



केन्द्रीय योग एवं प्राकृतिक चिकित्सा अनुसंधान परिषद्

(आयुष मंत्रालय, भारत सरकार)

61 -65, संस्थागत क्षेत्र, जनकपुरी, नई दिल्ली – 110058

Central Council for Research in Yoga & Naturopathy

(Ministry of Ayush, Govt. of India)

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NOTICE INVITING TENDER (NIT)

NIT No. 02/2026/CCRYN

Name of the work: Tender for hiring a service provider for providing Housekeeping & Security Services at CRIYNs (Rohini, Delhi, Jhajjar, Haryana & Nagamangala, Karnataka) under Central Council for Research in Yoga & Naturopathy (CCRYN), Janakpuri, New Delhi.

The **Central Council for Research in Yoga & Naturopathy (CCRYN)** is an Autonomous Body under the Ministry of Ayush, Govt. of India for Research & Development in Yoga and Naturopathy, promoting these systems through research, education, training, and publication, operating research institutes, running wellness centers, and aiming to create skilled manpower in these traditional healing practices.

Crucial dates related to “Tender for hiring a service provider for providing Housekeeping & Security Services at CRIYN (Rohini, Delhi, Jhajjar, Haryana & Nagamangala, Karnataka) under Central Council for Research in Yoga & Naturopathy (CCRYN), Janakpuri, New Delhi. are cited as under: -

i.	EMD Value (Rs.)	Rs. 7,20,000/-
ii.	Tender Publish Date & Time	08.04.2026 & 05:30 PM
iii.	Tender Download Date & Time	08.04.2026 & 05:30 PM
iv.	Bid Submission Start Date & Time	08.04.2026 & 05:30 PM
v.	Bid Submission Closing Date & Time	08.05.2026 & 05:30 PM
vi.	Pre-bid meeting	Pre-bid meeting would be held online on 17.04.2026 at 11:00 A.M. on the request of bidders, if any. The prospective bidder may submit their request for pre-bid meeting through email to director-ccryn@nic.in, ccryn.goi@gmail.com with subject line: “Tender for hiring a service provider for providing Housekeeping & Security Services at CRIYNs (Rohini, Delhi, Jhajjar, Haryana & Nagamangala, Karnataka) under Central Council for Research in Yoga & Naturopathy (CCRYN), Janakpuri, New Delhi.” by 16.04.2026 up to 04:00 P.M. Any query received after this date & time will not be entertained further. After the pre-bid meeting a corrigendum will be uploaded in case of any change in any of the clauses in the tender. All concerned are requested to keep regularly visit the website https://www.naturopathyday.in/
vii.	Opening of Technical bid	11.05.2026 & 11:00 AM

viii.	Opening of Financial bid	Would be informed accordingly
ix.	Likely date of award of contract	Would be informed accordingly
x.	Likely date of commencement of deployment of required manpower	Would be informed accordingly
xi.	Contact Person	Ranjeet Kumar Purbey, Admn.-cum-Account Officer, CCRYN Mob No.: 9810789108

Note: Bidders are requested to sign and stamp on each page. The duly filled in signed & stamped bid should be submitted by the bidders in an appropriate mode as prescribed in this tender document.

1. The tender document may be downloaded from the Council's website <https://www.naturopathyday.in/> & <https://eprocure.gov.in/eprocure/app>. The bidders shall submit this tender document in Technical Bid cover duly signed & stamped as per the above schedule on CPP Portal. All the bidders should submit a Demand Draft of Rs. 7,20,000/- in favour of "Director CCRYN" payable at New Delhi, as the Earnest Money Deposit (EMD). The EMD of unsuccessful bidders shall be refunded within 30 days after finalization of the contract.
2. The tenders shall not be entertained after the deadline under any circumstances whatsoever.
3. CCRYN reserves the right to reject any or all tenders without assigning any reasons whatsoever.

Note 1: - If the date of opening of tender falls on a holiday, the next working day will be date of opening.

Note 2: -CCRYN reserves the right to change any date/time mentioned in the schedule above under intimation to all concerned.

Note 3: - In case the date of opening of tender is declared a holiday, the tender will be opened on the next working day.

NIT

INSTRUCTIONS TO BIDDERS

1. GENERAL

- 1.1 The present tender is being invited for providing Housekeeping & Security Services at CRIYNs (Rohini, Delhi, Jhajjar, Haryana & Nagamangala, Karnataka) under Central Council for Research in Yoga & Naturopathy (CCRYN), Janakpuri, New Delhi.

2. ELIGIBILITY CRITERIA AND GENERAL INSTRUCTION FOR TENDERS

Terms and Conditions of Bid

- A. **Period of Contract:** -The Contract shall initially be for a period of one year and may be extended to another one or two years' subject to satisfactory performance, on the same rates, terms and conditions. The rates quoted by the bidder shall remain unchanged during the first year of contract except change in minimum wages as per the notification of Government and corresponding changes in ESI, PF contribution and bonus if any. CCRYN, however, reserves the right to terminate the contract at any time without assigning any reason.
- B. Exemption will be given to all Micro & Small Enterprises (MSEs) as per rule subject to their furnishing along with their offer, proof of their being registered, as MSE (indicating the terminal validity date of their registration) for the item tendered, with any agency mentioned in the notification of the Ministry of MSME, like National Small Industries Corporation, etc.
- C. **Eligibility Criteria:**
1. The bidder must be registered in requisite Labour Acts, ESIC & EPFO.
 2. The bidder must have a PAN number/GST No.
 3. Firm should possess experience of at least 3 years of executing housekeeping and Security work in a hospital or offices of Govt. of India/ State Govt./ Govt. Undertaking/Central or State PSU.
 4. Average Annual turnover of the Agency during each of three financial years (2022-23, 2023-24, and 2024-25) should be more than Rs. 1,20,00,000 /-. The average annual turnover of bidders must be duly certified by the appropriate Chartered Accountant Agency/any other authority.
 5. The bidder firm should not have been indicted for any criminal, fraudulent or anti-competition activity and not been blacklisted by any Government Departments/Public Sector Undertaking/Private Sector/ or any other agency.
 6. Persons deployed by the service provider shall not be less than 18 years of age.
- D. There are 62 nos. of staff are engaged as Housekeeping services and Security services at CRIYNs (Rohini, Delhi, Jhajjar, Haryana & Nagamangala, Karnataka). The exact requirement, details of manpower and qualification etc. are tentative which may increase or decrease depending on the requirement and work load on the ground. Similarly, the monthly emoluments are as per prevailing rate fixed under

minimum wages Act 1948. The Service Provider will be responsible to pay minimum wages as notified by local Govt. from time to time.

Note: -Non-compliance with any of the above conditions by the company will amount to non-eligibility for the service for which tender has been floated and its tender will summarily have rejected.

3. SUBMISSION OF TENDERS: -

3.1.1 The bidder shall, on or before the date given in the Notice Inviting Tender, submit his/her bids on CPP Portal.

3.1.2. The bidders should quote service charge as per the BOQ/Financial Bid format only given in CPP portal, otherwise the bid will be summarily rejected. Rate Quote Sheet which would duly mention percentage of service charges.

3.1.3. The Technical Bid should consist of the following documents: -

- (a) Earnest Money Deposit (Bid Security) for an amount of **Rs. 7,20,000/- (Seven Lakh Twenty Thousand Rupees only)** in the form of an Account Payee DD, Fixed Deposit Receipt from a Nationalized /Scheduled Bank or Bank Guarantee from a Nationalized/Scheduled Bank in an acceptable form in favour of **Director, Central Council for Research in Yoga & Naturopathy** payable at New Delhi.
- (b) Self attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name, designation, Office/ Residential address and office Telephone numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm, names addresses and telephone numbers of Directors/Partners also;
- (c) Self attested copy of PAN No. & TAN No. cards under Income Tax Act;
- (d) Self attested copy of GST Registration Certificate;
- (e) Self attested copy of Valid Registration No. of the Agency/Firm under Delhi Shops and Establishment Act;
- (f) Self attested copy of valid Provident Fund Registration Number;
- (g) Self attested copy of valid ESI Registration Number;
- (h) Self attested copy of valid License and Number under Contract Labour Act and under any other Acts/Rules;
- (i) Proof of Average Annual turnover as stated supported by audited Balance Sheet;
- (j) Proven Track Record of experience as stated supported by documents from the concerned organizations;

3.1.4 The bidders should quote price as per the BOQ/Financial Bid format only given in CPP portal, otherwise the bid will be summarily rejected. Rate Quote Sheet which would duly mention percentage of service charges. Financial bids of only those Service Providers/Agencies who qualify in Technical bids shall be opened in the Committee Room at CCRYN by the Tender Committee Member constituted for this purpose. The rate as decided by the Council & other statutory provisions like ESI, EPF etc. are

depicted in the Schedule of Rates and only Service Charges (Service Provider's profit & OH charges) are to be filled up by the Service Provider (only in percentage) in terms of % of total monthly remuneration bill excluding mandatory charges.

3.1.5. Bid with 'Nil charges' / consideration will be treated as unresponsive and will not be considered.

4. BID OPENING AND EVALUATION: -

4.1 General Instructions:

4.1.1.

1. Monthly payment will be made based on bill submitted by the Contractor and certified by the Nodal Officer/Officer Authorized by the Director to the effect that the services are provided as per the contract agreement.
2. The Contractor shall pay the personnel deployed at various locations of CCRYN, their wages in accordance with the minimum Wages Act, 1948 on a monthly basis. The Contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed at various locations of CCRYN. Tenders/bids not complying with the minimum wages payment will be rejected.
3. The Contractor shall, for all intents and purposes, be the "Employer" within the meaning of different Labour Legislations in respect of skilled and unskilled personnel so employed and deployed at various locations of CCRYN and the manpower so employed and deployed at various locations of CCRYN shall remain under the overall control and supervision of the Contractor. The persons deployed by the Contractor at various locations of CCRYN shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and CCRYN nor have any principal and agent relationship with or against the CCRYN. The Contractor's personnel shall not claim any benefit/ compensation/absorption/regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other act related thereto.
4. The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970, Minimum Wages Act, 1948 and all other Labour Laws and other Statutory Regulations (both Central and State) that may be enforced from time to time by the appropriate authorities. CCRYN shall not be responsible in any manner in the event of non-compliance with various labour laws in force by the Contractor and the onus of compliance lies solely with the Contractor. The Contractor is advised to maintain attendance register of his staff employed at various locations of CCRYN and wage register for payment (at least minimum wages as per Centre Govt.) with all records up to date as per the labour regulations. The Contractor may be asked to submit the monthly payment records to the staff employed by him.

The Contractor is advised to ensure that the payment is regularly credited to the account of the individual staff employed within the time schedule of Labour laws and pay slips for respective payments are duly issued regularly. CCRYN may ask for past pay slips and payment records to be submitted along with the monthly bill.

5. The Contractor should ensure payments to the employed personnel as per latest

Minimum Wages Act and payment of bonus in terms of Bonus Act, 1965. Further, the payment to be disbursed to the contract staffs through Bank transactions on or before seventh (7th) of every month irrespective of the fact that previous monthly bill is paid or not by CCRYN.

6. Contractor shall pay the ESI & EPF contributions of all employees as per the prevailing Employees Insurance and Employees Provident Funds Acts under the contract, if ESI & EPF Act is applicable to the Contractor as per law. The rates quoted by the Contractor should be inclusive of employer's share of ESI & EPF contributions for this contract. The Contractor should submit proof of payment (counterfoils) as and when called for by CCRYN towards ESI & PF with monthly bill & other documents such as registration number, photo card etc.
7. The Contractor should be responsible to fulfill all the obligations in connection with the workers employed by the Contractor for the purpose of the Contract and all the Statutory and other liabilities, if any, including minimum wages, uniform, ESI, Provident Fund, etc., in connection therewith shall be on the Contractor's account and payable by the Contractor.
8. The Contractor shall ensure regular payment to his staff posted for the captioned work and the payment made to his staff should not be less than the minimum wages notified by the Central Govt. from time to time and make available for inspection of the CCRYN the relevant records.
9. The manpower deployed by the Contractor should be in neat uniform, polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of CCRYN. Necessary grooming should be done by the Contractor before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously. No additional payment shall be made if Contractor keeps more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the contract provision.
10. A register will be kept at on all the locations showing attendance on day to day basis and which will be countersigned by Nodal Officer/Officer authorized by the Director at the time when Contractor's worker arrives & sign at site. A copy shall be presented along with the Contractor's monthly bill.
11. The Contractor shall abide by all the requirements of maintenance from time to time and shall strictly follow the obligation required by CCRYN.
12. The Contractor should obtain necessary permission that may be required for the purpose of this Contract from such authorities as may be prescribed by Law from time to time.
13. The Contractor or his authorized representative should visit the locations frequently as required by CCRYN and meet Officials for any clarifications and to receive instructions.
14. The Contractor shall have whole/ sole responsibility for any damage / loss of life and property of CCRYN on the part of any employee engaged by the Contractor resulting in any loss to CCRYN or any of its clients. The Contractor shall fully compensate CCRYN

for such damage/loss. The decision of CCRYN in this regard shall be final and binding.

15. Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to CCRYN or any of its clients in kind or cash will be viewed seriously and CCRYN will have the right to claim damages or levy fine and / or terminate the Contract forthwith, if necessary without any notice.
16. If any dispute arises on any matter concerning this Contract, the decision of Director, CCRYN shall be final and binding.
17. The Contractor should not at any time do, cause or permit any nuisance on the site / do anything which shall cause unnecessary disturbances or inconvenience to the occupants / visitors at site or near the site of work.
18. The workmen employed by the Contractor should abide by the Rules and Regulations maintained by CCRYN in the premises, especially in respect of working hours, entry of the workers to the premises, wearing of uniforms, interpersonal relation with the staff. The Contractor shall provide photo identity card and uniform to its workers including the leave reserves.
19. The Contractor should obtain approvals, if any, necessary for the work from the statutory bodies. The Contractor shall assist CCRYN fully in respect of any liaison with the Municipal/Police or any other authority for necessary approval / permission with regard to the AMC works.
20. **EXIT:**
 - i. First two months will be on a trial basis. If the services of the Contractor are not found to be satisfactory, Contractor will be given a notice, with a notice period of 15 days, to improve his services. If the Contractor fails to improve his services within the Notice period, CCRYN shall have the discretion to terminate the contract either in part or in whole, any day after the expiry of the said notice period.
 - ii. The contract is liable for termination by giving one-month notice by the CCRYN and three months' notice by the Contractor.
21. Contractors should provide 2 sets of uniforms and one set of shoes of approved colour every year for the employees deployed in CCRYN at his own cost.
22. CCRYN will not be responsible for Contractor's materials.
23. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of CCRYN.
24. No advance payment shall be made. Further, Contractor will not link payment to his manpower with the settlement of bills by CCRYN.
25. If in the opinion of CCRYN the work done by the Contractor is not satisfactory, CCRYN may decide depending upon the merit of the work to deduct such amount from the monthly bill amount as it may deem fit.

26. Contractor shall extend necessary help to other Contractors engaged by CCRYN under separate contract for their respective work.
27. Contractor shall be required to furnish CCRYN, as and when required, the following:
 - i. The Power of Attorney, name and signature of his authorized representative, who will be in- charge of execution of this contract.
 - ii. Registration certificate copies.
 - iii. Wage Book, Muster Book pertaining to staffs engaged under this contract.
 - iv. Validity of Insurance Policies, Labour Contract License relating to staff engaged at CCRYN site. The Contractor shall take all precautions necessary and shall be responsible for safety of work and risk involved in works carried out by their personnel.
 - v. Contractor shall vouch safe bonafides, conduct and fidelity of the staff employed by him. Any damage caused wilfully or in negligence to the works executed, shall be borne by him.
28. The manpower deployed by the Contractor for discharging the contractual obligations under the contract shall be the employees of the Contractor. CCRYN shall in no way be connected with such manpower and they shall have no claim whatever against CCRYN.
29. The Contractor shall at his own cost and expenses provide all the cleaning materials, disinfectant, labour, supervision tools, plant apparatus, ladders, trolleys, conveyance, uniforms etc. required for execution of the work covered by this contract to the entire satisfaction of CCRYN.
30. Notwithstanding anything contained therein the labourers, workmen, supervisors and other employed persons by the Contractor for the purpose of the works shall for all purposes be regarded as the Contractor's employees. Therefore, neither the Contractor nor any of such employees shall have any right to complain or claim against CCRYN. CCRYN also shall have no concern with them and shall not be liable to make any payment to or any contribution on account of them.
 - a) The tender is neither an agreement nor an offer and is only an invitation by the CCRYN to the interested parties for submission of their bids/ offers.
 - b) The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on behalf of CCRYN is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.
 - d) CCRYN makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. CCRYN may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender.

GENERAL CONDITIONS OF CONTRACT

1. The persons deployed by the Bidder should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping & Security work using appropriate materials and tools/equipment's.
2. To ensure the Health and safety measures of the employees.
3. The Bidder will be responsible for supply / installation / refilling / maintenance of all such items / equipment's used in wash rooms and other areas for housekeeping purposes.
4. Employment of child labour will lead to the termination of the contract. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
5. The Contractor at all times should indemnify CCRYN against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961 or any modification thereof or any other law relating thereto and rules made hereunder from time to time. CCRYN will not own any responsibility in this regard.
6. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by CCRYN besides annulment of the contract.
7. CCRYN will provide space for a store room to the Contractor in the premises.
8. The number of manpower required is likely to increase or decrease depending upon the actual requirement.
9. The Contractor shall:
 - a. Ensure Pest / animal and Rodent free environment in the premises of CRIYN, Rohini, New Delhi, CRIYN, Jhajjar, Haryana and CRIYN, Nagamangala, Karnataka.
 - b. Ensure that their managers / supervisors are equipped with mobile phones.
 - c. Arrangement for a hospital waste/garbage disposal in a professional manner.
10. The bill must be supported with the following documents:-
 - a. Attendance sheets with biometric attendance accompanied along with salary payment certificates supported by Bank statement wages sheets of all the workers and staffs deployed, certified copy of ESI, PF challan along with details of deduction of each employees and GST challan.
 - b. Certified bills of materials purchased for items not covered under Bid.
 - c. Payment of wages to the workers shall be made only through Bank transactions.

After submission of monthly bill complete in all respect by the Contractor, CCRYN shall check the bill & certify for payment. All the bills shall be paid on monthly basis. All the statutory responsibilities lies with the Contractor and CCRYN is not responsible for any statutory non-compliance as per labour law.

- 11 The Contractor should engage all guards not above the age of 60 years. The Security agency shall not employ any person below the age of 21 years and above the age of 60 years. Manpower so engaged should be trained for providing security services.

12. The Security Guards should be of sound Health and preferably having education up to 10th standard. Their character antecedents must be verified by the Security Agency/Contractor and a proof thereof should be submitted to the CCRYN authorities before their deployment.
13. The Eight Hours Shift will normally commence from 0600 hrs to 1400 hrs, 1400 hrs to 2200 hrs and 2200 hrs to 0600 hrs and would be called Morning, Evening and Night Shifts respectively. But the timings of the shift are changeable and can be fixed by CCRYN from time to time depending upon the requirements. Prolonged duty hours (more than 8 hours at a stretch) shall not be allowed. No payment shall be made by CCRYN for double duty, if any.
14. Weekly Day of Rest: An employee (Security Guard) in a scheduled employment in respect of which minimum rates of wages have been fixed under the Act, shall be allowed a day of rest every week (hereinafter referred to as “the rest day”) which shall ordinarily be Sunday, but the employer may fix any other day of the week as the rest day for an employee (Security Guard).

4.1.2. Evaluation of Technical Bid: -

The technical bid evaluation shall be done based on the following criteria as recommended by Technical Committee: -

- (i) During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below: -

S. No.	Particulars	Maximum Marks
1.	No. of years in Housekeeping & security Services in the ten years preceding the current financial year 2025-26	Max. 50 marks
	(a) <3 years	Ineligible
	(b) 3 years to 5 years	30 marks
	(c) Above 5 years to 8 years	40 marks
	(d) Above 8 years	50 marks
2.	Average turnover of during last three financial years	Max. 50 marks
	(a) <Rs. 1.20 crore	Ineligible
	(b) Rs. 1.20 crores to Rs. 2.20 crores	30 marks
	(c) Rs. 2.20 crores to Rs. 3.20 crores	40 marks
	(d) Above Rs. 3.20 crores	50 marks

- (ii). A Bidder should mandatorily secure a minimum of 60% marks (i.e. 60 marks out of total 100 marks in Technical Evaluation in order to qualify in Technical Bid and subsequently for consideration of the Financial Bid.

4.1.3. Evaluation Criteria for Financial Bid: -

- (i) Financial bid will be evaluated only on the basis of Service Provider’s Admn. /Service charges quoted in the Financial bid.

- (ii) In case of tie of two or more bidders, the contract will be awarded to that bidder who has scored more/higher points in the technical evaluation. If there is still a tie in the score/marks obtained in technical evaluation, then the bidder who has more years of experience will be awarded the contract. There will be no splitting of bid and only one eligible and qualified bidder will be chosen for all categories of manpower whose rate will be found lowest provided the bidder fulfils all the criteria & terms and conditions as provided in the tender document.
- (iii) The Bidder whose Admn. /Service Charges is NIL or ZERO shall be disqualified.

4.1.4. Conditional bids will also be summarily rejected.

4.1.5. Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders or of their representatives who choose to attend at the appointed place and time.

5. AWARD OF CONTRACT:

5.1 CCRYN, will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

5.2 The Service Provider shall provide a non-judicial stamp paper of Rs.100/- for preparing a Contract Agreement.

5.3 The agency shall be responsible to provide immediate replacement in place of any manpower, who is not available for duty at the place of posting and such other additional staff as may be required for additional duty for which prior intimation will be given, failing which the suitable replacement shall be arranged by the Council itself which the Service Provider will have to take on its strength.

5.4 The department shall have the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his/ her duties.

5.5 The agency shall not engage any sub-Service Provider or transfer the contract to any other person in any manner.

6. MANPOWER:

The Contractor shall provide the following personnel for CRIYN, Rohini, New Delhi, CRIYN, Jhajjar, Haryana and CRIYN, Nagamangala, Karnataka under Central Council for Research in Yoga & Naturopathy (CCRYN), Janakpuri, New Delhi for a period of one year as per specification given below:

1	Name of Work	Providing House Keeping & Security Guards Services with Manpower	
2	Period of Work	One Year.	
		CRIYN, Rohini, Delhi	Housekeeping Supervisor Cleaner/Housekeeping

3	Housekeeping Supervisor Cleaner/Housekeeping Security Guards		Security Guards
		CRIYN, Jhajjar, Haryana	Housekeeping Supervisor Cleaner/Housekeeping Security Guards
		CRIYN, Nagamangala, Karnataka	Housekeeping Supervisor Cleaner/Housekeeping Security Guards

The Contractor should ensure to maintain required no. of manpower and also arrange a pool of reserve security guards/housekeeping staff/supervisor.

Risk Clause

CCRYN reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other Contractor at the cost, risk and responsibilities of Contractor and excess expenditure incurred during the notice period on account of this will be recovered by CCRYN from the Contractor's Security Deposit or pending bill or by raising a separate claim.

During the period of agreement if it is found that the agency is not providing proper services or charging by fraudulent manner or otherwise, the whole security deposit deposited with Bank or part thereof shall be forfeited in favor of CCRYN and agreement will be terminated after giving 30 days' notice.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the CCRYN.
- The Contractor will also maintain a suggestion book for comments on the services rendered by it.
- Licenses if any required for Housekeeping & Security services at the site will be procured by the Contractor.

Dispute Settlement

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and Negotiations, if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Director, CCRYN whose decision shall be final and binding on both the parties.

SCOPE OF WORK:

Daily Services

Housekeeping / Cleaning services should be done daily at regular intervals, so that the areas covered under the contract remain spick and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9:00 A.M. Contractor will arrange manpower for special VIP visits at no extra cost. The services include: -

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, etc.).
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected waste at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment's, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
5. Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
6. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment's, nameplates, plant boxes, doormats etc.
7. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
8. Check and remove hairs, dust, dirt or any such object from anywhere in area under the contract.
9. Cleaning, dusting, reception, security rooms, training halls, committee rooms, outpatient department (OPD) and indoor wards etc.
10. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, maintenance of lawns and indoor/outdoor plants etc. as directed by the CCRYN.
11. The staffs posted by the Contractor for the said premises shall be deployed in consultation with the CCRYN.

12. The staffs posted at the aforesaid premises of CCRYN for duty shall be below 55 years of age and be medically fit to perform the housekeeping service. The working and deployment of staffs will be monitored by any official authorized by CCRYN for the purpose. They will be the employees of the Contractors under their exclusive control and supervision and shall comply with the following: -

- The supervisor/housekeeping staffs on duty shall comply with the directions and instructions regarding the housekeeping/maintenance issued by the Nodal Officer/Officer authorized by Director of CCRYN to the Contractor from time to time.
- The Contractor shall accede to the requests of the CCRYN's Nodal Officer/Officer authorized by Director for recall of any particular person from out of staffs and substitute him by another.
- The Contractor shall ensure that the staffs provided by it are smart, educated and of high integrity and maintain proper discipline and they do not in any manner, cause any interference, annoyance or nuisance to CCRYN or its business or work or its officers / employees / visitors, etc.

13. Besides the regular work of providing housekeeping services, the staffs on duty will also be responsible for switching on/off lights in common area/s within said premises. They will also be attending other jobs like operating water pumps, opening & closing of OPDs.

14. They will not be allowed to stay overnight in the said premises after their duty hours and they will not be entitled to kitchen/housing facility in the said premises.

15. The Contractor shall declare that they shall be responsible for the due compliance of all the legal provisions connected with requirement of the staffs posted at the said premises of CCRYN.

16. The Contractor shall provide photographs and residential address of the staffs deployed by them to CCRYN.

17. CCRYN will not be under any liability to pay any compensation to the staff deployed by the Contractor for their sustaining any injury etc. while discharging the duties in the said premises. The Contractor shall get the staffs posted for duty at the said premises, insured against accidents at its own cost.

18. Applicable Leave: - Successful vendor shall ensure leave to the staffs as per Contract Labour Act, 1970. It shall be ensured that service personnel are given at least 04 days' holidays in a month.

19. The housekeeping staff so provided shall endeavor to take all steps and precautions to prevent thefts, pilferage and other criminal acts in the said premises. The Contractor shall be liable to make good the loss suffered by CCRYN in this regard. CCRYN shall be at liberty to recover the said amounts from the amounts payable to the Contractor.

20. CCRYN shall, in the event of the Contractor committing any breach of any of the terms and conditions of this agreement or if the services provided by the Contractor is considered to be unsatisfactory by CCRYN, be entitled to terminate this agreement by giving seven days' notice in writing and the Contractor shall not be entitled to any compensation for such termination.

21. On expiry of or early termination of the contract, the staffs shall vacate the said premises, without in any way causing any damage to the said premises and property therein.

22. In case of any dispute or difference between the parties under this agreement, the same shall be referred to Director, CCRYN, Janakpuri, New Delhi or to the person nominated by him and his decision shall be final and binding on the parties.

Office Premises-Common/Open area

1. Clearing and cleaning of litter bins and segregating dry and wet waste twice a day.
2. Clearing of garbage accumulated twice a day.
3. Mopping/wet-cleaning/scrubbing of the staircase including fire exit twice a day.
4. Mopping/wet-cleaning all the toilets of office premises twice a day.
5. Cleaning of roof terrace and parking area on daily basis.
6. Sweeping of open area/common area surrounding Office perimeter twice a day.
7. Removal of cobwebs (outside/inside) on weekly basis.
8. Cleaning of motor rooms on weekly basis
9. Removal of plants grown on the office building & its perimeter wall/fencing on monthly basis.
10. Any other related works, as and when instructed.

Office Premises-Inside area

1) Cleaning of all the floors, the work involves cleaning the floor, dusting & wet-cleaning all the workstations/chair/credenza/storage cabins, etc, on daily basis.

2) Deep cleaning of all the floors including the flooring, workstations/chairs/credenza/storage cabins, windows, AC duct, fans, all other inaccessible spots on weekly basis by utilizing the Contractor provided Scrubber machines/Vacuum cleaners/Hand dryer machine/Blower machine.

3) The housekeeping staff should always be available at the office premises during the time of duty. They should take all efforts to try to keep the premises in top standards.

4) After the completion of work the housekeeping staff shall ensure the removal of debris out of the premises to safe municipal corporation limit, removing stains, cleaning the site thoroughly.

5) This contract is for the works to be carried out at our office premises from inside and outside for all floors / height. The cost of scaffolding or any other necessary equipment's for completing the work will be allowed based on the nature of work. The Contractor shall make his own arrangement for tools and ladder etc. for executing the work.

Waste Disposal Management: -

The Contractor will ensure collection screening / segregation of dry and wet garbage in the earmarked area. The Contractor will also ensure segregation of bio degradable and non-bio degradable garbage.

The Contractor shall keep bin of suitable size and specification at the collection area. The Contractor will employ his staff for the collection / disposal work. The Contractor will also

arrange for the garbage bags, prepare a flowchart indicating the method of collection / Disposal etc.

Management / Housekeeping Service Requirements/ Complaints Report: -

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered and reported to Nodal Officer/Officer nominated by Director, CCRYN. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

Housekeeping Services Complaint Register: -

This register is to be completed on the basis of information received by the Nodal Officer/Officer nominated by Director, CCRYN from CCRYN through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/e-mail, verbal complaints from officials of CCRYN, etc. and necessary action is to be taken.

Cleaning Schedule: -

CRIYN (Rohini, New Delhi, Jhajjar, Haryana and Nagamangala, Karnataka)				
S.No.	Activity	Frequency	Agents Used	Responsibility
i.	Removal of Garbage	Thrice in a day or as and when required	As per normal guidelines	Cleaner Housekeeping
ii.	Brushing	Thrice in a day as and when required		
iii.	Dusting	Thrice in a day as and when required		
iv.	Washroom	24 x7 (round the clock)		
v.	Dusting in the corridor area	Twice in a day it starts from 8.00 am, onwards		

DUTIES AND RESPONSIBILITIES OF SECURITY STAFF

1. The Agency/Contractor shall be responsible for overall security measures and arrangements to safeguard the movable and immovable property and prevention of theft within the Campus of at CRIYN, Rohini, Delhi, CRIYN, Nagamangala and CRIYN, Jhajjar, Haryana.
2. Controlling the In-Patients/visitors to Office/residential Campus.
3. Evacuation of occupants in case of the fire or natural calamities.
4. Prevention of unauthorized entry of personnel including all types of outside vendors in the entire campus.
5. The vehicles that enter into the premises must be identified, noted in the Register

and parked at designated places.

6. The Agency/Contractor staff shall work on duty and they will be deployed in three shifts. The security guards of the previous shift will submit the attendance of the incoming guards within 15 minutes of the commencement of the shift to the caretaker on duty for verification.

7. The Agency/Contractor shall provide proper uniform, whistle, security guard baton etc. for the day shift workers and five cell Torch Light and 5 ft. long stick for staff on night duty.

8. The Agency/Contractor shall be fully responsible for the performance and fitness on their duty of their personnel (Security Guards). For this, the Agency/Contractor will have to keep close liaison with the CCRYN authorities, Nodal Officer or other officer nominated by the Director, CCRYN for this purpose.

9. The Agency/Contractor shall have to maintain a round-the-clock Control Room with Telephone No., Mobile No., names of persons manning the Control room in their office for any urgent communication regarding any extra-ordinary situation.

10. The Agency/Contractor shall conduct surprise Night Patrolling at all the projects and shall submit written report to the Nodal Officer or other officer nominated by the Director, CCRYN periodically at least once a month.

11. The Agency/Contractor shall provide their own communication system to their staff for the coordination with Officers/officials of CCRYN and In-Charges of the other designated locations.

12. The Agency/Contractor shall undertake any other work of similar nature assigned to them by the Competent Authority from time to time.

13. The security personnel shall watch that there are no unidentified/unclaimed /suspicious objects/persons in the buildings/premises.

14. The security guards must be deployed in such a way that no part of the building /premises remain unnoticed /unattended.

15. The security personnel should not leave the point unless and until the reliever comes for shift duties.

16. The Security Guard on duty will maintain all the registers, which are kept at the main gate and other points.

17. To check people on entry/exit base on production identity cards system, issue of passes, etc., and maintain visitor's record.

18. Through checking of incoming and outgoing material against proper Gate pass duly signed by the authorized signatory.

19. To ensure that no hawkers, marketing persons or vendors are allowed into the campus without permission.

20. The security guards must take round of the buildings at fixed intervals.

21. Collecting intelligence about anti-social and other subversive elements in the crowd, and also be alert in tackling the mischief – mongers trying to gain entry in the campus.

22. The security personnel must have the telephone numbers of the nearest Police Station, Fire Station, Ambulance, etc. for the sake of emergency if any.

23. The Agency/Contractor shall have to provide the Mobile Phone Nos. of all the security guards for records.

Signature of the Authorized Signatory

(Designation)

Conditions Precedent

1. The successful bidder shall furnish a Performance security for an amount equal to 5% of successful bid amount in the form of Demand Draft / Bank Guarantee or any other. The Demand draft for performance security should be from any scheduled Bank in favour of the “Director, Central Council for Research in Yoga & Naturopathy, 61-65, Institutional Area, opp.-D block, Janakpuri, New Delhi - 110058” payable at Delhi at the time of execution of contract. No interest will be accrued and paid on the security deposits. This amount will be refunded after satisfactory fulfilment of the contract and all accounts thereafter are settled after six months from the date of last bill raised subject to adjustment of any claim of CCRYN, arising out of terms & conditions pertaining to the tender.
2. The Performance Bank Guarantee shall be forfeited for failure of Service Provider to abide by conditions of the contract and non-compliance of statutory requirement i.e. various laws and regulations of the land.

UNDERTAKING

I,

Proprietor/Partner/Director/ Authorized Signatory of _____ a
competent to sign this declaration and execute this Bid document;

- i. I have carefully read and understood all the terms and conditions of the Bid and hereby convey my acceptance of the same.
- ii. The information / documents furnished along with the above application 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 Bid at any stage besides liabilities towards prosecution under appropriate law.
- iii. I have apprised myself fully about the job to be done during the currency of period of agreement and also acknowledge to bear the consequences of non-performance or deficiencies in services on my part.
- iv. Company/firm has done in past satisfactory/disciplined work and not blacklisted in past by any client.
- v. The firm has not been blacklisted in the past by any government/private institution and certification for No Vigilance/CBI case pending against the firm/supplier.

Signature of Owner/Managing Partner/Director

Date:

Company's Seal:

Full Name:

Place: