



**Maharashtra National Law University Mumbai**  
**Invitation for Expression of Interest (EOI) for Housekeeping Services**

Application Fees: 2000/- (Non-Refundable)

**EOI Opening Date: 25<sup>th</sup> May 2023**

**EOI Closing Date: 20<sup>th</sup> June 2023 - Extended to 27<sup>th</sup> June 2023**

Interested suppliers may visit the Website [www.mnlumumbai.edu.in](http://www.mnlumumbai.edu.in) and download the RESPONSE FORM [**Annexure A**]. Filled in form complete in all respects may be forwarded by Email: [eoimnlumumbai.edu.in](mailto:eoimnlumumbai.edu.in) and Registered Post to **The Registrar, Maharashtra National Law University Mumbai, 2<sup>nd</sup> Floor CETTM-MTNL Building, Hiranandani Gardens, Technology Street Powai, Mumbai – 400 076**. The envelope containing the documents should clearly mention sender's name and address, telephone number and e-mail address, along with website if any, and superscribed **EOI FOR HOUSEKEEPING SERVICES**. Without superscription the EOI will be rejected. Please read General Instructions carefully. Documents must reach on or before 17:00 hours of **Tuesday, 27<sup>th</sup> June 2023**. No hand delivery.

**REGISTRAR,  
MAHARASHTRA NATIONAL LAW UNIVERSITY MUMBAI**

# **Maharashtra National Law University Mumbai**

**2<sup>nd</sup> Floor, CETTM MTNL, Hiranandani Gardens, Technology Street,  
Powai, Mumbai – 400 076.**

## **INVITATION FOR EXPRESSION OF INTEREST FOR HOUSEKEEPING SERVICES**

### **1. INTRODUCTION**

**Maharashtra National Law University Mumbai was established under Maharashtra National Law University Mumbai Act (VI of 2014) of the Government of Maharashtra. It is a teaching and research University of National character with deep regional ethos. Professor (Dr.) Dilip Ukey is the Vice-Chancellor.**

Currently, Maharashtra National Law University Mumbai is operating from 2<sup>nd</sup>Floor, CETTM-MTNL, Building, Hiranandani Gardens, Technology Street, Powai, Mumbai – 400 076.

The University invites expression of interest (EOI) from eligible agencies for Housekeeping Services. Agencies, which are located in Mumbai and nearby regularly supply this type of support to Government offices, Public Sector Units (PSUs), banks and higher educational institutions are requested to respond.

### **2. ELIGIBILITY**

The agency should satisfy the following eligibility conditions:

- a) The agency/firm should have minimum of 5 years of experience of the same profession.
- b) The agency/firm should submit experience certificates least 3 Government offices, Public Sector Units (PSUs), banks and higher educational institutions

clients during last 5 years. Atleast, one experience certificate should be of a University of Higher Educational Institution.

- c) Agency shall have following statutory valid registration certificates and licenses:
- i. GST(Goods and Services Tax) Registration
  - ii. Shop Establishment License
  - iii. Permanent Account Number (PAN)
  - iv. Any other registration that is required as per statutory / local norms for supply of stationery items.
  - v. EPF Registration Certificate
  - vi. ESI Registration Certificate
  - vii. Gratuity Act Registration
  
  - viii. ISO Certification which should be minimum 05 years old. The agency should possess ISO 9001: 2015, ISO 14001:2015. OHSAS 18788:2015, SA 8000 & ISO 45001: 2018, ISO 27001: 2013.
  
  - ix. **Earnest Money Deposit: EMD of 02% of the total estimated value of the services should be furnished along with the PRICE BID. The EMD shall be accepted Account Payee Demand Draft. Firms registered with MSIC/ MSME will be exempted from paying the cost o tender and EMD on submission of registration documents.**
  
  - x. Agency should have office in Mumbai, Navi Mumbai or Thane.

### 3. HOW TO APPLY

Interested suppliers may visit the Website [www.mnlumumbai.edu.in](http://www.mnlumumbai.edu.in) and download the RESPONSE FORM [**Annexure A**]. Filled in form complete in all respects may be forwarded by Email: [eoimnlumumbai.edu.in](mailto:eoimnlumumbai.edu.in) and Registered Post to **The Registrar, Maharashtra National Law University Mumbai, 2<sup>nd</sup> Floor CETTM-MTNL Building, Hiranandani Gardens, Technology Street Powai, Mumbai – 400 076**. The envelope containing the documents should clearly mention sender's name and address, telephone number and e-mail address, along with website if any, and superscribed **EOI**

**FOR HOUSEKEEPING SERVICES.** Without superscription the EOI will be rejected. Please read General Instructions carefully. Documents must reach on or before 17:00 hours of **Tuesday, 20<sup>th</sup> June 2023 Extended to 27<sup>th</sup> June 2023.** No hand delivery.

#### 4. SCOPE OF WORK:

Annual Contract for engagement of **36 THIRTY SIX (17 Male and 17 Female + 02 Male Supervisors)** workers for cleanliness and general work of housekeeping in the office of MNLU Mumbai. The University can request to increase or decrease the no. of staff.

Sr. No.	Description of Area	Job to be performed	Frequency
<b>Maharashtra National Law University Mumbai : - Main Campus</b>			
1	Cleaning of all Classrooms of 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> and 6 <sup>th</sup> Floors	1) Sweeping and Wet Mopping with appropriate chemicals 2) Removal of waste material from all Classrooms. 3) Dusting of Students Chairs, Furniture and Other items in the Classrooms.	Daily
2	Common Areas/Corridors Window panels, Doors, Photo frames, Notice Boards, Switch Boards and Electrical fittings etc. in Lobbies /common areas/corridors under MNLU Mumbai	1) Cleaning, dusting 2) Removal of cobwebs and stain removing of entire surfaces.	Twice in a Day And Weekly
3	Ladies and Gents Washrooms of 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> and 6 <sup>th</sup> Floors both sides	1) Intensive Cleaning of toilets and floor tiles, WCs, Urinal pots, looking glass and wash basins, dustbin in toilets. 2) Restocking of toiletries in toilets like liquid soap, naphthalene balls, urinal cubes, Airfreshner etc. on each day. 3) Sweeping, dusting and wet mopping cleaning with phenyl/ Cleaning in lobbies and common areas.	Thrice in Daily At 8.00 am, 12.30 pm & 4.30 pm
4	2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> and 6 <sup>th</sup> Floors both sides walls, Windows etc. in the building	Complete cleaning removing all the unwanted material and waste	Twice in a Day & Weekly
5	Monthly special cleaning of entire area.	1) Vacuum cleaning Twice in Month 2) Mechanized moppper for cleaning of toilets/flooring in all rooms and toilets 3) Glass cleaner kit and jet pump to clean toilets/corridors.	Monthly with agency's gadgets Vacuum cleaning for

		4) Cleaning of wooden flooring with appropriate material and equipment's in two rooms.	wet/dry cleaning of all furniture and rooms
6	MNLU Mumbai Main Campus	Pest control, mosquito control including winged pests, larva control and rodent control of the entire campus of the institute in all covered and open area.	As and when required.
7	MNLU Mumbai Main Campus	Any other provisions as advised by the institute may be incorporated in the work order. The same shall also be binding on the contractor.	As and when required.
8	MNLU Mumbai Main Campus	The institute may also include the items, if any other than prescribed above, in the Duty chart as per their requirement.	As and when required.
<b>Maharashtra National Law University Mumbai : Hostel Campus</b>			
1	Cleaning of corridors, passages and stair case of all blocks, hostel office etc.	Complete cleaning removing all the unwanted material and waste	Daily Once in a Day
2	Girls Rooms Total 136nos.	1) Sweeping and Wet Mopping with appropriate chemicals 2) Removal of waste material from all rooms. 3) Dusting of Students Chairs, Furniture, Windows, Doors, Gallery and Other items in the rooms.	Daily Once in a Day
3	Boys Rooms Total 136nos.	1) Sweeping and Wet Mopping with appropriate chemicals 2) Removal of waste material from all rooms. 3) Dusting of Students Chairs, Furniture, Windows, Doors, Gallery and Other items in the rooms.	Daily Once in a Day
4	All floor Rooms, Halls, Mess area, Common Room, Hostel Office, etc.	Cleaning of windows, panels, glasses, spider cobwebs etc.	Once in Weekly
5	Cleaning of water coolers (Internal), Desert Coolers or any other equipment.	Complete Cleaning	Once in two weeks
6	Guest Rooms (10 Nos.)	1) Sweeping and Mopping with appropriate chemicals. 2) Removal waste materials from rooms. 3) Dusting of Table, Chairs, Windows, Doors, Gallery and other items in the rooms 4) Room Floor Carpet Cleaning through Vaccum Machine only. 5) Intensive Cleaning of toilets, WCs, looking glass and wash basins, dustbin in toilets.	Daily Once in a Day

		6) Restocking of toiletries in Bathroom like liquid soap, naphthalene balls, Airfreshner etc. on each day.	
7	Common Ladies and Gents Washrooms of all Floors both sides	1) Intensive Cleaning of toilets and floor tiles, WCs, Urinal pots, looking glass and wash basins, dustbin in toilets. 2) Restocking of toiletries in toilets like liquid soap, naphthalene balls, urinal cubes, Airfreshner etc. on each day. 3) Sweeping, dusting and wet mopping cleaning with phenyl/ Cleanzo in lobbies and common areas.	Thrice in Daily At 8.00 am, 12.30 pm & 4.30 pm
8	MNLU Mumbai Hostel & Campus	Pest control, mosquito control including winged pests, larva control and rodent control of the entire campus of the institute in all covered and open area.	As and when required.
		Cleaning of dustbins and removal/disposal of collected garbage to an approved location, clearance of segregated waste as per the prescribed norms waste disposal at designated places.	Daily
		Any other provisions as advised by the institute may be incorporated in the work order. The same shall also be binding on the contractor.	As and when required.
		The institute may also include the items, if any other than prescribed above, in the Duty chart as per their requirement.	As and when required.

## 5. SERVICES TO BE PROVIDED:

1. The purpose of housekeeping is that the whole office premises of the Institute must look neat and clean every time and the bidder has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.
2. All the cleaning personnel to be provided for undertaking the housekeeping services in the University premises & Hostel shall provided with required uniform (by the agency) and maintain decent behavior.
3. All the cleaning personnel provided for the housekeeping services shall be governed by the notification of Labour Commission, Government of Maharashtra ordinance Minimum Wages Act/Government of Maharashtra Minimum Wages Act.

4. All the cleaning personnel to be provided for housekeeping services are bound to work all the days except government holidays and Sundays and they should reach the Office & Hostel premises well in advance at to start cleaning work. The working hour of housekeeping is **8 hours with Lunch Break of 30 Minutes**.
5. The bidder shall separately observe and adhere the following from their deployed housekeeping personnel.
  - Should smart and vigilant.
  - Should be punctual and arrived at least 20 minutes before start of their duty time.
  - Should take charges of their duties properly and thoroughly.
  - Should perform their duties with honesty and sincerity.
  - Should read and understand their post and side instructions and follow the same.
  - Should extend respect to all officers and staff of the office of the Bureau.
  - Shall not consume intoxicated drinks on duty hours, or come drunk and report for duty.
  - Should not gossip or chit shut while on duty.
  - Should never sleep while on duty.
  - Should immediately report to the Section Officer on any untoward incident/misconduct or misbehavior.
  - Should not entertain visitors.
  - Shall not smoke/drink in the office premises.
6. It is the sole responsibility of the deployed housekeeping personnel to execute the assigned work perfectly and neatly. If any damages are caused to Institute's assets while discharging the duty, suitable amount will be deduct from the bidders monthly payment.
7. The bidder shall follow the instructions of the Institute from time to time in discharging the duty every day.
8. The Institute shall have the rights to remove any deployed housekeeping personnel from the duty who is considered to be undesirable.
9. The bidder shall exercise adequate supervision to reasonably ensure proper performance of housekeeping work in accordance to the schedule of work. The bidder shall issue Identity Card/Identity documents of the employees who are deployed to execute the work.

10. All necessary reports and other information shall be supplied immediately by the bidder as and when required by the University and at regular meeting will be held with the University.
11. The Housekeeping personnel would be of minimum 18 years and **maximum of 50** years of age and they should be sound in health in trying out of the duty and should not have infected diseases.
12. The bidder shall not subcontract the assigned work to any other agencies.
13. Replacement of housekeeping personnel should be provided in the event of sickness or in any other circumstances, when the person is absent, with approval of the University.
14. The University shall comply with and fulfill the recommendations (if any), if deemed necessary by the University, made in writing by the bidder in connection with the performance of the service. The University shall notified the bidder of any dishonest, wrongful or negligent acts or omission of the contractor's employees or agents in connection with the assigned services as soon as possible after the University becomes aware of them.
15. In case of any accident caused to the housekeeping personnel during the work period, it is the sole responsibility of the agencies to meet any expenditure on medical treatment/compensation.
16. Jurisdiction: Any legal problems will be disposed either by negotiation or at the Jurisdiction of Mumbai Court.

## **6. PERIOD OF CONTRACT:**

- Under normal circumstances the contract shall be valid for a period of **one year** from date of issue of work order. The period may be extended further (as decided by the University) if mutually agreed between the University and the selected bidder.

## **7. GENERAL INSTRUCTIONS:**

1. Agencies shall be prequalified and shortlisted based on the criteria laid hereinabove, (**Ref.2 Eligibility**).



2. Maharashtra National Law University Mumbai reserves the right to visit, inspect or contact some of the offices to whom supplies are made by the agency prior to selection.
3. The decision of Maharashtra National Law University Mumbai regarding the selection of the Agency shall be final and binding on all concerned.
4. Agency should submit the Application Fees of Rs. 2000/- (Rupees Two Thousand Only) (non-refundable) in the form of demand draft in favour of Maharashtra National Law University Mumbai.
5. **Selected agency shall furnish security deposit of 10% amount of the total bill amount (in INR) in the form of DD in favour of Maharashtra National Law University Mumbai.**
6. **The quotations should be sealed in a separate envelope and superscribed FINANCIAL BID. This envelope will be kept in the main large envelope containing other documents and Response form.**
7. Rate should be quote inclusive of the cost of Services, Manpower cost, Transportation also inclusive of charges of VAT and other taxes as applicable.
8. The MNLU Mumbai will have no liability regarding transportation, boarding and loading of firm and their staff.
9. Under no circumstances the firm shall not appoint any subcontractor or sub lease the contract. If this condition is violated, the firm will be terminated.
10. TDS as applicable on date will be deducted from firm actual bill submitted for payment.
11. The price accepted by the committee is final and no deviation from it will be accepted in this regard.
12. In case of any dispute between the parties, the arbitration shall be at Mumbai.
13. **The procuring entity reserves the right to accept or reject any or all Eols without assigning any reason thereof.**

14. Conditional offer/ EOI submitted by email and hardcopy or after the due date and time will be rejected.
15. **Site Survey:** All bidders are advised to visit the work site before submitting their offers in order to make themselves fully aware of the work conditions at Maharashtra National Law University Mumbai. The University will not be responsible for any cost or expenses incurred by the bidder in connection with preparation of the bids and expenses related to visits to the sites. The details of personnel deputed for site survey are to be intimated to the University as well as the Administrative Officer of this University for according necessary clearances. Deputed Personnel are to ensure that all security precautions and norms are to be adhered to within the University. However prior intimation regarding the visit is mandatory. The site Survey Proforma is attached. The Proforma completed in all respects, in two copies are to be forwarded to this University by the fastest means so that the same can be approved and one copy returned to the bidder. To expedite the process, bidders may fill up the downloaded Proforma and Obtain signature of Administrative Officer on the same day of their visit or Fax / Email the same to addresses. Since the final costing can be only be worked out after the site survey bids of only those firms would be accepted and processed who have done the site survey. **Site survey is mandatory and required to submit the certificate issued by the University along with the documents to be submitted in the bid of EOI document to qualify for the price bid.**
16. **Garbage Disposal: It shall be the responsibility of the agency to dispose the garbage in the manner prescribed by the municipality.**
17. Strictly no CC/BCC to be marked to any other mail Id. Violation will lead to disqualification and cancellation.
18. Canvassing in any manner at any stage will be a disqualification and may Lead to Black listing of the Vendor.

For further details, **Please contact (022) 25703187.**

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**APPLICATION TO BID FOR SUPPLY OF HOUSEKEEPING SERVICES**

**Name of the Firm** \_\_\_\_\_

The Registrar,  
Maharashtra National Law University Mumbai,  
2<sup>nd</sup> Floor, CETTM MTNL Building,  
Hiranandani Gardens, Technology Street,  
Powai, Mumbai – 400 076

Dear Sir,

I/We have read and understood the instructions and the terms and conditions contained in the Invitation for Expression of Interest for **SUPPLY OF HOUSEKEEPING SERVICES** and hereby declare that the information furnished in the application and in the supplementary sheets from pages \_\_\_\_\_ to \_\_\_\_\_ are correct to the best of my/our knowledge and belief. The undersigned is fully authorized to sign and submit this application form on behalf of the organization, he / she represents.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Place \_\_\_\_\_

Date \_\_\_\_\_

Seal of the Agency.

**RESPONSE SHEET**

**Information to be furnished by the Agency**

1	Name of the Agency		
2	Address		
3	Contact details: Mobile E-Mail and website		
4	Type of the Organization (Whether Sole/Proprietorship / Partnership / Private Ltd/ Ltd. or Co-operative body etc.)		
5	Whether registered with the Registrar of  Companies / Registrar of firms. If so,  furnish full details and copies of valid  <b>I.</b> GST Number <b>II.</b> Permanent Account Number (PAN) of the Firm <b>III.</b> Any other registration that is required as per statutory/local norms for supply of services		
6	Name and PAN of Proprietor/		

	Partners / Directors of the Organization/ Firm  a) b) c) d) e) f) g)		
7	Year of Establishment		
8	Length of business in this field in years		_____ Years
9	The average annual turnover of the Agency for the last three years.		
10	<ul style="list-style-type: none"> <li>• Whether any civil suit / litigation in the contracts executed during the last 3 years has arisen and pending in any court of law. If so, please furnish full details.</li> <li>• Have you been disqualified by you any Entity/ Institution?</li> </ul>		

**Place**

**Date**

**COMPANY/AGENCIES SEAL**

**AUTHORISED SIGNATORY**

**FINANCIAL BID  
(Submitted on Own letter head)**

Please provide detail financial implication to the organization with break up. (All prices/rates quoted must comply with the terms and conditions)

<b>Sr. No</b>	<b>Description</b>	<b>Staff (Male &amp; Female)</b>	<b>Supervisor (Male / Female)</b>
1	Minimum wages (per Housekeeping Person for 26 days) For Housekeeping Staff under 'unskilled category' and for Supervisor under 'semi-skilled category'		
2	Statutory Charges (Per Housekeeping Person for 26 days)		
	ESI		
	EPF		
	Bonus		
3	Sub-total (Per Person for 26 days)		
4	Relieving charges (1/6th of S. No. 3)		
5	Total (Per Housekeeping Person per month) (S. No. 3 + S. No. 4)		
6	Number of Housekeeping personnel required	Nos.	Nos.
7	Total cost for providing Housekeeping Personnel per month (S. No. 5 X S. No. 6)		
8	Total Cost for providing Housekeeping Personnel per annum $\Sigma$ (S. No. 7) x 12 months		
9	Contractor's Profit /Service charge (lump sum annual amount to be quoted for providing the Housekeeping services as specified in the tender document for whole year)		
10	Grand Total Cost for providing Housekeeping service per annum at MNLU Mumbai as per Tender Document (S. No. 8 + S. No. 9 + S. No. 10)		

\* The total cost is exclusive of GST rates. The bidder must note that GST shall be applicable extra as applicable.



## **DECLARATION**

1. We have inspected the premises and assessed the work .We undertake to take-up the work at total quoted price as mentioned above.
  
2. I / We undertake that the payment to the employees will be made as per rates prescribed by State Govt. of Maharashtra from time to time under Minimum Wages Act and applicable statutory payments on account of EPF & ESI.
  
3. We have gone through the terms & conditions stipulated in the EOI document and confirm to abide by the same.
  
4. No other charges would be payable by Institute.

**AGENCY SEAL** :

**AGENCY/ FIRM NAME** :

**AUTHORISED NAME & SIGNATORY** :

**DATE** :

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**Note: -**

- The bidder is requested to acquaint himself with the scope of work, all terms and conditions & penalty details etc. of the complete tender document before quoting the rates.
- As provided in the price bid format above, the bidders have to quote the price for all the components separately and the L-1 firm shall be decided on the basis of grand total amount quoted in the above table (S. No. 11).
- The Price Bid is to be quoted after considering Minimum Wages as prescribed by State Ministry of Labour & Employment, Govt. of Maharashtra, as applicable for providing Housekeeping staff as on the date of issue of this Tender.
- ESI, PF & other statutory requirements should not be less than the statutory provisions/Act by the State Government. If the amount/rates quoted are less than the prescribed minimum as stated above, then the commercial / price bid of the bidder will be disqualified (will not be considered for evaluation) and quote will stand rejected.
- No ambiguity should be there in the quoted price and the rate must be as per the price bid format.
- **It must be noted by all prospective bidders that contractor's profit/service charge must be more than 5%. Any price bid submitted by the prospective bidder violating this condition will be rejected and not be considered for evaluation & award of contract.**

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**SITE SURVEY PROFORMA**

FOR

**INVITATION FOR EXPRESSION OF INTEREST FOR HOUSEKEEPING SERVICES**

DETAILS OF REPRESENTATIVE: M/S.....

1. Name:.....

2. Permanent Home Address:.....

House No..... Street.....

Dist./City..... State.....

PIN..... Mobile No..... Office

No.....

3. Documentary Proof (Attached):.....

(Attach attested copy of PAN Card/ Aadhar/ Identity Card)



**CERTIFICATE BY EMPLOYER**

Certified that Shri..... is working since..... (Years) in this firm. Nothing adverse has been reported against him. Authority is hereby accorded to Shri..... representative of M/S .....whose particulars are furnished above to carry outside survey at Maharashtra National Law University Mumbai.

Date:

Authority Signature.....  
(With Stamp)

## SITE VISIT CERTIFICATE

THIS IS TO CERTIFY that:

1. I, Mr. \_\_\_\_\_ of M/S \_\_\_\_\_

Firm visited the site in connection with the EOI for Housekeeping Services. Having examined the bid documents, certify that I have,

- (a) Acquainted with the nature, geographical and exact location of the works;
- (b) The general conditions of execution;
- (c) The Integrations Possibility with the existing system.
- (d) Physical conditions specific to the site Construction;
- (e) Local conditions;
- (f) Means of communication and transport;
- (g) The availability of labor sufficient in number and quantity;
- (h) And all conditions and circumstances which might influence the execution or price of the works.

2. I further certify that I am satisfied with the description of the works and the Project Representative/ Officer explanations and that I understand perfectly the works to be undertaken as specified and implied in the execution of the Contract

Date: \_\_\_\_\_

University Representative Name.: \_\_\_\_\_

University Representative Sign.: \_\_\_\_\_

University Stamp:

**Note:**

- 1. This firm shall complete the certificate at the time of the visit to the site where the works are to be carried out.
- 2. The bidder has visited the site by himself at some date. This site visit certificate will be signed by the bidder only.

\_\_\_\_\_