

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	16-02-2026 10:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	16-02-2026 10:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	30 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Education
विभाग का नाम/Department Name	Department Of Higher Education
संगठन का नाम/Organisation Name	Central University Of Kashmir
कार्यालय का नाम/Office Name	Srinagar
वस्तु श्रेणी /Item Category	Cleaning, Sanitation and Disinfection Service - Outcome Based - University; General Cleaning (Sweeping, Mopping, dusting),Deep Cleaning,Steam Cleaning,Septic Tank Cleaning,Sewer Line Cleaning,Sterilizing; PAN UNIVERSITY
अनुबंध अवधि /Contract Period	2 Year(s) 1 Day(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	300 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details

क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	25000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	70000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	26

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Registrar
Main Campus, Central University of Kashmir, Tulmulla Ganderbal, 191131
(Registrar Central University)

UIN Number NCTGC2415P

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.

5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

7. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work for the Service:[1769619534.pdf](#)

List of Consumable Required:[1769619539.pdf](#)

List of High End Machinery Required:[1769619545.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
09-02-2026 14:00:00	A Pre-Bid meeting which Shall be mandatory shall be held both in online as well as Physical mode on 9th Feb at 2 PM at Tulmulla in the IT conference hall. The link for online meeting may be requested by sending a mail on adil.ANDRABI@cukashmir.ac.in with a cc on purchases@cukashmir.ac.in .

Cleaning, Sanitation And Disinfection Service - Outcome Based - University; General Cleaning (Sweeping, Mopping, Dusting), Deep Cleaning, Steam Cleaning, Septic Tank Cleaning, Sewer Line Cleaning, Sterilizing; PAN UNIVERSITY (15000)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Space	University
Nature of Service	General Cleaning (Sweeping, Mopping, dusting),Deep Cleaning,Steam Cleaning,Septic Tank Cleaning,Sewer Line Cleaning,Sterilizing
Type of Area	PAN UNIVERSITY
Area Inclusions	Whole University, Indoors and Outdoors
Floor Type	All Floor Types
Type of Cycle	Daily
एडऑन /Addon(s)	
Consumables to be provided by Service Provider	Yes
High End Machinery & Equipment to be provided by Service Provider	Yes

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Area in Sq. Metre	अतिरिक्त आवश्यकता /Additional Requirement
1	Syed Adil Amin Andrabi	191201,Central University of Kashmir, Green Campus, Duderhama, Ganderbal-191201 Landmark: Opposite Degree College Ganderbal	15000	<ul style="list-style-type: none"> • Frequency in each cycle : 2 • Number of working days in a month : 26 • Number of cycles during Contract Period : 1248

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. Additional terms and Conditions

1.1 The rate is to be quoted per square feet of carpet area per month. The carpet area for this purpose shall be limited to the internal covered spacelike rooms, washrooms, corridors, stairs etc. The open areas like Parking lots, Lawns, peripheries, roads, pathways etc. of the University campuses shall not be included for calculation of carpet area. However, the selected agency has to clean/sweep and maintain these open areas also without any additional charges.

1.2. The service provider shall have to deploy at least one sweeper for an area of 5000 sq.ft. Carpet area. However, the University reserves the right to change the deployment of person(s) for the area at its discretion.

1.3 The tender shall be governed by the Terms and Conditions along with the Scope of Work and Additional terms and conditions (Annexure-I).

1.3 The contract will be valid for a period of two (02) years

2. Eligibility Criteria

2.1 The bidder should be a registered firm/company engaged in sanitation and housekeeping services for at least three (3) consecutive years.

2.2 The agency must have executed at least two similar works in Government Departments / Universities / PSUs / Autonomous bodies/ Scheduled financial Institutions.

2.3 The agency must have a valid GST, PAN, EPF, ESI, and Labour License.

2.4 Average annual turnover during the last three financial years should not be less than ₹ ___ lakh (as specified by University).

2.5 The agency should not have been blacklisted or debarred by any Government or semi-Government organization or The agency shall not be under any investigation or enquiry for breach of contract, malpractice, or any act that may merit blacklisting by any Government or private organization.

2.6: The bidder must have valid latest version of ISO 9001:2015 (Quality Management Services), ISO 41001:2018 (Facility Management Services), ISO 14001:2015 (Environmental Management Services), and ISO 45001:2018 (Occupational Health and Safety Assessment). The certificate(s) must be valid on the date of opening of the tender. As proof of validity the bidder must attach a self-attested copy of the certificate issued by the certifying agency

3. Award of Work

- 3.1 The University reserves the right to accept or reject any tender without assigning any reason.
- 3.2 The contract will be awarded to the lowest responsive bidder (L1) meeting all eligibility and quality parameters.

4. Scope of Work (SOW)

- 4.1 The agency shall perform all cleaning, sanitation, hygiene, and waste disposal activities as detailed in Annexure-I.
- 4.2 The agency shall deploy the required machines, tools, and trained manpower at its own cost.
- 4.3 Any additional area brought under service during the contract shall be payable on a pro-rata basis.

5. Manpower & Supervision

- 5.1 The agency shall provide uniformed, trained, and medically fit housekeeping personnel. Two uniform sets annually shall be provided to the housekeeping personnel one for winter and one for summer.
- 5.2 All workers shall wear identity cards issued by the agency and endorsed by the University.
- 5.3 The agency shall appoint qualified supervisors to oversee the work.
- 5.4 The agency shall ensure replacement of any staff member found unfit, negligent, or in disciplinary.
- 5.5 The functional control over the personnel deployed by the Agency shall rest with the University and the disciplinary, administrative/Technical control shall be with the Agency.

6. Machines, Tools & Materials

- 6.1 The agency shall bring the required mechanized cleaning equipment, including scrubbers, vacuum cleaners, high-pressure jets, etc., as listed in the SOW.
- 6.2 All equipment must be in good working condition and maintained regularly.
- 6.3 Consumables such as cleaning agents, disinfectants, tissue rolls, phenyl, air fresheners, and mops shall be supplied by the agency at its own cost.
- 6.4 All consumables shall be of standard make (e.g., Diversey, Taski, Dettol, Lizol, or Harpic equivalent).
- 6.5 All equipment's must be owned or leased by the agency and maintained in good working condition at all times.

The agency shall, at the time of technical bid submission, upload documentary proof (invoices, ownership certificates, or lease agreements) showing possession or valid access to the machines listed in the tender. Failure to provide such proof shall render the bid liable for rejection.

7. Working Hours

- 7.1 Cleaning operations shall be carried out from 7:00 AM to 3:00 PM (or as per university schedule).
- 7.2 Toilets and public areas shall be attended to throughout the day with staggered shifts.
- 7.3 During special functions or examinations, the agency shall provide extra manpower and extended hours at no extra cost.

8. Safety & Conduct

- 8.1 The agency shall ensure that all staff follow safety and hygiene norms.
- 8.2 Workers shall not disturb academic or administrative work.
- 8.3 The agency shall be fully responsible for any loss or damage caused by its employees.

9. Statutory Compliance

- 9.1 The agency shall comply with all labour and social-security laws, including the Minimum Wages Act, EPF Act, ESI Act, and Payment of Bonus Act.
- 9.2 All workers shall be covered under EPF and ESI from the first day of deployment.
- 9.3 Payment of wages shall be made only through electronic bank transfer before the **2nd** of every month.
- 9.4 The agency shall maintain and submit to the University monthly records of wage disbursement, EPF and ESI contributions, and statutory registers as prescribed by law.
- 9.5 Non-deposit of EPF or ESI contributions or non-payment of statutory bonus within the prescribed time limit shall be treated as a serious breach of contract.
- 9.6 The agency must submit copies of valid EPF and ESI challans along with the TRRN (Temporary Return Reference Number) clearly showing the names and UAN numbers of deployed employees.**
- 9.7 The University will verify the authenticity of these payments through the EPFO and ESIC online portals.
- 9.8 In case of discrepancy or failure to deposit EPF/ESI/Bonus amounts correctly, the University shall:
- Withhold the entire monthly bill;
 - Levy penalty up to 10 % of the monthly bill; and/or
 - Terminate the contract and forfeit the performance security.
- 9.9 Any statutory liability arising from non-compliance will be borne solely by the agency.

10. Quality Control & Monitoring

- 10.1 Daily inspection will be carried out by University officials.
- 10.2 The agency shall maintain logbooks and checklists for each building.
- 10.3 Monthly review meetings shall be held to assess performance.
- 10.4 Any deficiency must be rectified within 24 hours of notice.

11. Penalties

11.1 Deductions will be made for:

- Absence of manpower.
- Non-functioning of machines.
- Poor cleaning or non-availability of consumables.
- Violation of hygiene standards.

11.2 Persistent non-performance may lead to termination of the contract and forfeiture of security deposit.

12. Payment Terms

12.1 Payment shall be made monthly after submission of bills and verification of work, and verification of EPF and ESIC challans of housekeeping personals.

12.2 No advance payment will be made.

12.3 The University reserves the right to withhold payment for unsatisfactory services.

12.4 Payment shall be made on a monthly basis after verification of satisfactory services.

12.5 Bills must be accompanied by attendance records, checklists, and consumable issue logs.

12.6 All applicable statutory deductions (TDS, etc.) shall be made by the University.

12.7 Payment will be released only after submission of valid proof of deposit of EPF and ESI contributions for the relevant month, supported with the correct TRRN numbers and employee-wise details.

12.8 If the agency fails to produce valid EPF/ESI deposit proof, the University shall withhold payment for that month until compliance is achieved. However, Non-payment of monthly bills shall have no bearing on the monthly salary of the employees.

12.11 Repeated failure (more than twice in a contract year) to furnish such proof shall constitute grounds for termination and blacklisting.

13. Performance Security

13.1 The successful bidder shall deposit a Performance Security of 5% of the annual contract value in the form of Bank Guarantee or Demand Draft or as Provided by GeM.

13.2 The Performance Security shall remain valid 60 days beyond the contract period.

14. Termination of Contract

14.1 The University may terminate the contract for:

- Breach of terms or poor performance.
- Failure to comply with statutory requirements.
- Misconduct or negligence of staff.

15. Force Majeure

The University shall not be responsible for failure or delay in performance due to circumstances beyond its control such as natural calamities, strikes, or government restrictions.

16. Dispute Resolution

16.1 Any dispute arising out of this contract shall be settled through mutual consultation.

16.2 In case of unresolved disputes, the matter shall be referred to the Vice-Chancellor / Registrar,.

16.3 In case of non-resolution the matter will be resolved as per the mechanism provided by GeM

17. Confidentiality

The agency and its employees shall maintain strict confidentiality regarding all University information, documents, and premises.

18. Acceptance of Terms

Submission of tender implies full acceptance of these Terms and Conditions and Scope of Work by the bidder.

- 18.1. The agency shall not replace existing workers deployed in the University without prior written approval of the competent authority. Continuity of existing workers shall be maintained to ensure smooth functioning and to safeguard their employment rights. The successful bidder shall be required to retain the 100% existing Housekeeping Staff deployed in the University by the previous Agency or otherwise hired through any other mechanism on the recommendations of University Authority. In case of requirement of the additional manpower the agency shall hire the staff and preference shall be given to local workers.
- 18.2. The manpower deployed by the Agency should not have any criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they engage and such character and antecedents of persons shall be verified through local police by the Service Provider before their deployment, collecting proofs of residence, bank account details, previous work experience and recent photograph and a certification to this effect submitted to the University.
- 18.3. The service provider shall also ensure that the personnel deployed are suitable for the job. The Service Provider shall withdraw such employees who are not found suitable by the University for any reasons immediately on receipt of such a request.
- 18.4. While quoting the Service Charges, the bidder must note that following expenses are to be borne by him/her within the quoted amount:
- a) Wages, bonus and leave encashment of the personnel engaged by the service provider including wages of Company supervisors.
 - b) Employer's share of contribution for EPF & ESIC in respect of engaged staff.
 - c) Bonus, wages for leave reserves in case of leave to the staff and all other charges/ expenses as per the University / GOI norms.
 - d) All other expenses incidental to the contract including wages of the Supervisors, Leave Reserves, supply of material/equipment

19. Periodic cleaning of carpets, curtains, upholstery, and blinds using mechanized and dry-cleaning methods at least once in a month.

20. Collection, segregation, and disposal of solid waste as per local municipal and environmental guidelines.

21. Dewatering of suckage pits, manholes, and water stagnation points using suction and dewatering machines at regular intervals or as directed by the University Engineer/Officer.

22 Certification

The bidder must have valid latest version of ISO 9001:2015 (Quality Management Services), ISO 41001:2018 (Facility Management Services), ISO 14001:2015 (Environmental Management Services), and ISO 45001:2018 (Occupational Health and Safety Assessment). The certificate(s) must be valid on the date of opening of the tender. As proof of validity the bidder must attach a self-attested copy of the certificate issued by the certifying agency

3. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

Scope of Work (SOW): Sanitation & Hygiene Outsource Agency

1. Objective

To maintain a clean, hygienic, and eco-friendly environment across the entire university campus through professional cleaning, sanitation, and waste management services using both manual and mechanized methods.

2. Coverage / Areas Included

The agency shall maintain cleanliness and hygiene in:

- Academic and administrative buildings
- Classrooms, laboratories, and research centers
- Libraries and reading halls
- Hostels, guest houses, and residential quarters
- Canteens, cafeterias, and kitchens (outer premises)
- Toilets, washrooms, and changing rooms (for all genders)
- Corridors, staircases, lifts, foyers, Attic and lobbies
- Auditoriums, seminar halls, and meeting rooms
- Parks, gardens, lawns, and open areas
- Roads, pathways, and parking zones
- Garbage collection points and disposal sites

3. Manpower Deployment

The agency shall:

- Deploy **sufficient, trained housekeeping personnel** as per the area and workload.
- Appoint **supervisors** (1/2 per campus) and one **University level manager**. At present University has four campus within the 8 kms vicinity of Ganderbal .
- Provide **uniforms (2 sets), ID cards, and safety gear** to all staff.
- Maintain **attendance through biometric system**.
- Ensure **gender-appropriate staffing** for respective areas.

4. Daily Cleaning Duties

Indoor Areas:

- Sweeping and mopping of floors using approved disinfectants.
- Dusting of furniture, fixtures, and electrical fittings.
- Cleaning of glass doors, windows, partitions, and notice boards
- Waste collection and disposal from rooms, offices, and corridors.
- Sanitization of toilets, urinals, and washbasins every 2-3 hours
- Refilling of consumables like soap, tissue rolls, and air fresheners.

Outdoor Areas:

- Sweeping of roads, footpaths, and open courtyards.
- Cleaning of open drains, water stagnation points, and waste bins.
- Regular removal of leaves, plastics, and debris.
- Maintenance of parking areas and paved surfaces.

5. Periodic / Weekly / Monthly Tasks

- Deep cleaning of toilets and staircases.
- Cobweb removal and wall cleaning.
- Cleaning of window panes, ventilators, and glass panels.
- Machine scrubbing of large halls and corridors.
- Polishing of metal and wooden surfaces.
- Cleaning and maintenance of signage boards and nameplates.
- De-weeding, drain cleaning, and pest control coordination.

6. Hygiene & Sanitation Standards

- Use only **branded cleaning agents**.
- Maintain **separate checklists** for daily, weekly, and monthly cleaning.
- Ensure **continuous availability of consumables** in washrooms.
- Use **colour-coded bins** for waste segregation (wet/dry/biomedical).
- Keep campus **odour-free and pest-free** at all times.

7. Equipment, Tools & Machinery

The agency must bring and maintain the following **cleaning machines and equipment** in good working condition, ensuring adequate quantity based on campus size:

A. Mechanized Cleaning Equipment

Sr. No	Equipment Name	Purpose / Area of Use
1	Ride-on Scrubber Dryer	For large halls, corridors, and auditorium floors
2	Walk-behind Scrubber Dryer	For classrooms, laboratories, and lobbies
3	High-pressure Jet Washer	For outdoor surfaces, pathways, and toilets
4	Industrial Vacuum Cleaner (Wet & Dry)	For carpets, computer labs, and offices
5	Single Disc Floor Machine / Polisher	For polishing marble or granite surfaces
7	Handheld Blower Machine	For leaf removal in lawns and gardens
8	Fogging / Disinfection Machine	For sanitization and odor control

- 9 **Carpet Shampooing Machine** For deep cleaning of carpets and rugs

B. Manual Tools & Accessories

- Mops (dry and wet), wringers, buckets, and squeeze dryers
- Trolleys with twin buckets and mop press
- Floor brushes, wipers, dustpans, brooms, and dusters
- Long-handled glass wipers and cobweb removers
- Spray bottles, scrubbing pads, and microfiber cloths
- Steel scrapers and squeegees for hard stains
- Garbage bins (wet/dry) and liners (biodegradable & non-biodegradable)
- Hand gloves, masks, safety shoes, aprons, and caps for staff

8. Waste Management

- Strict segregation of waste at source.
- Daily collection and disposal to designated municipal points.
- Maintain waste logs as per **Solid Waste Management Rules as in vogue.**
- Periodic cleaning of garbage storage areas.
- No littering or burning of waste permitted.

9. Supervision & Reporting

- Daily inspection by agency supervisors.
- Weekly joint inspection with university officer.
- Monthly performance review and reporting.
- Use of **checklists, feedback forms, and complaint registers.**
- Maintain **equipment maintenance and attendance logs.**

10. Performance Indicators

- Cleanliness of visible areas.
- Frequency of cleaning and waste removal.
- Availability of consumables.
- Response to complaints (within 2 hours).

- Functionality of machines and staff discipline.

11. Statutory Obligations

- Compliance with **EPF, ESI, Minimum Wages, Labour Laws, bonus as applicable under Govt of India norms**, etc.
- Submission of wage, attendance, and statutory deposit proofs.
- Replacement of absent staff without service lapse.
- Insurance for all deployed workers.

12. Penalty / Deductions

- For manpower shortage, poor cleaning, or non-functional machines.
- For non-supply of consumables or violation of waste management rules.

13. Duration & Review

- Contract duration: **2 years**,
- Monthly review for quality, compliance, and improvements.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.

8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला

सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---