

Tender Document

For Engaging Agencies for Supply of Housekeeping Services in TERI School of Advanced Studies, New Delhi

1. Introduction

TERI School of Advanced Studies (TERI SAS), New Delhi, invites sealed tenders from reputed and experienced agencies for providing, **Housekeeping Services** on its campus located at Vasant Kunj, New Delhi-110070

2. Scope of Work

The selected agency shall be responsible for the following services:

a) Housekeeping Services

- **Cleaning and Sanitizing:** This includes tasks like dusting, vacuuming, sweeping, mopping, and disinfecting surfaces.
 - **Restocking Supplies:** Replenishing toiletries, towels, and other consumable items in hostel rooms and public areas.
 - **Emptying Trash:** Removing waste and replacing liners in trash receptacles.
 - **Maintaining Cleanliness of Public Areas:** Ensuring lobbies, hallways, and other shared spaces are tidy and presentable.
 - **Reporting Maintenance Issues:** Notifying management or maintenance staff of any needed repairs or equipment malfunctions.
 - **Following Safety and Hygiene Protocols:** Adhering to established guidelines for handling cleaning chemicals and waste, and practicing proper infection control measures.
 - **Providing Excellent Customer Service:** Addressing staff requests and concerns professionally and respectfully.
 - **Maintaining a Clean and Organized Work Area:** Keeping the housekeeping cart and storage areas tidy and stocked.
 - **Supervising Cleaning on Assigned Floors/Areas:** In some roles, housekeeping staff may oversee the work of other team members and ensure standards are met.
-

3. Eligibility Criteria

Agencies must fulfil the following criteria:

- Registered company/firm with valid licenses under relevant statutory laws.

- Minimum 5 years of experience in providing similar services to reputed institutions or organizations.
 - Annual turnover of at least 25 lakhs in the last three financial years.
 - Valid registrations: GST, EPF, ESI, PAN, and Labour License.
 - Should not have been blacklisted by any government or private organization.
 - Principle employer can deduct money equivalent to the extent of the liability / penalty from the bills payable to the contractor, with a view to settle the matter.
-

4. Submission of Bids

Interested agencies are required to submit their bids in two parts :

a) Technical Bid

- Company profile
- Details of experience and clientele
- Statutory registrations and licenses
- Organizational structure and manpower strength
- Any certifications (e.g., ISO)
- Documents supporting all the mandatory eligibility criteria(s).

b) Financial Bid

- Monthly rate for services (separately for Housekeeping and Security)
 - Breakup of wages, statutory payments, service charges, and taxes
 - Any additional service cost (optional)
-

5. Important Dates

Event	Date
Issue of Tender Document	4 July 2025
Last Date for Submission	13 July 2025, 5:00 PM
Opening of Technical Bids	14 July 2025, 11:00 AM (Forenoon)
Opening of Financial Bids	14 July 2025, 3:30 PM (Afternoon)
Date of conclusion of agreement	15 July 2025

6. Terms and Conditions

- The contract shall initially be for a period of three years.
- TERI SAS reserves the right to reject any or all bids without assigning any reason.
- No advance payment will be made.
- All applicable statutory deductions will be made at source.
- The Courts at Delhi alone will have the Jurisdiction for adjudication of disputes if any between the Parties.
- Any liability / penalty arising out of non-compliances of statutory requirements from time to time or any other dispute will be dealt with and borne by the contractor.

- The Management of TERI School of Advanced Studies will not be held responsible for violation of any provision of labour law or any other Act by the contractor in respect of his employees.
-

7. Address for Submission

The sealed tenders should be submitted by the due date. TERI SAS shall not be responsible for any postal delay. Preferably bids should be in sealed envelopes sent by post with clearly mentioning on the top : Technical Bid for Housekeeping Staff and other envelope with mention of Financial bid for Housekeeping Staff.

The Registrar

TERI School of Advanced Studies
Plot No. 10, Institutional Area,
Vasant Kunj, New Delhi – 110070

and

Can be sent through mail at gauri.rana@terisas.ac.in Technical bid in pdf and financial bid in pdf (password protected). Password to be retained with the vendor and to be disclosed only on successful technical bid evaluation.

8. Contact for Clarification

For any queries or clarifications, please contact: Ms Gauri Rana, 011-71800222

- Interested agencies can visit our campus for site inspection prior to submitting their bids on any working day (Monday – Friday, 09:30 AM to 05:00 PM)
-

9. Dispute Resolution

Any dispute to the conflicts and its implementation of the agreement shall be settled amicably between both the parties.