



ରମାଦେବୀ ମହିଳା ବିଶ୍ୱବିଦ୍ୟାଳୟ, ବିଦ୍ୟାବିହାର, ଭୁବନେଶ୍ୱର
Rama Devi Women's University, Vidya Vihar,
Bhubaneswar, Odisha-751022, Ph.no-0674-2542644,
E-mail-registrar@rdwu.ac.in, Website- <https://rdwu.ac.in>

No. 2529 / Dt. 6.4.26

TENDER CALL NOTICE FOR HOUSEKEEPING & SANITATION SERVICES
(RAMA DEVI WOMEN'S UNIVERSITY)

Sealed two bid (Technical & Financial) tenders are invited from the registered Housekeeping & Sanitation Services agencies / service providers with TIN/PAN/GSTIN registration and upto-date all taxes clearance for supply of Housekeeping & Sanitation services (**Annexure-I**) to the University. Tender papers and details of Housekeeping & Sanitation services required can be obtained from the University website <https://rdwu.ac.in>. The tender completed in all respects must reach to the office of undersigned of the University by **02.00 P.M. on 27.04.2026** through speed post/registered post/Courier service. Interested agency may survey the campus before submitting the tender documents. Incomplete tender cannot be entertained. The authority reserves the right to accept/cancel any tender(s) without any reason thereof.

GENERAL INFORMATION

1. Time lines

- i) Opening of Tender: **07.04.2026**
- ii) Closing of Tender: **27.04.2026 at 2.00 p.m.**
- iii) Opening of Technical Bids: **28.04.2026 at 11.00 a.m.** at the COE's Board Room, Administrative Building.
- iv) Opening of Financial Bid: to be decided after scrutiny of Technical Bid
(Note: Date and time can be changed)

2. Minimum Eligibility:-

- a) Proprietor/ Contractor / Bidder must be an Odia and resident of Odisha only and having Registered office / Branch office in Bhubaneswar can bid subject to the satisfaction of other eligibility criteria in terms of Organization and experience.
- b) The bidder should have at least three years of experience in providing Housekeeping & Sanitation services in any office of Government of India, State Government, Public Sector Undertaking, Educational Institutes and Corporate Body, Nationalized Bank etc to be evidenced by relevant documents.
- c) The facilities Service Provider (Bidder) should have ISO 9001:2015 or latest updated version of the Certification in providing Housekeeping & Sanitation services and follow the rules & regulations accordingly. Moreover, Labour Contract License for engagement of Sanitation workers is mandatory.
- d) The bidder should submit an affidavit on appropriate stamp paper that the vendor has not been black listed by any Government Sector/Semi Government/ PSU Sector in India & that no case is pending with the police against the bidder. (Enclose affidavit)
- e) The Bidder must have registration certificate, valid GSTIN registration certificate and Income Tax Permanent Account Number (PAN). (Enclose copy of above documents)

3. Fees/EMD money to be deposited

- i) **Processing Fee(non-refundable) : Rs 1000 (Rupees one thousand) + 18% GST** to be paid in favour of the Comptroller of Finance , Rama Devi Women's University, Bhubaneswar in shape of A/c payee bank draft. The draft to be attached with the technical bid.
- ii) **EMD money: Rs 25,000/-** (Rupees twenty five thousand) only to be paid in favour of the Comptroller of Finance , Rama Devi Women's University, Bhubaneswar in shape of A/c payee bank draft. The draft to be attached with the technical bid. EMD money is to be refundable without interest to the unsuccessful bidders immediately after finalisation of the tender and to the successful bidder after supply of the items as per the rule.
- iii) **Security Money:** The successful bidder has to deposit Rs.3,00,000/- (Rupees Three Lakh only) in the University Account towards security money. This will be refunded after successful completion of the tenure without interest. Failure to complete the tenure as per the terms & conditions will attract forfeiture of the security money. The damages cost will also be recovered from the security, if situation warrants.

4. Procedure of tendering the bid

- i) Visit University Website <https://rdwu.ac.in> Download the notification, tender documents, Annexure etc. and go through these and then filled.
- ii) There 03 (three) Covers namely a) Technical bid cover, b) Financial bid cover and c) Tender Cover
- iii) The **Sealed technical bid cover** envelops the followings:
 - a) Arrangement of papers is to be made as per the **CHECK LIST**
 - b) The technical tender will be submitted only in the University supplied proforma (**Annexure-II**). No other form will be accepted.
 - c) The technical bid form duly filled up and signed by the bidder. Incompleteness' or inadequacies of information in the technical bid will amounts for rejection of the tender. If technical bid rejected, the Financial bid for that will not be opened.
 - d) Checklist (**Annexure-IV**)
 - e) Xerox copies of all requisite documents duly self attested.
 - f) The 02 bank drafts i.e. (i) towards Processing fee and (ii) towards EMD money
(The Cover must be Superscribed with "TECHNICAL BID FOR HOUSEKEEPING & SANITATION SERVICE PROVIDER" on the top of the Envelope) .
- iv) The **sealed financial bid cover** only envelops the financial bid form (**Annexure-III**) duly filled in and signed.

(The Cover must be Superscribed with "FINANCIAL BID FOR HOUSEKEEPING & SANITATION SERVICE PROVIDER" on the top of the Envelope)



- v) The **Sealed Tender Cover** Envelops i) the sealed technical bid cover, ii) the sealed financial cover and superscribed “**TENDER FOR HOUSEKEEPING & SANITATION SERVICE PROVIDER**” on the top of the Envelop. The bottom left of the envelop must have clear address of the Bidder, whereas the right bottom must have to be addressed to “**The Registrar, Rama Devi Women’s University, Vidya Vihar, Bhubaneswar, Odisha-751022**”.
- vi) The sealed tender must reach on above address **by 2.00 p.m. on 27.04.2026** through Speed Post/Registered Post/Courier services. Late submission of the tender will not be accepted. No other methods of submission of tender will be entertained.
- 4 **House Keeping & Sanitation Services Required** : As per the **Annexure I**
- 5 **Documents to be attached with Technical Bid Form**: As per the **Annexure –IV**
- 6 **Terms & Conditions**: As per the **Annexure –V**
- 7 **Agreement**: As per the **Annexure-VI**

Note:

- a. Copies of documents should be self-attested and attached to the Technical Bid in the order mentioned in the format prescribed for Technical Bid.
- b. The document should be properly indexed indicating the page No. for each document in the index table.
- c. Letter of Authorization for attending bid opening.
- d. Financial Bid: The Financial Bid shall be submitted as per formats enclosed in Annexure-III and shall comprise the financial quote


6.4.2026
Registrar

Memo No. 2529(A) Dt. 6.4.26

Copy to CPGC / CoF / OIC, Purchase / OIC, Website with a request to upload in the University Website / Dy. Registrar (Estt. & Admn.) / P.S to V.C for kind information of the Vice Chancellor (I/C).


6.4.2026
Registrar

List of Housekeeping & Sanitation Services required

SCOPE OF WORK TO BE EXECUTED BY THE SERVICE PROVIDER

- a) The service provider shall be fully responsible for the Housekeeping & Sanitation services in the entire University including Administrative Block, All Academic Blocks, All Class Rooms, offices and Seminar Halls, New and Old Auditorium, Kuntala Kumari Library, Skill Development Centre, Basketball Court and all the internal roads of the Campus including parking area at **Rama Devi Women's University, Bhubaneswar, 751022** and the agency shall work under overall supervision and direction of Registrar, Rama Devi Women's University, Bhubaneswar.
- b) The service provider will provide **40 (forty) unskilled workers** (Male + Female) and **02 (two) semi-skilled supervisors** (Male + Female) to be deployed at **Rama Devi Women's University, Bhubaneswar and cleaning materials.**
- c) The service provider shall make arrangements of providing adequate number of dustbins as also refill the sanitary cubes, deodorizer, and other consumable like Air Fresheners, Phenyl, toilet roll, tissue box and liquid soap for hand wash (in all the attached toilets of Officers, in all toilets and the cost of consumables and cleaning materials will be borne by service provider

The building-wise distribution of manpower is as detailed below:

Sl. No.	Name of the Building	No. of Housekeeping & Sanitation workers to be engaged
1	Administrative Building	06
2	Academic Block-I & Old Auditorium	08
3	Academic Block-II	08
4	Academic Block-III	06
5	Kuntala Kumari Library	04
6	New Auditorium, Academic Building-IV (Teachers Education, NCC, Health Centre), Skill Development Centre Internal roads, and Gate areas	08
Total		40

Sweeping, mopping, dusting, cleaning and all other allied works have to be completed **before 9:00 AM on all working days & Sundays and Holidays.**

TECHNICAL BID FORM**For Providing of Housekeeping & Sanitation Services:**

Sl. No.	Information	To be filled up by the bidder neatly (ink /Type)
1	Name of Firm/ Agency (Attach proof)	
2	Full Address of Registered Office with Pin Code (Attach proof)	
	Telephone No.	
	E-mail id	
3	Full Address of Operating / Branch Office with Pin Code (Attach proof)	
	Telephone No.	
	E-mail id	
4	Name of the Owner/ Proprietor/Partner/ Director (Attach proof)	
	Full Address of Owner/ Proprietor/Partner/ Director with Pin Code (Attach proof)	
	Telephone No.	
	E-mail id	
5	Name & telephone no. of Authorized Officer/Person to liaise with Field Office (s) (Attach proof)	
6	Details of the Tender fees (Attach proof)	
7	Details of the EMD fees (Attach proof)	
8	Registration No. of the Firm/ Agency (Attach proof)	
9	ISO 9001:2015 or latest updated version of the Certification in providing Housekeeping & Sanitation services	
10	Labour Contract License No. (Regulation and Abolition) Act 1970 (Attach proof)	
11	An affidavit to the effect that no case is pending with the police against the bidder and the bidder has not been black listed	
12	PAN/GIR No (Attach proof)	
13	Service Tax/GST Registration No (Attach proof)	
14	E.P.F. Registration No (Attach proof) & Copy of up-to-date Electronic Challan-cum-Return of EPF contribution	
15	E.S.I. Registration No (Attach proof) & Copy of up-to-date Electronic Challan-cum-Return of ESI contribution	

16	Bankers Name (Attach certified copy of statement of A/C for the last Three Years)					
17	Financial turnover of the tendering Service Provider for the last 3 financial years [Attach copies of PIL AIC & Auditors receipt].		Amount (Rs.)		Remarks, if any	
	2023-24 (Financial Year)					
	2024-2025 (Financial Year)					
	2025-2026 (Financial Year)					
18	Give details of the major similar contracts handled in the last three years in the following format					
	Name of client address telephone & fax no.	House Keeping & Sanitation Service Provider		Amount of Contract in Rs.	Duration of Contract	
		Type of House Keeping & Sanitation service Provider	Numbers		From	To
19	Additional information, if any (Attach separate sheet, if required)					

Declaration

1. I, _____ Son/Daughter/wife of Proprietor/Director/Authorized Signatory of the House Keeping & Sanitation Service Provider mentioned above that I am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
3. The information/documents furnished along with the above tender form are true and authentic to the best of my knowledge and belief I/We, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:

Signature of

Place:

Owner/ Proprietor/Partner/ Director

Full Name:

Seal:

FINANCIAL BID**For Providing of House Keeping & Sanitation Services**

1. Name Firm /Agency: _____
2. Rate per person per month (8 hours per day) inclusive of all statutory liabilities, taxes, levies, cess etc.

Sl. No.	Manpower Type	Monthly Rate per sanitation worker						Total amount In Rs. per Month	
		Remuneration (Rs.)	Employer share of EPF (Rs.)	Employer share of ESII (Rs.)	Other Statutory dues, if any	Service Charge	GST		Total per Person
1	Sanitation Worker							40	
2	Sanitation Supervisor							02	

Sl. No.	Cleaning Materials to be used per month (Provide details of materials to be used with quantity per month)	Quantity	Amount in Rs.	GST in Rs.	Total Amount in Rs.
3					

Date: _____ Signature of _____

Place: _____ Owner/ Proprietor/ Partner/ Director
Full Name

Seal: _____

Notes:

- The total rates quoted by the tendering agency should be inclusive of all statutory /taxation liabilities in force at the time of entering in-to the contact.
- The payment shall be made on conclusion of the calendar month only on the basis of no. of working days for which duty has been performed.

CHECK LIST

DOCUMENTS TO BE PROVIDED WITH THE TECHNICAL BID TO BE ARRENGED AS FOLLOWS

Sl. No.	Documents	Yes/No by the bidder	Yes by the office
1	Covering letter		
2	Bank draft for tender fees (Non-Refundable)		
3	Bank draft for EMD (Refundable)		
4	CHECK LIST		
5	Dully filled in and signed Technical Bid form		
6	Attested copy of Registration of Firm/Agency		
7	Attested copy of address proof of the firm/Agency		
8	Attested copy of proof the Name and address of the proprietor		
9	Attested copy of valid contract Labour License (R & A) Act, 1970		
10	ISO 9001:2015 or latest updated version of the Certification in providing House Keeping & Sanitation services		
11	Affidavit that not black listed by any Government Sector/Semi Government/ PSU Sector in India. (Enclose affidavit)		
12	Attested copy of GST registration certificate		
13	Attested copy of EPF registration certificate		
14	Attested copy of the ESI registration certificate		
15	Attested copy of PAN / GIR Card		
16	Attested copy of the latest IT return filed by agency(last three years)		
17	Attested copy of the statement of bank account of agency (last three years)		
18	Certified documents in support of the Financial turnover of the agency(copies of P/L ,A/C, B/S & Auditor certificate) for last three years		
19	Copy of Audited statement of Accounts for last 3 years		
20	Signed copy of Terms & Conditions regarding tender		
21	Experience in providing House Keeping & Sanitation Service to any office of Government of India, State Government, Public Sector Undertaking, Educational Institutes and Corporate Body, Nationalized Bank etc		

ANNEXURE

TERMS & CONDITIONS OF THE AGREEMENT

1. **GENERAL:**

- a) The Agreement shall commence from and shall continue till to..... unless it is curtailed or terminated by the authority owing to deficiency of service, substandard quality of Housekeeping & Sanitation Service deployed, breach of contract etc. or change in requirements.
- b) The Agreement shall automatically expire on.....unless extended further by the mutual consent of the Housekeeping & Sanitation Service Provider and the Authority.
- c) The Agreement may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the Housekeeping & Sanitation Service Provider and the Authority, based on satisfactory performance of assignment on monthly basis.
- d) The Housekeeping & Sanitation Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organisation by whatever name be called without the prior written consent of the Authority.
- e) The Housekeeping & Sanitation Service Provider will be bound by the details furnished by it to the Authority while submitting during agreement signing or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of Agreement making it liable for legal action besides termination of the Agreement.
- f) The Authority reserves the right to terminate the Agreement during initial period also after giving 15 days' notice to the Housekeeping & Sanitation Service Provider.

2. **SCOPE OF WORK TO BE EXECUTED BY THE SERVICE PROVIDER**

- a. The service provider shall be fully responsible for the Housekeeping & Sanitation services in the entire University including Administrative Block, All Academic Blocks, All Class Rooms, offices and Seminar Halls, New and old Auditorium, Kuntala Kumari Library, Skill Development Centre, Stadium and all internal roads of the Campus including parking area at **Rama Devi Women's University, Bhubaneswar, 751022** and the agency shall work under overall supervision and direction of Registrar, Rama Devi Women's University, Bhubaneswar.
- b. The service provider will provide **40 (forty) unskilled workers** (Male + Female) and **02 (two) semi-skilled supervisors** (Male + Female) to be deployed at **Rama Devi Women's University, Bhubaneswar and cleaning materials.**

The building-wise distribution of manpower is as detailed below:

Sl. No.	Name of the Building	No. of Social workers to be engaged
1	Administrative Building	06
2	Academic Block-I & Old Auditorium	08
3	Academic Block-II	08
4	Academic Block-III	06
5	Kuntala Kumari Library	04
6	New Auditorium, Skill Development Centre Internal roads, and Gate areas	08
Total		40

- c. Sweeping, mopping, dusting, cleaning and all other allied works have to be completed **before 9:00 AM on all working days, Saturdays & Sundays and Holidays**. In case the work is not completed before 9:00 AM on any day, then the same shall not be considered for payment for that particular day and pro-rata deduction will be made for that day and damages of Rs.1000/- per day for such delay shall also be imposed on the Contractor and will be recovered from the service providers bills. Some activities such as garbage removal, insecticide/pesticide application etc. shall be completed in the evening after office hours (i.e., 6:00 PM onwards), on day-to-day basis. No spillover of the above work for the next day shall be permitted under any circumstances. However, **during summer vacation and holidays**, since academic buildings and library will be non-functional/partly functional, cleaning work will be conducted as per direction of the Authority.
- d. However, regular cleaning of toilets (including fixtures such as WC's, urinals, washbasins etc.) Lobby, Corridors and other areas shall be done continuously during office hours (at the regular interval as per requirement, usage and instruction given by the administration department from 9.00 AM to 6.00 PM i.e., during office hours and beyond).
- e. Maintain cleanliness of all offices, rooms, halls, laboratories, libraries, toilets, washbasins, corridors, staircases, ramps etc. of Rama Devi Women's University, Bhubaneswar
- f. Daily cleaning / dusting of writing tables, working tables, chairs, telephones, computers, office cubicles, photocopier machines, fax machine, printers etc. Daily cleaning of all toilets using required detergent by adding naphthalene balls and air purifier in all urinals, washbasins and other areas.
- g) Daily cleaning of window panes, regular maintenance of cleanliness of electric fans and light fittings of building, Moving of articles like tables, chairs, almirahs, display boards, etc. as and when such shifting is necessary.
- h) The service provider shall make arrangements of providing adequate number of dustbins as also refill the sanitary cubes, deodorizer, and other consumable like Air Fresheners, Phenyl, toilet roll, tissue box and liquid soap for hand wash (in all the attached toilets of Officers, in all toilets and the cost of consumables and cleaning materials will be borne by service provider).
- i) Agency shall arrange to spray air fresheners on daily basis and whenever required in officer's rooms in administrative block /Teacher's rooms/Staff room/Common rooms/Auditorium/Seminar Hall/Library with air fresheners. The cost of the spray will be borne by the service provider.

- j) All materials to be used for cleaning and other consumables should be provided by the agency in conformity with the specifications/brand/make of government approved standards. The samples have to be got approved from the Registrar's office by the service provider.
- k) Safe space to store the cleaning material shall be provided by Rama Devi Women's University authorities.
- l) The work to be carried out under this agreement shall also include arranging of vacuum-cleaners, scrubbing and polishing machines and equipment's which are required to be used during execution of the work. All the machineries used should be appropriate for the surfaces existing on the Site and in no way damage the surface/fixtures/fittings/furniture beyond normal wear and tear. In case the agency or its employee damages the surface/ fixtures/ fittings/furniture, the Department will be well within its right to recover the cost of restoring the damaged area and/or impose a penalty on the service provider. The decision of the Registrar, Rama Devi Women's University, Bhubaneswar will be final and binding on the service provider.
- m) The agency will ensure collection, segregation of dry and wet garbage in the earmarked area. The service provider will also ensure segregation of biodegradable and non-biodegradable garbage. Finally, the service provider will arrange for disposal of garbage at such a place as may be permissible by the local authority.
- n) The periodicity with which the job is to be carried out at the site is broadly divided into four categories namely **(A) Daily, (B) Weekly (C) Fortnightly and (D) Monthly**

A. DETAILS OF JOBS TO BE CARRIED OUT TWICE IN A DAY ARE AS UNDER: -

(i) General cleaning (sweeping, mopping, dusting and any other connected work) of the office rooms, open office halls, conference rooms (Halls), Auditorium, Library, reception, corridors, stairs, space for water coolers & toilets, parking areas, service area, all roads inside the University and all unspecified areas/location within the University.

(ii) Removal of garbage from dustbins in plastic bags. Replacing old plastic bags with new plastic bags. Carrying of garbage in trolley with high quality rubber wheels. No garbage will be left in the site overnight. The plastic bag for the dustbins and for carrying the garbage will have to be provided by the agency.

(iii) Removal of waste papers, packing material, plant leaves (waste) and any other garbage from the entire premises including the staircases, lift areas, open area etc.

(iv) Cleaning of workstations, table tops, chairs, almirahs, frames, panels, railings, glasses and cabin partitions with approved cleaning material.

(v) Stain removal treatment of entire premises including stairs, area of office cabins, conference halls, Auditorium, reception, toilets etc. and stain removing of the furniture and equipment.

(vi) Air-freshener spray in conference room (if required), officer's rooms once in a day and also on requirement basis as directed by the department.

(vii) Cleaning and dusting of Lab equipment, machines, computers, keyboards,

terminals, printers, Photostat machines, filing cabinets, telephones, fax, electric fans and any other equipment and machine lying on the Site.

(viii) Restocking of toiletries in toilets after intensive daily checking in the morning and afternoon cleaning and scrubbing of toilets, WC's, urinals wash basins, floor area of toilets and cleaning and wet dusting / wiping of mirrors, frames etc. in toilet with approved material, re-filling liquid soap dispensers (on daily basis in toilets and requirement basis in officers' toilets), re-filling of toilet rolls / tissue papers etc.

(ix) Cleaning and dusting of planters, paintings, posters, notice-boards etc.

(x) Removal of bird droppings and other dirt's on the inner walls or on the foot of doors, windows, ventilators etc. as and when required.

(xi) Mosquito/Flies Control treatment will be done to get rid of day-to-day nuisance of mosquitoes/flies. Spraying at all the entry and exist points and reception area to be done on daily basis.

(xii) The biodegradable and non-biodegradable waste shall be segregated and disposed off by the contracting agency on day-to-day basis and required numbers of dustbins will have to be provided by the Agency. The agency should follow the government guidelines/Act in this regard.

(xiii) Insect control complaints should be attended on all days. Necessary, qualified, manpower for the purpose should be available on site for immediate attention.

(xiv) The above-mentioned work from (i) to (xii) are to be carried out on all days and also on requirement basis as directed by department, however, two sanitation workers to be kept on standby at Administrative Block on Public holidays for the upkeep of Administrative Block and to attend any emergency requirement.

B. DETAILS OF JOBS TO BE CARRIED OUT **WEEKLY** ARE AS UNDER:

(i) Machine and Hand scrubbing and thorough cleaning/washing of the entire floor area, all classrooms, offices, by using approved cleaning material and dry/wet mopping (preferably on weekends).

(ii) Dusting of walls, roofs etc. from top downward and removal of cobweb.

(iii) Polishing of brass/copper fixtures.

(iv) Cleaning of windowpanes and partition door.

(v) Cleaning of drinking water coolers area, dustbins, buckets etc. with detergents.

(vi) Weekly cleaning and dusting of Ventilator blinds and brushing of upholstered chairs and sofas.

(vii) Removal of poster, banners and hoardings inside and outside University covered in the agreement.

(viii) Insect control treatment should be extensively carried out in the Site on every Weekends.

C. DETAILS OF JOBS TO BE CARRIED OUT **FORTNIGHTLY** ARE AS UNDER:

(i) Vacuum cleaning of upholstery of sofas inside VC's office, secretariat and other upholstered chairs and A.C. grills.

(ii) Cleaning of nameplates and paintings with glass top.

(iii) Cleaning and dust removal of bookshelf, racks of departments and libraries. Vacuum cleaning of Book Shelves/ Racks/Case area in Library.

(iii) Adult Mosquito Control (Inside areas of the University) treatment will be done by means of spraying to get rid of all adult insects within the premises. This treatment will be done by means of fogging to get rid of adult insects hidden in A.C. ducts, behind the furniture and all other hidden places.

(iv) Larva Control treatment (along the boundary wall) will be done by spraying of pesticides to stop breeding on any places of stagnant water.

D. DETAILS OF JOBS TO BE CARRIED OUT **MONTHLY** ARE AS UNDER:

(i) Cleaning of floors by shifting and moving furniture such as sofa, almirahs, tables, etc.

(ii) General cleaning/dusting of panels, posters, paintings, etc.

(iii) Polishing of covered floor area, cleaning of sanitary/water supply fixtures, wall tiles, etc.

(iv) Removal of cobwebs in back/hidden areas in places like electrical substations, U.P.S. room, telephone exchange etc.

(v) Removal of weeds from edges of paths/roads, paved-laid area, corners, crevices in terraces, etc.

(vi) Insect Control/Disinfectant treatment will be done by means of spraying in Toilets to get rid of ticks, cockroaches, ants, beetles, etc.

o) THE INDICATIVE LIST OF MATERIAL TO BE USED BY THE SERVICE PROVIDER IS AS UNDER:

(i) Cleansing agents of standard company for WC's, urinal pots, etc.

(ii) Detergents of standard company for cleaning wash basin, sinks & other items. Liquid soap of standard company for scrubbing of floors & wall.

(iii) Anti-bacterial disinfectants of standard company for cleaning toilets, lobby / floors. Glass cleaning liquid of standard company.

(iv) Deodorizer of a standard company.

(v) Air-fresheners/Aerosols (eco-friendly) of standard company.

p) WORKING HOURS:

The cleaning of toilets (including fixture such as WC's, urinals, wash basin, etc.) Lobby, Corridors and other area shall be done continuously and regularly during office hours as per required usage and instructions given by the deptt. from **9.00 AM to 6.00 PM** .

q) PERFORMANCE EVALUATION:

- (i) The performance evaluation of the Sanitation services shall be carried out by the Department/Schools regularly (daily, weekly, fortnightly or monthly basis depending upon the discretion of the department). The service provider shall submit daily action plans/reports to the Department/Schools (for each floor including open areas)
- (ii) The department/schools shall rate the quality/performance of service is obliged to perform to the entire satisfaction of the department.
- (iii) The floor wise (including open area) rating for the following activities/work (indicative list only) will be evaluated.
 - (a) General cleanliness of walls and ceilings.
 - (b) General cleanliness of Toilets
 - (c) General cleanliness of Window glasses
 - (d) General cleanliness of furniture/ sofa/curtains
 - (e) General cleanliness of WC/ Urinals
 - (f) General cleanliness of doors/windows
 - (g) General cleaning of workstations, tabletops, and office equipments.
 - (h) General cleaning of almirahs and racks.
 - (i) General cleaning of partition doors, paneling etc.
 - (j) Cleaning of Planters.
 - (k) Maintenance of corridors.
 - (l) Maintenance of open spaces.
 - (m) Control of Pests (cockroaches, rodents etc.).
 - (n) Any other activity/work identified specified by the department from time to time as per-requirement.
- (iv) The Department/Schools reserves the right to satisfy itself about the quality of the services provided by the service provider. In the event the agency does not achieve the level of satisfactory performance, the service provider is liable to be penalized by deduction in his payment between 5% and 50% depending upon the level and duration of the continued dissatisfaction. The decision of the Department/University will be final in this regard.

3. OTHER TERMS AND CONDITIONS:

- a) The Housekeeping & Sanitation Service Provider shall nominate a coordinator who shall be responsible for immediate interaction with the University so that optimal services of the persons deployed could be availed without any disruption.
- b) The entire financial liability in respect of housekeeping & sanitation services deployed in the University or Office concerned shall be that of the Service Provider and the University or Office concerned will in no way be liable. It will be the responsibility of the Housekeeping & Sanitation Service Provider to pay to the person deployed a sum not less than the minimum rate quoted in the financial

bid and adduce such evidence as may be required by the University or Office concerned.

- c) For all intents and purposes, the Housekeeping & Sanitation Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of Housekeeping & Sanitation Service so deployed. The persons deployed by the Housekeeping & Sanitation Service Provider shall not have any claim whatsoever like employer and employee relationship against the University or Office concerned.
- d) The Housekeeping & Sanitation Service Provider shall be solely responsible for the redressal of grievances or resolution of disputes relating to persons deployed. The University shall, in no way, be responsible for settlement of such issues whatsoever. In case the grievances of the deployed person are not attended to by the Housekeeping & Sanitation Service Provider the deployed person can place their grievance before a Joint Committee consisting of a representative of the University concerned and an Authorized representative of the Housekeeping & Sanitation Service Provider.
- e) The University shall not be responsible for any financial loss or any injury to any person deployed by the Housekeeping & Sanitation Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.
- f) The persons deployed by the Housekeeping & Sanitation Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the currency or after expiry of the Agreement.
- g) In case of termination of this Agreement on its expiry or otherwise, the persons deployed by the Housekeeping & Sanitation Service Provider shall not be entitled to and shall have no claim for any absorption in regular or other capacity.
- h) The person deployed shall not claim any benefit or compensation or absorption or regularization of deployment with office under the provision of rules and Acts. Undertaking from the person deployed to this effect shall be required to be submitted by the Housekeeping & Sanitation Service Provider.
- i) The Housekeeping & Sanitation Service Provider must be registered with the concerned Govt. Authorities, i.e. Labour Commissioner, Provident Fund Authorities, Employees State Insurance Corporation etc., and a copy of the registration should be submitted. The Housekeeping & Sanitation Service Provider shall comply with all the legal requirements for obtaining License under Contract Labour (Regulations and Abolition) Act, 1970 if any, at his own part and cost, if required under the Act.
- j) The Housekeeping & Sanitation Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Housekeeping & Sanitation Service Provider. The Housekeeping & Sanitation Service Provider shall be responsible for contributions towards Provident Fund and Employees State Insurance, wherever applicable.

- k) The persons deployed by the Housekeeping & Sanitation Service Provider should have good police records and no criminal case should be pending against them.
- l) The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good-will and enhance the image of the University or office concerned. The Housekeeping & Sanitation Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
- m) The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Housekeeping & Sanitation Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
- n) The Housekeeping & Sanitation Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to different types of worker in respect of the persons deployed by it in the Department or office concerned. The Department or office concerned shall have no liability in this regard.
- o) The Housekeeping & Sanitation Service Provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the University or office concerned to the concerned tax collection authorities, from time to time, as per the rules and regulations in the matter. Attested Xerox copies of such documents shall be furnished to the Department or office concerned.
- p) The Housekeeping & Sanitation Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authority of the Department or office concerned or any other authority under Law.
- q) The Tax deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/ Rules, as amended, from time to time and a certificate to this effect shall be provided by the University or office concerned.
- r) In case, the Housekeeping & Sanitation Service Provider fails to comply with any liability under appropriate law, and as a result thereof, the University or the office concerned is put to any loss / obligation, monetary or otherwise, the University or the office concerned will be entitled to get itself reimbursed out of the outstanding bills of the Housekeeping & Sanitation Service Provider, to the extent of the loss or obligation in monetary terms.
- s) The Agreement is liable to be terminated because of non-performance, deviation of terms and conditions of contract, non-payment of remuneration of employed persons and non-payment of statutory dues. The University Office concerned will have no liability towards non-payment of remuneration to the persons employed by the Housekeeping & Sanitation Service Provider and the outstanding statutory dues of the service provider to statutory authorities. If any loss or damage is caused to the University or Office concerned by the persons deployed, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit.

4. PAYMENT TERMS:

- a) The Housekeeping & Sanitation Service Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the University or Office concerned along with copies of attendance sheet of social workers deployed by the service provider, bank statement showing disbursement of wages to their men, ESI / EPF and GST Challans for the previous month. And submit the same to the prescribed authority in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month. Payment to be made subject to satisfaction of competent authority by issuing satisfactory performance report.
- b) The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned bill month. A requisite portion of the bill or whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Department or Office concerned.
- c) The amount of penalty calculated @ Rs.100 per day on account of delay, if any, in providing a suitable substitute for the period beyond three working days by the Housekeeping & Sanitation Service Provider shall be deducted from its monthly bills in the succeeding month.
- d) The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
- e) A review of work to be made by the Campus Supervision committee assigned by V.C. Rama Devi Women's University, in every six months, if found any discrepancies or unsatisfactory performance during the review the contract shall be terminated.
- f) For **summer vacations or during holidays of longer duration**, bill may be prepared for actual work days, in consultation with the authority.

5. DISBURSEMENT OF WAGES:

- a) An attendance of social workers to be maintained by the supervisors engaged by service provider at every location mentioned in clause 2b. of this agreement and submitted with every monthly bill. The personnel deployed by the agency are required to mark their attendance in the Attendance Register which will remain in the custody of the University.
- b) The service shall disburse the wages to their personnel on or before the 10th day of every month. In case of delay in disbursement of wages by the agency, University reserves the right to disburse the wages and recover the same from the monthly bill of the agency along with penalty.
- c) Failure to disburse the wages in time shall attract penalty @0.5% per day on the billed amount. Maximum of penalty imposed will be up to 5% of the billed amount.
- d) The wages shall be disbursed by the agency to their men engaged through the Bank Account.

6. COMPLIANCE WITH ALL LABOUR LAWS

The service provider shall abide by and comply with all the relevant rules, laws and statutory provisions covered under Labour Laws, Minimum Wages Act, Payment of

Wages Act, Contract Labour (Regulation & Abolition) Act, EPF & ESI Act etc.. with regard to the personnel engaged by them for the works.

7. SECURITY DEPOSIT: (Performance Security Deposit):

The service provider shall deposit **Rs.3,00,000/-**(Rupees Three lakhs only) as performance security deposit with the University within 10 days of receipt of Award Letter. The amount shall be paid in the form of Demand Draft drawn in favour of "Comptroller of Finance, Rama Devi Women's University, Bhubaneswar, and Odisha" payable at Bhubaneswar. The performance security deposit shall remain with the University till completion of contract and the amount will be returned to the agency without any interest.

8. SETTLEMENT OF DISPUTES:

In the event of any dispute or difference(s) between the Authority and the service provider arising out of non-supply of material or goods, not found as per specifications or any other cause

whatsoever relating to the supply or purchase order, before or after the supply has been executed or relating to this agreement will be resolved through joint discussion of the authorities' representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, shall be referred to the Vice-Chancellor, Rama Devi Women's University, Bhubaneswar, Odisha, who may decide the matter herself/himself or may appoint Arbitrator under the Arbitration and Conciliation Act, 1996. The decision of the Arbitrator shall be final and binding on both the parties. All disputes shall be subject to jurisdiction of courts Bhubaneswar, within the district Khordha within the state of Odisha.

-----XXXXXXXX-----

AGREEMENT

AGREEMENT BETWEEN THE REGISTRAR, RAMA DEVI WOMEN'S UNIVERSITY, VIDYA VIHAR, BHUBANESWAR, ODISHA AND.....FOR HOUSEKEEPING & SANITATION OF ADMINSTRATIVE BUILDING, ACADEMIC BUILDINGS (I, II and III), ACADEMIC BUILDING-IV(TEACHERS EDUCATION,NCC, HEALTH CENTRE, KUNTALA KUMARI LIBRARY, NEW & OLD AUDITORIUM, SKILL DEVELOPMENT CENTRE, INTERNAL ROADS AND OTHER PREMISES OF RAMA DEVI WOMEN'S UNIVERSITY

This Agreement is made on this.....

BETWEEN

the **Registrar, Rama Devi Women's University, Bhubaneswar** here-in-after referred to as the "**The Authority**" which expression shall, where the context so requires or admits, also include its successors or assignees of the one part.

AND

....., having its Branch Office at represented by its Vice Chairman here-in-after called the "**Housekeeping & Sanitation Service Provider**" which expression shall, where the context so requires or admits, also include its successors or assignees of the other part.

Whereas, the "Authority" desires that the services of "Housekeeping & Sanitation Service" are required in Rama Devi Women's University, Bhubaneswar.

And whereas the "Housekeeping & Sanitation Service Provider" has offered its willingness to the same in conformity with the provisions of the agreement.

And whereas the "Housekeeping & Sanitation Service Provider" has offered its willingness to execute the above work in conformity with the provisions of the agreement, initially for a period of **(01) One year** from..... to.....

And whereas the "Authority" has finalized and accepted the rate as per the terms and conditions of the agreement to the "Housekeeping & Sanitation Service Provider" for an amount of **Rs..... (Rupees.....)** per month.

And whereas both the parties agrees that the above payment will be made on monthly basis i.e., on the first week of every month.

And whereas the parties hereto are desirous and have found it necessary and expedient to record the terms and conditions in respect of the aforesaid work into an agreement.

Now these presents witness and it is hereby agreed by and in between the parties hereto as follows: -

That the Annexure containing the Terms and Conditions shall be deemed to form and to be read and construed as part of this agreement.

2. That in consideration of the payment to be made by the "Authority" to the "Housekeeping & Sanitation Service Provider", the "Housekeeping & Sanitation Service Provider" hereby agrees with

the "Authority" to provide services of "Housekeeping & Sanitation Service" in the office of the Rama Devi Women's University, Bhubaneswar in conformity with the provisions of the Terms and Conditions.

3. That the "Authority" hereby further agrees to pay the "Housekeeping & Sanitation Service Provider" the contract price at the time and in the manner prescribed in the said Terms and Conditions.

4. That in the event of any dispute that may arise it shall be settled as per the Terms and Conditions of the contract.

5. That this agreement is valid upto.....

IN WITNESS WHERE OF the parties have caused their respective common seals to be here unto affixed or have here unto set their respective hands and seals on the day and year first written above.

Signature of the Officer
Authorized to sign on behalf
of Housekeeping & Sanitation Service Provider

Signature of the Authority
An officer acting in the premises
for and on behalf of the Registrar,
Rama Devi Women's University, Bhubaneswar

In the Presence of witness:-

Witness

Witness

1. Name:..... 1. Name:.....

Address: Address:.....

2. Name: 2. Name:

Address: Address:.....