it shall be obligatory upon the agency to remove the said personnel from the site immediately after being notified by the NLIU.
- r. In case any complaint is received regarding breakage/loss to the property of resident by the agency's personnel, **a penalty equivalent to the loss/breakage** shall be levied and the same shall be deducted from agency's pending/subsequent bill. Further it shall be obligatory upon the agency to remove the involved personnel from the site immediately after being notified by the NLIU.

- s. Only female person will be engaged for cleaning works in both the Girl's Hostel.

2. The NLIU will not provide accommodation to the agency or its personnel in the NLIU's premises except for storing of materials / tools and equipment.

3. The agency shall ensure payment of minimum wages to the workmen employed by him/her and shall maintain a register of wages and shall issue a wage slip to every workman employed by him/her and obtain their signature or thumb impression on the wage slips. In addition, he/she will provide essential amenities like drinking water, first aid facility etc. to the employees as per Contract Labour Act 1970. **The agency/agency will give undertaking on Non Judicial Stamp Paper of applicable value before the award of work that he undertakes to actually pay wages to all the labour of all descriptions to be engaged by him/her for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under the Contract Labour(Regulation & Abolition) Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.**

4. The NLIU has no responsibility whatsoever towards the Agency's employees and the Agency will be solely responsible for managing its employees. In the event of any dispute between the Agency and its employees, the Agency alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise. The Agency shall ensure that the persons engaged by him for the purpose of the work should not create ruckus and any sort of nuisance and the agency will ensure that their employees/ labour always behave in a decent and polite manner when they are in the premises of the NLIU. If any complaint/incident comes to the notice of the NLIU that the persons engaged by the Agency are in inebriated condition or are under the influence of any intoxicating material, the NLIU shall seek immediate withdrawal of such person/s and suitable replacement thereof. The NLIU also reserves its right to terminate the agreement in such an event and the Agency shall be liable to risk and cost. Under no circumstances, there shall be employer and employee relationship between the NLIU and the Agency/his persons engaged for the purpose of the work specified in this tender document. The Agency shall ensure that he/his persons should remove themselves from the premises of the NLIU at the end of the period of contract or upon early termination of the contract, as the case may be.

5. The Agency shall comply with the provisions of the Factories Act 1948, Contract Labour (Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation) Act 1986, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936 and the Rules made under the afore-said laws/acts or any other Laws/Acts and Rules as may be applicable to the contract workmen from

time to time. The Agency shall produce registers and records and comply with other directions issued by the NLIU for compliance of the statutory provisions.

6. In case any personnel of the Agency is injured during the course of performing his duty/their duties it shall be the sole responsibility of the Agency to extend all medical and financial help etc. without charging any cost to the NLIU.

7. In case the NLIU is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency/ Agency itself, all cost of defending such suit settlement of claims penalty etc. shall be borne by the Agency.

8. The Agency shall fully indemnify the NLIU and keep the NLIU indemnified for any default or non-observance by the Agency or any of his representatives of any of the provisions of the above mentioned enactments and the rules framed there under. Even though the Agency shall be solely liable for settlement of any claim made by any person due to the non-observance by the Agency of any of the provisions otherwise of the enactments cited, the NLIU reserves its rights to settle directly any amount due by the Agency as mentioned above and to recover such amounts from any of the amounts payable by the NLIU to the Agency or in the absence of the same as debt due to the NLIU by the Agency.

9. The Agency shall, whenever required by the NLIU or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.

10. The Agency shall produce documentary evidence in proof of effecting the said statutory payments whenever required. Non-observance of the provisions will be construed as default by the Agency to make such payment, and payment of its bill will be withheld.

11. The NLIU will not make any separate payment towards the expenses incurred by the Agency for complying with the above or any of the statutory provisions regarding their employees.

12. The Agency shall comply with all operational rules and regulations, including security & disciplinary rules framed by the NLIU and made applicable to the whole or part of the premises, wherein the Agency or its employees happen to be operating / working. In the event of any of the Agency's employees violating the said rules and regulations or in any way becoming objectionable to the NLIU, the Agency shall remove forthwith such employees from the NLIU's premises and indemnify the NLIU and keep the NLIU indemnified for any loss on such violation of the rules and regulations.

13. The Agency shall not sublet, transfer or assign the contract or any part thereof to any third person/Agency/ organization.

14. *The employee (s) engaged by the Agency would not be eligible for a claim for employment in the NLIU under any circumstances.*

15. It may also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the NLIU from imposing or requiring the Bidder to agree upon such further terms and conditions at the time of executing the agreement with the successful Bidder, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this Tender.

16. ESCALATION CLAUSE:

The Statutory Charges will be proportionately varied as and when, the Minimum Wages/GST/any other statutory charges, taxes etc. are revised by the Labour Commissioner/Statutory authority, such revised rates will be binding on both the parties.

17. ARBITRATION

Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work and Services, Terms & Conditions, herein before mentioned and as to the quality of service or materials used or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work and Services, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the Registrar, NLIU, Bhopal or to the Principal Secretary (Law) & Secretary, Law Department appointed by him willing to act as such arbitrator. There will be no objection if the arbitrator so appointed is an employee of NLIU and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, Registrar as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor.

Subject as aforesaid the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

It is a term of the contract that the party involving arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.

The arbitrator(s) may from time to time with consent of the parties enlarge the time, for making and publishing the award.

The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the Agency shall be withheld on account of such proceedings.

The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.

The Arbitrator shall give a separate award in respect of each dispute or difference referred to him.

The venue of arbitration shall be Bhopal or as may be fixed by the Arbitrator in his sole discretion.

The award of the arbitrator shall be final, conclusive and binding on all parties to this contract. In case any legal dispute is raised, same will be settled in the Courts at Bhopal City only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

18. PERIOD OF CONTRACT

The contract shall commence from April 01, 2020 and shall remain in force till March 31, 2021. The NLIU reserves the right to extend the period of contract for a further period of up to one year (one year or less at a time) on the same terms & conditions. The maximum period of engagement will be two years, if the services found to be satisfactory.

19. TERMINATION OF AGREEMENT

Without prejudice to what is contained hereinabove, the NLIU shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice of one month with or without assigning any reason and without payment of any compensation, if

- a. in the opinion of the NLIU (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the NLIU's satisfaction and/or
- b. the contractor commits a breach of any terms and conditions of this agreement and/or
- c. the contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
- d. for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
- e. There is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the NLIU to such variation.

20. RISK AND COST CLAUSE

Notwithstanding anything contained in any other clause, the NLIU reserves the right to terminate the contract due to any failure on the part of the Agency in discharging its obligations under the contract or in the event of it becoming insolvent or going into liquidation. The decision of the NLIU about the failure on the part of the Agency shall be final and binding on the Agency. This termination can be done at a notice of 5 working days.

If there is any stoppage of service, for any reason, the Agency is liable for penalty action as decided by the NLIU. The decision of the Authorized Officer of NLIU, Bhopal (Registrar) shall be final and binding. In the event of any failure on the part of the Agency, the NLIU shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the Agency. The additional cost, loss, if any incurred by the NLIU would be recovered from the Agency.

21. FORCE MAJEURE CLAUSE

If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enmity, civil commotion, sabotage, fires, floods, explosion, epidemics, quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but with 21(twenty one) days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and services under the empanelment shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the NLIU as to whether the services have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the NLIU may at his option, terminate the contract.

22. PAYMENT TO THE AGENCY

i) The Agency shall raise the bill on completion of every month. As the NLIU follows National Electronic Fund Transfer (NEFT) method only, the successful Agency should complete NEFT procedure immediately on receiving the work order.

i) Before submission of the bill, the Agency shall ensure that the payment for persons deployed by the Agency have been made for the billed period.

No request for making advance payment on any ground shall be entertained.

Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.

- ii) The NLIU will deduct Income Tax at Source under Section 194-C of Income Tax Act, 1961 and TDS under CGST/SGST of Section 51 of CGST/SGST Act 2017 from the agency at the prevailing rates of such sum as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

23. NON-DISCLOSURE

The Agency shall not disclose directly or indirectly any information, materials and details of the NLIU's infrastructure / systems/ equipment's etc., which may come to the possession or knowledge of the Agency during the course of discharging its contractual obligations in connection with this contract, to any third party and shall at all times hold the same in strictest confidence. The Agency shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Agency shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the NLIU. The Agency shall indemnify the NLIU for any loss suffered by the NLIU as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Agency and the NLIU shall be entitled to claim damages and pursue legal remedies. The Agency shall ensure that the persons engaged for the purpose of the work are made aware of the non-disclosure requirement and the Agency shall be liable for any breach committed by its persons. The NON-DISCLOSURE Clause signed by the Agency under the aforesaid agreements will survive for indefinite duration.

24. LIQUIDATED DAMAGES

For deficiency in services and serious inconvenience caused to the NLIU and its officials, liquidated damages not exceeding 25% of the estimated bill for the relevant month may become leviable. However, the NLIU will levy it only after giving due notice. In case of dispute an appeal may be made to the Registrar, NLIU, Bhopal whose decision will be final in the matter. However, the NLIU reserves the right to impose liquidated damages up to 10% of the contract amount. In the event of liquidated damages reaching 10% of the contract amount, the NLIU reserves its right to terminate the contract and the Tenderer shall be liable to risk and cost.

25. RIGHT TO DISQUALIFY FOR FAILURE TO EXECUTE THE WORK

The Tenderer understands that he fulfills all the requirements of the tender documents and is in a position to execute the work immediately upon receipt of approval letter from the NLIU. Upon receipt of in-principle approval from the NLIU, the Tenderer shall be bound to deploy the required number of competent persons, within three days of the receipt of the letter from the NLIU and before the final award of the work. It is agreed by the Tenderer that mere receipt of in-principle approval does not guarantee award of work, the work will be finally awarded upon satisfaction of the NLIU that the Tenderer is/will be in a position to meet the requirements of the tender. In the event the Tenderer fails to commence the work upon award of the contract, the NLIU reserves the right to withdraw the in-principle approval and forfeit the EMD amount furnished by the Tenderer, the Tenderer shall also be liable to risk and cost. The NLIU also reserves its right to debar such defaulting Tenderer from participating in any future contract in the NLIU for a period of three years, however, before doing so the NLIU may serve seven days' show cause notice (SCN) on the Tenderer and consider the reply if any given by the Tenderer to such notice.

26. The agency will share its employees data / job profile with the NLIU.

27. All the records prepared / kept by the agency for rendering services shall present for perusal of Administration of NLIU on demand.

28. After rendering the services for a month, the bills along with the application shall be submitted to the Registrar's Office after due certification for payment.

PROCESS OF EVALUATION

Technical Bid Evaluation:

- i) Two bid system will be followed where the technical bid and Financial bid will be evaluated separately.
- ii) The Technical Bid and its evaluation will involve successful submission of all requisite documents as listed out variously at "Eligibility Criteria" in this document.
- iii) Non-submission of any documents shall result in rejection of bid summarily.
- iv) After the scrutiny of documents under the Technical Bid and their being found acceptable, the Financial Bid shall be evaluated, and the tender will be awarded to the L1 vendor. The NLIU however has no obligation to accept the lowest Financial bid. The NLIU's decision in this regard shall be final and binding.
- v) Financial Bids of only those tenderers will be opened, whose documents are found to be complete and acceptable by NLIU.

PART II – FINANCIAL BID**Name of the Bidder/Firm/Agency with address:**

(ON THE LETTERHEAD OF THE BIDDER/FIRM/AGENCY)

Sr. No.	Description of work	Amount per month in INR.
a)	Cost of deploying full time cleaning staff on all days. Working hours on all days: 8:00 A.M to 04:00 PM)	
b)	Cost of cleaning material per month.	
c)	PF Contribution as applicable per month. (Y% of a)	
d)	ESIC contribution as applicable per month. (Z% of a)	
e)	Contractor's profit on (X%) $X*(a+b)/100$ (to be given in percentage only)	
f)	Amount per month in INR from Sr. No. (a to e) above	

Tenders having 'quoted rates' below the minimum wages are bound to be rejected.

Date----- (Signature & Seal of Agency)

Place-----

The bidders shall satisfy themselves about the correctness of the quantity. Agency may visit the site to access the quantum of work before submitting the tender.

Articles of Agreement

THIS AGREEMENT is made at Bhopal on this.....day of.....

between the National Law Institute University, Kerwa Dam Road, Bhopal (M.P.) - 462044 hereinafter referred to as the "NLIU" which expression shall include his successors in office and assignees of the ONE PART

AND

M/s.....having it's Regd. Office athereinafter referred to as the "Agency" which expression shall mean and include its legal representatives and assignees and successors of the OTHER PART.

WHEREAS the Agency is carrying on the business of providing Cleaning Services at office premises including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space and has adequate experience in such jobs for rendering such service.

AND WHEREAS the parties are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the Agency.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS

1. This agreement will come into effect from September 01, 2020 and will remain in force up to August 31, 2021 or until it is terminated as per the terms hereinafter contained.
2. The quoted charges of ₹---/(**Rupees ----- only**) **plus taxes as applicable per month** covering the cost of manpower deployed, material and machinery/equipment used, for efficient rendering of services shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the NLIU's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
3. In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the Agency shall, upon and subject to the said conditions, execute and complete the work shown upon the said specifications and the Scope of Work and Services.
4. The NLIU shall pay the Agency the said Contract amount or such other sum as shall become payable at the times and in the manner specified in the said conditions.
5. The said Conditions and Appendix thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide

Tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.).

by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.

6. The specifications, agreement and documents mentioned herein shall form the basis of this Contract.
7. The NLIU reserves to itself the right of altering the specifications and the nature of the work by adding to or omitting any items of work or having portions of the same carried out at any time during the currency of the Contract, without prejudice to this contract.
8. Time shall be considered as the essence of this Contract and the Agency hereby agrees to commence the work from the day of issue of works order/letter of acceptance as provided for in the said Conditions.
9. All payments by the NLIU under this Contract will be made only at NLIU, Bhopal.
10. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen in Bhopal and the same will have to be settled through arbitration and only courts in Bhopal shall have jurisdiction to determine the same.
11. That the several parts of this Contract have been read by the Agency and fully understood by the Agency.

Agency	Authorized Signatory of NLIU
Signature seal	
Address	Designation & Address
Witness	Witness
Signature	Signature
Name and Address	Name and Address

*Annexure-I***Details of Bankers**

Name of the Banker	
Name of the Branch and its Complete Postal Address:	
Name and job title of the Contact Person along with his/her Telephone No(s) and Fax No(s). etc.	
Type of Account:	
Account Number:	
IFSC Code:	
Whether Credit facility / Overdraft Facility enjoyed by the Agency	
The period from which the Agency has been banking with the Banker:	
Any other information which the Agency may like to furnish about its Banker	

Authorised Signatory
(With Name and Seal)

Annexure-II

Client's Report
(On Client's Letter Head)

Performance details of the Firm: M/s Located at.....

1	Work order/reference No. and Agreement Date	
2	Gross Value of the Contract (in Rupees)	
3	Date of commencement of Contract	
4	Whether the Service carried out as per agreement and the scope of the work entered with the Firm	
5	Reason for delay (if any) and whether any penalty/liquidated damage, if any, was imposed on the firm	
6	Comments on capabilities of the firm (indicate grading)	
a	Quality of Security provided by the firm	Outstanding/Very Good/ good/Satisfactory/Poor
b	Technical proficiency/competence	Outstanding/Very Good/ good/Satisfactory/Poor
c	Integrity and reliability of the partners/proprietors of the firm	Outstanding/Very Good/ good/Satisfactory/Poor
d	Integrity and reliability of the Personnel deployed	Outstanding/Very Good/ good/Satisfactory/Poor
e	Dealings in the execution of the work, adherence to schedule and time	Outstanding/Very Good/ good/Satisfactory/Poor
7	Did the firm go for arbitration?	
8	Any other information in your view will help us in making our decision.	

Name & Signature of the Reporting Officer (with Office Seal)

Place:

Date:

Tender for providing interior and exterior Cleaning Services for various buildings including maintenance of cleanliness/hygiene of Wash Rooms/ Toilets and related areas/ space in the premises of NLIU, Bhopal (M.P.).