



RFP-cum-Re-eTENDER NOTICE FOR  
ANNUAL CONTRACT FOR HOUSEKEEPING  
SERVICES AT CNLU CAMPUS (Including  
Residential Complex)

#### ABOUT CNLU PATNA

In the State of Bihar, where the seeds of the earliest republic were sown and the crop of democracy cultivated, a need was felt by the government for a university which would provide quality legal education and strive to raise national legal standards to competitive international level and promote legal awareness in the community, which will lead to the realization of goals embodied in the Constitution of India. Thus, on July 15th, 2006 came into being Chanakya National Law University at Patna.

**TABLE OF CONTENTS**

|                                                                                                                                     |    |
|-------------------------------------------------------------------------------------------------------------------------------------|----|
| A. <u>SCOPE OF WORK</u>                                                                                                             | 3  |
| B. <u>ELIGIBILITY CRITERIA</u>                                                                                                      | 5  |
| C. <u>ADDITIONAL CONDITIONS</u>                                                                                                     | 7  |
| D. <u>TERMS &amp; CONDITIONS</u>                                                                                                    | 7  |
| E. <u>SERVICE LEVEL AGREEMENT (SLA)</u>                                                                                             | 8  |
| F. <u>DETAILS OF AREA OF OPERATION AND FREQUENCY OF WORK (ANNEXURE-I)</u>                                                           | 11 |
| G. <u>CLEANING EQUIPMENT, MACHINERY, TOOLS&amp; CONSUMABLE MATERIALS</u>                                                            | 13 |
| H. <u>TERMINATION OF CONTRACT DUE TO CONTRACTOR'S DEFAULT</u>                                                                       | 14 |
| I. <u>FORE-CLOSURE OF CONTRACT</u>                                                                                                  | 15 |
| J. <u>SETTLEMENT OF CONTRACT</u>                                                                                                    | 16 |
| K. <u>PAYMENT TERMS</u>                                                                                                             | 16 |
| L. <u>GENERAL CONDITIONS OF CONTRACT</u>                                                                                            | 16 |
| M. <u>MANDATORY BASIC CLEANING MACHINERY &amp; EQUIPMENT TO BE USED BY THE SERVICE PROVIDER DURING CONTRACT PERIOD (ANNEXUR-II)</u> | 18 |
| N. <u>DECLARATION BY BIDDER (ANNEXURE-III)</u>                                                                                      | 22 |
| O. <u>FINANCIAL BID</u>                                                                                                             | 23 |

# CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIT No.- 29/2026-27

Date: 08/08/2026

## SHORT RE-TENDER NOTICE

| Through e-procurement mode only <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|----------------------------------------------------------------------------|
| Chanakya National Law University invites Short Re-Tender in Two Bid System (Technical and Financial) from the reputed bidders for all types of Cleaning, Scavenging Services inside CNLU campus. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                                            |
| 1.                                                                                                                                                                                               | Name of the Work                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | : | <b>Providing Housekeeping, Cleaning, Scavenging Services</b>               |
| 2.                                                                                                                                                                                               | Estimated Cost                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | : | NIL                                                                        |
| 3.                                                                                                                                                                                               | Cost of Document (Non-Refundable)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | : | Rs. 5000/- (Rs. Five Thousand) Only.                                       |
| 4.                                                                                                                                                                                               | Earnest Money Deposit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | : | Rs. 100000/- (Rs. One Lakh) Only.                                          |
| 5.                                                                                                                                                                                               | E-Tender Processing Fee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | : | As per Eproc2 website                                                      |
| 6.                                                                                                                                                                                               | Bid start Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | : | From 08.08.2026                                                            |
| 7.                                                                                                                                                                                               | Date of pre-bid meeting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | : | 13.08.2026 (Offline) at the Chamber of Registrar, CNLU, Patna at 02:30 pm. |
| 8.                                                                                                                                                                                               | Last Date & Time for Uploading of bids                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | : | 18.08.2026 till 01:00 pm.                                                  |
| 9.                                                                                                                                                                                               | Date & Time of Opening of Technical Bids                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | : | 18.08.2026 at 03:00 pm.                                                    |
| 10.                                                                                                                                                                                              | Date & Time of Opening of Financial Bids                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | : | Will be intimated later                                                    |
| 11.                                                                                                                                                                                              | Place of Opening of Bid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | : | Registrar's Chamber                                                        |
| 12.                                                                                                                                                                                              | Periods of Bids Validity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | : | 120 days                                                                   |
| 13.                                                                                                                                                                                              | Officer inviting Bids                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | : | The Registrar, CNLU, Patna.                                                |
| 14.                                                                                                                                                                                              | For participation in E-tendering proc. The contractor shall have to get themselves registered to get User ID, Password & Digital Signature. This will enable accessing the website <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> & download / Participate in E-Tender.                                                                                                                                                                                                                              |   |                                                                            |
| 15.                                                                                                                                                                                              | The tender document can be obtained through our website <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> & <a href="https://www.cnlu.ac.in">https://www.cnlu.ac.in</a>                                                                                                                                                                                                                                                                                                                                 |   |                                                                            |
| 16.                                                                                                                                                                                              | (i) Bid Processing Fee to be paid through online mode i.e., Internet payment gateway (Credit/Debit Card), Net Banking, NEFT/ RTGS.<br>(ii) Bids along with necessary online payments must be submitted through e-procurement portal <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> before the date & time specified in the NIQ.<br>(iii) The department does not take any responsibilities for the delay /Non availability of internet connection, Network Traffic / Holidays or any other reasons.” |   |                                                                            |
| 17.                                                                                                                                                                                              | Bid Document cost should be paid as per <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>                                                                                                                                                                                                                                                                                                                                                                                                               |   |                                                                            |
| 18.                                                                                                                                                                                              | Earnest Money Deposit (EMD) shall have to be paid through e-payment.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                                                                            |
| 19.                                                                                                                                                                                              | The authority shall have to right to reject the bid without assigning any reason whatsoever. For any information department Contact No. 0612-2352300 may be used.                                                                                                                                                                                                                                                                                                                                                           |   |                                                                            |
| 20.                                                                                                                                                                                              | For queries and clarifications, if any send e-mail to <a href="mailto:tender-equiry@cnlu.ac.in">tender-equiry@cnlu.ac.in</a>                                                                                                                                                                                                                                                                                                                                                                                                |   |                                                                            |
| 21.                                                                                                                                                                                              | For support related to the e-tendering process, bidders may contact “e-procurement HELP DESK, junction services limited RJ Complex, 2 <sup>nd</sup> Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. –Shastri Nagar, Patna-800014, Bihar, Contact No. 18005726571.                                                                                                                                                                                                                                                   |   |                                                                            |

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## A. SCOPE OF WORK:

1. The Contractor shall provide comprehensive housekeeping, sanitation, scavenging, cleaning, waste management, and maintenance services for the entire CNLU Patna Campus, including supply and use of all necessary cleaning materials, disinfectants, insecticides, consumables, machinery, tools, tackles, and equipment required for proper upkeep of the University infrastructure.
2. The Contractor shall ensure deployment of adequate number of Managers and Supervisors for effective supervision, coordination, monitoring, and execution of housekeeping and sanitation services within the University campus. All deployed Managers/Supervisors shall remain available during duty hours and shall carry functional mobile phones at all times to ensure immediate communication, compliance of instructions, and prompt redressal of complaints or emergencies.
3. The scope of work shall cover all buildings, offices, residential areas, hostels, roads, open spaces, utilities, and other facilities within the University campus including but not limited to:
  - Administrative Block
  - Ashoka Auditorium
  - Academic Blocks
  - Library Building
  - Rajendra Prasad Boys' Hostel
  - Gargi Girls' Hostel
  - Guest House and VIP Guest House
  - Vice Chancellor Residence
  - Registrar Residence
  - Staff Quarters Type I, III & IV including staircases and common areas
  - Security Guard Rooms
  - Power Sub-Station
  - Pump Rooms and Intake Well Rooms
  - Internal roads, pathways, parking spaces, drains, lawns, gardens, playgrounds, and other open areas
  - RCC Overhead Water Tank of 10,000 liters
  - RCC Water Tanks of hostels and all PVC 20 water tanks installed in the campus.
  - Any other area is earmarked by the University from time to time.
4. The area of operation and location details shall be as specified in Annexure-I and the list of materials, chemicals, consumables, and equipment shall be as prescribed in Annexure-II.
5. Housekeeping Operations Schedule:

| S. No. | Area / Location      | Period / Shift                        | Working Hours       |
|--------|----------------------|---------------------------------------|---------------------|
| 1      | Entire Campus Areas  | March – September                     | 07:00 AM – 03:00 PM |
| 2      | Entire Campus Areas  | October – February                    | 07:30 AM – 03:30 PM |
| 3      | Boys & Girls Hostels | 2nd Shift (All year, except Vacation) | 04:00 PM – 09:00 PM |
| 4      | Guest House          | Evening Shift (All Year)              | 04:00 PM – 09:00 PM |
| 5      | Library              | Evening Shift (All Year)              | 04:00 PM – 09:00 PM |

6. The Contractor shall deploy sufficient trained manpower in shifts to ensure round-the-clock cleanliness and sanitation services across the campus, including weekends, holidays, examinations, seminars, conferences, convocations, and other University events.
7. The Contractor shall ensure daily cleaning of all Guest House rooms. Linen change, disinfectant, and deep sanitization shall mandatorily be carried out before and after occupation by every guest.
8. All toilets, urinals, washrooms, and sanitary areas shall be cleaned and disinfected at least three times daily or more frequently if required, using approved disinfectants, black phenyl, detergents, liquid cleaners, and mechanized toilet-cleaning equipment under the supervision of the concerned University authority.
9. Commodes, urinals, toilet pans, wash basins, sanitary fittings, mirrors, taps, and related fixtures shall be thoroughly cleaned, disinfected, and maintained daily. Naphthalene balls or equivalent deodorizing materials shall be placed regularly in urinals and wash basins to maintain hygiene and odor control.
10. The Service Provider shall mandatorily implement a color-coding cleaning system for all cleaning tools and equipment including mops, buckets, brushes, cloths, and wipers, so as to prevent cross-contamination. Illustratively:
  - (a) Red: Toilets, urinals, washrooms;
  - (b) Green: Hostel rooms, corridors, classrooms;
  - (c) Blue: Administrative and office areas;
  - (d) Yellow: Food handling, mess areas, etc.
11. Floors, tiled walls, staircases, corridors, kitchens, lobbies, classrooms, common rooms, offices, hostels, auditoriums,

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libraries, and all common-use areas shall be swept, mopped, scrubbed, and disinfected daily through manual and mechanized cleaning methods. Deep cleaning and washing with approved cleaning agents shall be carried out periodically, preferably once every week.

12. Cleaning of Library premises (all floors) shall be undertaken strictly during entire day i.e., before opening hours and regular cleaning without disturbing the readers

(a) The cleaning operation shall include:

- i. Dusting of bookshelves without disturbing the arrangement of books;
- ii. Mopping and sanitation of floors;
- iii. Cleaning and sanitization of reading tables, chairs, and computer terminals;
- iv. Cleaning and sanitization of attached washrooms/restrooms.

13. Dusting and cleaning of furniture, fixtures, equipment, railings, doors, windows, glass panels, ventilators, fans, light fittings, electrical switchboards, air-conditioning vents, notice boards, desks, tables, chairs, benches, racks, and other institutional assets shall be carried out regularly to maintain cleanliness and hygiene.

14. All classrooms, hostels, toilets, corridors, and academic areas shall be cleaned before 8:30 AM on working days to ensure readiness before commencement of university activities.

15. Roofs, terraces, ledges, and elevated areas shall be cleaned once every fortnight or more frequently if required.

16. Open spaces, roads, pathways, roadside areas, lawns, gardens, playgrounds, and surroundings inside the campus shall be maintained in a neat, hygienic, and litter-free condition through regular sweeping, removal of rubbish, weeds, bushes, mud, and unwanted vegetation.

17. Plants, shrubs, grass, or vegetation growing on walls, rooftops, drains, pathways, or other structures shall be removed periodically as directed by the Competent Authority of the University.

18. Sewer lines, drainage systems, urinal outlets, floor traps, pipelines, septic systems, and sanitary connections shall be attended to immediately in the event of choking, blockage, overflow, or leakage. Complaints relating to sanitation and drainage shall be resolved promptly.

19. Open and covered drains shall be cleaned periodically, preferably at least once every fortnight or more frequently if required. Approved bleaching powder or disinfectant shall be spread around drain areas at regular intervals to maintain sanitation and prevent foul smell or mosquito breeding.

20. Garbage, waste materials, and refuse shall be collected from all designated points at least three times daily or more frequently if necessary. Waste shall be segregated and disposed of in accordance with applicable municipal, environmental, and public health regulations.

21. Waste vats, garbage collection points, and dustbins, excluding municipal bins maintained by the Patna Municipal Corporation, shall be cleaned regularly. Garbage collected from the campus shall be transported and disposed of by the Contractor at authorized disposal sites using the Contractor's own transport arrangements.

22. Immediate removal and disposal of dead animals, carcasses, and other hazardous waste found within and adjacent areas to the campus shall be the responsibility of the Contractor in accordance with applicable health and sanitation norms.

23. The Contractor shall ensure regular, mosquito control, anti-rodent treatment, and insect control measures in hostels, academic buildings, kitchens, drains, washrooms, and other sensitive areas using approved chemicals and methods.

24. Water coolers, RO systems, drinking water points, handrails, door handles, lift panels, switches, and frequently touched surfaces shall be cleaned and disinfected regularly to maintain public hygiene and safety.

25. Vacant rooms, unused spaces, and unoccupied areas shall be cleaned and maintained whenever required or as directed by the University authorities.

26. All housekeeping personnel deployed at the University shall wear proper uniforms during duty hours, namely Salwar Suit with Apron for female staff and Shirt, Pant, and Apron for male staff, along with identity cards, gloves, masks, shoes, and other necessary safety gear. The Contractor shall ensure proper discipline, courteous behavior, hygiene standards, and professional conduct of all personnel deployed at the University.

27. The Contract shall, within seven (07) working days from issuance of the Work Order, establish and operationalize a dedicated WhatsApp Channel/Group (hereinafter referred to as the "Cleaning Helpdesk Channel") exclusively for the CNLU campus. The Channel shall be administered by the Contractor's designated Site Supervisor.

(a) Membership of the Cleaning Helpdesk Channel shall include students residing in the Boys' and the Girls' Hostels, respective wardens, and such other officials/persons as may be authorized by the university.

(b) The Site Supervisor shall acknowledge every complaint/request within thirty (30) minutes of positing and ensure resolution within the following timelines:

- i. Washroom/toilet complaints – within 1 hour;
- ii. Waste overflow/spillage/health hazard complaints – within 30 minutes;
- iii. General cleaning requests for rooms, corridors, and common areas – within 30 minutes;
- iv. Structural/drainage-related complaints – within 3 hours or escalated to the maintenance section of the university with status update.

(c) Failure to acknowledge complaints within the stipulated period on more than five (05) occasions in a calendar

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month shall constitute a service deficiency. Every such instance thereafter shall attract a penalty of Rs. 500/- per occurrence, without prejudice to any other penalty under the SLA provisions.

28. The Contractor shall maintain attendance registers, duty rosters, inspection reports, complaint registers, and daily work records and shall produce the same before the University authorities whenever required.
29. The Contractor shall use modern and mechanized cleaning equipment such as vacuum cleaners, floor scrubbers, jet cleaning machines, polishing machines, and other suitable devices for efficient and hygienic maintenance of the campus.
30. Only eco-friendly, non-hazardous, and approved cleaning chemicals and disinfectants shall be used. Materials harmful to human health, University property, or the environment shall not be permitted.
31. The Contractor shall ensure that no garbage, debris, cleaning waste, or cleaning materials are stored in unauthorized places and that all equipment and materials are safely kept in designated storage areas.
32. The Contractor shall be responsible for protection of university property during execution of work. Any damage caused to buildings, furniture, fixtures, equipment, pipelines, electrical systems, or any other University property due to negligence of the Contractor or its staff shall be recoverable from the Contractor.
33. The University shall have the right to inspect housekeeping services, manpower deployment, cleaning quality, records, and materials at any time through its authorized officers. Any deficiency pointed out during inspection shall be rectified immediately by the Contractor.
34. The Contractor shall comply with all applicable labor laws, minimum wage provisions, EPF, ESI, workplace safety laws, municipal regulations, and other statutory requirements relating to the personnel engaged for housekeeping and sanitation services.
35. The Contractor and its personnel shall maintain confidentiality, security, discipline, and decorum within the University campus and shall not permit unauthorized access to restricted or sensitive areas.
36. In case of negligence, inadequate manpower deployment, unsatisfactory services, delay in complaint resolution, breach of contractual obligations, or violation of instructions issued by the University, the University shall have the right to impose penalties, deduct payments, or take any other action permissible under the terms of the agreement.
37. The Contractor shall undertake any additional, urgent, or special cleaning, sanitation, maintenance, or housekeeping work assigned by the University authorities from time to time in the interest of cleanliness, hygiene, safety, and proper upkeep of the CNLU Patna Campus.

## B. ELIGIBILITY CRITERIA:

Only those bidders/agencies fulfilling the following eligibility conditions and submitting the required supporting documents shall be considered eligible for participation in the tender process:

| Sl. No. | Eligibility Requirement                                      | Supporting Documents Required                                                                                                                                                                                                                          |
|---------|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.      | The bidder shall submit complete details of the firm/agency. | Duly signed and stamped document containing the name of the firm, registered address, contact number, e-mail ID, bank account details, bank name and branch, IFSC/RTGS details, and other relevant particulars.                                        |
| 2.      | The bidder must possess valid statutory registrations.       | Self-attested scanned copies of PAN Card, GST Registration Certificate, and other applicable registrations in the name of the Proprietor/Firm/Company.                                                                                                 |
| 3.      | Submission of prescribed tender forms.                       | Duly filled and signed Annexure-II.                                                                                                                                                                                                                    |
| 4.      | Submission of affidavit/declaration.                         | Scanned copy of affidavit as prescribed under Annexure-III.                                                                                                                                                                                            |
| 5.      | Compliance with labor welfare laws.                          | Valid ESI Registration Certificate.                                                                                                                                                                                                                    |
| 6.      | Compliance with social security provisions.                  | Valid EPF Registration Certificate.                                                                                                                                                                                                                    |
| 7.      | Legal status of the bidder.                                  | Valid registration certificate under the Companies Act, Partnership Act, Proprietorship Registration, Shop & Establishment Act, MSME Registration, or any other applicable law for carrying out similar work.                                          |
| 8.      | Experience in similar works.                                 | Copies of at least one work order/agreement for similar housekeeping and sanitation services executed during the last three financial years (2022–23 to 2024–25), along with satisfactory work completion/performance certificates from reputed Higher |

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|     |                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                            | Educational Institutions, Universities, Government Organizations, Autonomous Bodies, or Professional Institutions. The bidder must have experience of Performing House Keeping, Cleaning and Scavenging Services 3 lakh square feet or Higher campus area, in single work order in any one year of last three financial year 2022-23, 2023-24 and 2024-25.                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9.  | Financial and technical capability.        | Proof of execution of at least one similar work valuing not less than <b>₹25.00 Lakhs</b> during any one of the previous three financial years (2022-23,2023-24, 2024-25) in Government Departments, Educational Institutions, Universities, Autonomous Bodies, or Public Sector Undertakings. Relevant work orders and satisfactory performance certificates issued by the competent authority shall be submitted.                                                                                                                                                                                                                                                                                                                                              |
| 10. | Submission of Earnest Money Deposit (EMD). | Scanned copy of receipt/proof of deposit made through NEFT/RTGS towards EMD.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11. | Submission of Tender Document Fee.         | Scanned copy of receipt/proof deposit made through NEFT/RTGS towards Cost of Tender Document.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12. | Minimum financial turnover requirement.    | Average turnover in last 3 financial years (2022-23,2023-24, 2024-25) is more than <b>₹5.00 Crore (Five Crore)</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 13. | Income Tax compliance.                     | Copies of Income Tax Returns filed for the last three financial years (2022-23, 2023-24 ,2024-25).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 14. | Certified turnover details.                | Turnover Certificate for the last three financial years (2022-23, 2023-24 ,2024-25) duly certified by a Chartered Accountant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 15. | Educational Qualification                  | Supervisors deployed in university must possess a Graduate qualification and relevant experience & Cleaners must possess a 10 <sup>th</sup> Certificate. Age minimum 18 years and Maximum 45 years as per Adhar.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 16. | ISO Certification                          | <p>The Bidder shall possess valid and subsisting ISO certifications as specified below:</p> <ol style="list-style-type: none"><li>1. <b>ISO 14001:2015</b> – Environmental Management System;</li><li>2. <b>ISO 45001:2018</b> – Occupational Health and Safety (OH&amp;S) Management System; and</li><li>3. <b>ISO 9001:2015</b> – Quality Management System.</li></ol> <p>The Bidder shall submit <b>valid and duly certified copies of the aforesaid ISO Certificates</b> along with the bid documents. The certificates must remain valid as on the date of submission of the bid and throughout the period of the contract, wherever applicable.</p> <p>Failure to furnish valid ISO certification documents shall render the bid liable for rejection.</p> |
| 17. | Experience in Patna with Manpower          | The Bidder must have deployed minimum 50 manpower at a single site in State of Bihar under a valid Labour License. Copy of Labour License + Latest PF/ESI Challan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 18. | Local Office in Patna                      | The Bidder must have a registered / branch office in State of Bihar for smooth coordination and immediate response. Copy of GST Certificate / Trade License / Rent Agreement + Electricity Bill                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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## C. ADDITIONAL CONDITIONS

1. All submitted documents shall be self-attested by the authorized signatory of the bidder.
2. The University reserves the right to verify the authenticity of any document submitted by the bidder from the issuing authority or concerned organization.
3. Any bidder submitting false, misleading, forged, or incomplete information shall be liable for disqualification at any stage of the tender process without prior notice.
4. Mere fulfillment of the eligibility criteria shall not confer any right upon the bidder for award of the contract, and the decision of the University shall be final and binding.
5. The bidder shall have adequate manpower, infrastructure, machinery, technical expertise, and financial capability for execution of housekeeping and sanitation services in a residential university campus.
6. The bidder must not have been blacklisted, debarred, or declared ineligible by any Government Department, University, Public Sector Undertaking, or Autonomous Institution. A declaration to this effect shall be submitted on the bidder's letterhead.
7. The University reserves the right to relax, modify, or amend any eligibility conditions in the interest of the institution and for ensuring fair competition.
8. **At the time of submitting the tender, the bidder should have at least 50% of the required manpower available. Further, the personnel must possess the minimum qualifications specified in the eligibility criteria.**

## D. TERMS & CONDITIONS

1. The tender/bid shall be submitted only through the designated e-tendering portal of CNLU Patna. Submission of tender documents through post, courier, hand delivery, or any offline mode shall not be accepted under any circumstances.
2. The successful bidder/service provider shall be responsible for deployment of adequate manpower, machinery, equipment, and consumables for carrying out housekeeping, sanitation, scavenging, cleaning, waste disposal, and allied services within the CNLU Patna Campus in accordance with the Scope of Work and directions issued by the University from time to time.
3. The Contractor shall not retain more than 10% of the existing workforce deployed under the previous contractor, subject to prior approval of the University. No personnel deployed under this contract shall be assigned or permitted to perform duties in the residential areas of the University campus without prior written permission of the competent authority of CNLU, Patna.
4. All day-to-day work assigned by the Competent Authority or authorized officers of CNLU Patna shall be completed within the prescribed time frame using the manpower and resources deployed by the Contractor without causing disruption to university activities.
5. Submission of all documents prescribed under the Eligibility Criteria is mandatory. The bidder shall upload clear, legible, genuine, and self-attested scanned copies of all required documents on the e-tendering portal. Incomplete bids or bids containing false, forged, illegible, or misleading documents shall be treated as non-responsive and liable to rejection.
6. The original affidavit/declaration as prescribed under **Annexure-III** shall be produced by the bidder at the time of opening of the Technical Bid or whenever demanded by the University.
7. Bidders or their duly authorized representatives may remain present during the pre-bid/pre-quotation meeting, opening of Technical Bids, and opening of Financial Bids. Only those bidders whose Technical Bids are found responsive and qualified shall be eligible for participation in the Financial Bid opening process.
8. An **Earnest Money Deposit (EMD) of ₹1,00,000/- (Rupees One Lakh Only)** shall be deposited through online payment mode such as NEFT/RTGS. The scanned copy of the payment receipt shall be uploaded along with the bid documents. No exemption from EMD shall be granted, including to MSME registered entities, unless otherwise specifically permitted by applicable law.
9. **The cost of the Tender Document amounting to ₹5,000/- (Rupees Five Thousand Only)** shall also be deposited through online payment mode. Proof of payment shall be uploaded on the e-tendering portal along with the bid. No exemption from payment of tender fee shall be allowed to MSME or any other category of bidders.
10. Tender processing fee, if any, shall be payable separately by the bidder as prescribed on the e-procurement portal.

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NIT No.- 29/2026-27

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11. The University shall not be responsible for any delay, technical error, server issue, internet failure, or other technical glitch occurring during online submission of the tender. Bidders are advised to complete submission well before the closing date and time.
12. The Contractor shall ensure uninterrupted housekeeping and sanitation services throughout the contract period and maintain the standards prescribed by the University.
13. The Contractor shall be solely responsible for payment of wages, salaries, overtime, statutory dues, insurance, compensation, and other liabilities relating to its employees engaged at the University campus.
14. The Contractor shall not sublet, transfer, assign, or outsource the contract or any part thereof to any third party without prior written permission of the University.
15. The Contractor shall be responsible for safeguarding University property during execution of work. Any loss or damage caused to buildings, equipment, furniture, fixtures, installations, or other assets due to negligence of the Contractor or its employees shall be recoverable from the Contractor.
16. The University reserves the right to inspect the quality of services, deployed manpower, attendance records, cleaning materials, machinery, and performance of the Contractor at any time. Any deficiency pointed out during inspection shall be rectified immediately.
17. The Contractor shall attend emergency sanitation, cleaning, drainage, or housekeeping complaints on priority basis and provide immediate support during special events, examinations, official visits, emergencies, or public health situations.
18. If the Contractor fails to perform the assigned services satisfactorily or violates any condition of the agreement, the University shall have the right to impose penalties, deduct payments, forfeit security deposit, terminate the contract, or take any other action permissible under law.
19. **Only relevant documents/papers should be uploaded by Bidders.**
20. **Documents/Papers should be uploaded in only one copy. No Documents/Papers should be uploaded in Duplicate.**
21. **Documents/Papers should be properly indexing and numbering.**

E. **SERVICE LEVEL AGREEMENT(SLA):** During the warranty period SLA will be applicable as below:

| Sl. No. | Service Requirement                                               | Time Limit / Standard                                                                                                                              | Penalty for non-compliance                                                                                        |
|---------|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| 1.      | Availability of housekeeping and support services                 | Services should be available on all working days and as required by the University. Emergency services should also be provided whenever necessary. | As determined by the University depending upon the deficiency.                                                    |
| 2.      | Response time for emergency complaints during the contract period | Immediate response or within the time mutually decided by the Contractor and University authorities depending upon the nature of the complaint.    | Delay beyond the prescribed time may attract penalty.                                                             |
| 3.      | Failure to provide services within the agreed time                | Work must be completed within the stipulated or mutually agreed period.                                                                            | Penalty of ₹500/- per instance/work or higher amount as decided by the University in case of repeated negligence. |
| 4.      | Cleanliness of toilets, classrooms, corridors, and common areas   | Areas must remain clean, hygienic, and usable throughout the day.                                                                                  | Penalty may be imposed for unsatisfactory sanitation or repeated complaints.                                      |
| 5.      | Garbage removal and waste disposal                                | Waste must be removed at least three times daily and disposed of at authorized locations.                                                          | Penalty may be imposed for delay, overflow, or unhygienic conditions.                                             |
| 6.      | Attendance and deployment of manpower                             | Adequate manpower must remain deployed at all times as per requirement.                                                                            | Proportionate deduction and penalty for shortage of manpower.                                                     |
| 7.      | Complaint redressal                                               | Complaints recorded by university authorities shall be attended immediately and resolved promptly.                                                 | Repeated non-compliance may lead to penalty or termination of contract.                                           |

22. Notwithstanding anything contained in this tender document, Chanakya National Law University, Patna reserves the absolute right to accept or reject any bid/quotation, either wholly or partly, without assigning any reason whatsoever. The University shall not be bound to accept the lowest quotation and further reserves the right to cancel, modify, or withdraw the tender process at any stage prior to the award of contract, in whole or in part, without incurring any liability or obligation towards any bidder.

# CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIT No.- 29/2026-27

Date: 08/08/2026

## 23. Agreement & Performance Security

- a. The successful bidder shall execute a formal agreement on a non-judicial stamp paper of Rs. 1,000/- within ten (10) working days from the date of issuance of the Work Order, failing which the Work Order may be cancelled and EMD forfeited.
- b. The EMD amount shall be adjusted towards Performance Security. Further, Performance Security equivalent to 5% of the bill's value shall be deducted from each running bill of the contractor.
- c. The Performance Security shall be refundable without interest after expiry of sixty (60) days from successful completion of the contract period, subject to adjustment of dues, damages, penalties, losses, or liabilities, if any.

## 24. Amendment of Quotation Document.

- a. At any time prior to three (3) days before the last date for submission of bids/quotations, Chanakya National Law University, Patna may, for any reason whatsoever, whether on its own initiative or in response to a clarification sought by any prospective bidder, amend or modify the tender document.
  - b. Any amendment, corrigendum, clarification, or modification shall be notified through the official website/e-tendering portal of the University and shall form part of the tender document binding upon all bidders.
  - c. In order to provide reasonable time to prospective bidders for incorporating such amendments while preparing their bids, the University may, at its discretion, extend the last date of submission of bids.
25. Chanakya National Law University reserves the right to withdraw, cancel, amend, modify, or terminate the tender process at any stage without assigning any reason and without incurring any liability towards any bidder.
  26. The University shall not provide any residential accommodation or lodging facility to the Contractor, its supervisors, workers, or representatives within the campus premises.
  27. All work shall be executed strictly in accordance with the Scope of Work, terms of the agreement, and instructions issued by the Competent Authority or authorized officers of CNLU Patna.
  28. During evaluation of bids, the University may seek clarification from any bidder regarding the contents of the bid submitted. Such clarification shall be sought only in writing. No change in quoted rates, commercial terms, or substance of the bid shall be permitted after submission. Clarifications initiated by bidders after submission of bids shall not ordinarily be entertained.
  29. All rates and prices shall be quoted strictly in Indian Rupees (INR) only. **Any mathematical error in calculation of amount shall be rectified by CNLU, which the bidders shall accept unconditionally. In the event of any discrepancy between the rate quoted and the corresponding total amount, the total amount shall be duly corrected based on the quoted rate. This shall be unconditionally binding on the parties.**
  30. The Contractor shall comply with all applicable labour laws, rules, regulations, and statutory provisions including the Code on Social Security, 2020 and other laws in force relating to wages, EPF, ESI, safety, insurance, welfare, and employment conditions of workers. The university shall follow the Govt of Bihar Wages and Laws.
  31. The Contractor shall arrange, at its own cost, all tools, tackles, machinery, equipment, safety devices, and consumable materials necessary for proper execution of the work.
  32. The lowest responsive and technically qualified bidder shall ordinarily be considered for award of work on the basis of the total quoted amount for the complete scope of work, subject to fulfillment of all tender conditions and approval of the Competent Authority. **IN case of tie in Total Quoted amount of the Bidder, works shall be awarded to the bidders who have achieved highest average annual turnover in last 3 financial years (2022-23, 2023-24, 2024-25).**
  33. All risks relating to loss, theft, damage to property, injury, accident, disability, or death arising during execution of the contract shall be solely borne by the Contractor, except in cases attributable directly to the negligence of the University.
  34. The contract shall initially remain valid for a period of one (1) year from the date of award of work. Based on satisfactory performance and requirement of the University, the contract may be extended to *Three years* on the same terms and conditions for a further period as mutually agreed. However, the University shall have the right to terminate the contract at any time in case of unsatisfactory

## CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

---

NIT No.- 29/2026-27

Date: 08/08/2026

- services, breach of conditions, or administrative reasons by giving thirty (30) days' prior notice to the Contractor.
35. The Contractor shall immediately replace any employee or worker found unsuitable, incompetent, negligent, indisciplined, or involved in misconduct upon instructions issued by the University. No trade union activities, strikes, demonstrations, or unauthorized associations by deployed manpower shall be permitted within the University campus.
  36. In case of any labour dispute, strike, agitation, or employment-related issue involving the Contractor's personnel, the Contractor shall resolve the same at its own risk, responsibility, and cost. Any loss, disruption of services, or additional expenditure incurred by the University due to such circumstances shall be recoverable from the Contractor.
  37. The Contractor shall maintain adequate stock of cleaning materials, disinfectants, consumables, tools, and emergency-use materials within the University premises for uninterrupted execution of work. The University authorities shall have the right to inspect the stock and quality of such materials at any time.
  38. Corridors, common floors, and similar areas shall preferably be cleaned using floor cleaning machines, while Indian and Western style toilets shall be cleaned using mechanized toilet-cleaning equipment to maintain hygiene standards.
  39. Any urgent cleaning, sanitation, drainage, or housekeeping complaint reported by the University shall be attended to immediately and completed on priority basis.
  40. All consumable materials and cleaning products proposed to be used by the Contractor shall be subject to prior verification and approval by the Competent Authority or authorized officers of the University.
  41. The Contractor shall deploy adequate supervisory staff having sufficient experience in housekeeping, sanitation, and scavenging services for effective supervision, discipline, complaint handling, coordination, and interaction with university authorities.
  42. All personnel deployed by the Contractor shall be of sound health, good moral character, and physically fit for the assigned duties.
  43. The Contractor shall ensure that no child labour or prohibited category of labour is engaged in execution of the contract, and all employment practices shall strictly comply with applicable labour laws and human rights standards.
  44. The Contractor shall maintain confidentiality, discipline, and security within the campus and shall ensure that deployed personnel do not interfere with academic, administrative, or residential activities of the University.
  45. The University reserves the right to impose penalties, recover damages, deduct payments, or terminate the contract in case of poor performance, inadequate manpower deployment, non-compliance with statutory obligations, repeated complaints, or violation of any contractual condition.

# CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIT No.- 29/2026-27

Date: 08/08/2026

## Annexure-I

Details of Area of Operation and frequency of work is as given hereunder:

| <u>S.No</u> | <u>ACTIVITY</u>                                                              | <u>METHOD</u>                                    | <u>FREQUENCY</u>                   | <u>MECHANISM/METHOD</u>                                                     |
|-------------|------------------------------------------------------------------------------|--------------------------------------------------|------------------------------------|-----------------------------------------------------------------------------|
| 1           | Parking and outside paved area                                               | Sweeping                                         | Once in a Day                      | Manually                                                                    |
|             |                                                                              | Pressure Washing                                 | Fortnightly                        | High Pressure Jet Water                                                     |
| 2           | Entrance lobby & Corridors Floor Cleaning                                    | Scrubbing and drying with Auto Scrubber Drier    | 2 times a day                      | Manually and with Scrubber drier.                                           |
| 3           | Coworking/ Office Space                                                      | Floors: - Wet & Dry Cleaning                     | Once in a Day                      | Manually (Mopping Trolley with double bucket system) <sup>4</sup>           |
| 4           | Classrooms & Furniture's                                                     | Floors: - Wet & Dry Cleaning                     | Twice in a Day                     | Manually & with Vacuum Cleaners. Scrubber drier                             |
| 5           | Auditorium, Stage & Control room and furniture                               | Floors: -Wet & Dry Cleaning                      | Once in a Day Or after each event. | Manually (Mopping Trolley Vacuum of Carpets)                                |
|             |                                                                              | Wall: - Dry Vacuum Cleaning                      | Once in a Week                     | Vacuum Cleaning                                                             |
| 6           | Labs and Furniture                                                           | Floors Wet/dry cleaning.                         | Once in a Day                      | Manually (Mopping Trolley with double bucket system)                        |
| 7           | Outer Area                                                                   | Dry Cleaning                                     | Once in a Day                      | Manually                                                                    |
| 8           | Food Court/Pantry & Furniture's                                              | Floors: - Wet & Dry cleaning                     | Once in a Week                     | Manually (Mopping trolley with Scrubber drier)                              |
| 9           | Staircase Cleaning                                                           | Sweeping and mopping                             | Twice a week                       | Manually (mopping Trolley with double bucket system) Hand scrubber wherever |
| 10          | Door & Door Handles Cleaning                                                 | Wet & Dry wiping                                 | 2 times a day                      | Manually                                                                    |
| 11          | Drinking water area cleaning                                                 | Wet & Dry wiping                                 | 2 times a day                      | Manually                                                                    |
| 12          | Cleaning of Lifts (all components)                                           | Wet & Dry Wiping                                 | Once a day                         | Manually                                                                    |
| 13          | Removal of Garbage i.e. collection from dustbins & disposal at dumping place | Dumping at garbage dump/pit                      | Daily                              | Manually                                                                    |
| 14          | Glass and Glass Partition cleaning                                           | Wet & Dry wiping                                 | Weekly                             | Manually                                                                    |
| 15          | Cleaning of fire-fighting equipment, CCTV and Public address system          | Dry Wiping                                       | Once a week                        | Manually                                                                    |
| 16          | All types of furniture: Almirah, fixtures etc.                               | Dusting/Vacuum cleaning                          | Twice a week                       | Manually & with Vacuum cleaner                                              |
| 17          | Name Plates                                                                  | Dry Wiping                                       | Twice a week                       | Manually                                                                    |
| 18          | Cobwebs, beehives & doormats                                                 | Removal of cobwebs, beehives & cleaning doormats | Twice a week                       | Dry vacuum cleaner                                                          |
| 19          | Electric Switches/AC Grills                                                  | Dry/Wet Wiping                                   | Twice a week                       | Manually                                                                    |

## CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIT No.- 29/2026-27

Date: 08/08/2026

|    |                                                                                        |                                    |                       |                                                         |
|----|----------------------------------------------------------------------------------------|------------------------------------|-----------------------|---------------------------------------------------------|
| 20 | All other<br>Corridors/Verandas/Open<br>space connecting blocks,<br>outside cafeteria  | Wet & Dry<br>Cleaning              | Everyday              | Manually and with water jet<br>wherever necessary       |
| 21 | Terrace Cleaning                                                                       | Pressure<br>Washing                | Twice a Month         | High Pressure Jet Water                                 |
| 22 | Main Gate                                                                              | Wet & Dry<br>Cleaning              | Twice a week          | Manually (Mopping trolley<br>with double bucket system) |
| 23 | Ups Room, Server room.,                                                                | Dry Cleaning                       | Twice a week          | Vacuum cleaning                                         |
| 24 | DG Set                                                                                 | Dry Cleaning of<br>the area around | Once a week           | Manually                                                |
| 25 | Thorough cleaning of all<br>toilets                                                    | Wet & Dry                          | Twice a Day           | Manually & Mechanized<br>cleaning                       |
| 26 | Removal of blockages and<br>clogging in the wash basins<br>and other sanitary fittings | Wet & Dry<br>cleaning              | As & when<br>required | Manually & Mechanized<br>cleaning                       |
| 27 | Cleaning of AC grills,<br>Exhaust Fans, Partitions,<br>Panels Blinds                   | Wet & Dry<br>cleaning              | Once a week           | Manually & Mechanized<br>cleaning                       |
| 28 | Polishing/Disinfection of<br>Steel/Brass/Chrome plated<br>fittings                     | Wet & Dry<br>Cleaning              | Once a week           | Manually & mechanized<br>cleaning                       |
| 29 | Cleaning and Preparing<br>guest rooms.                                                 | Wet & Dry<br>Cleaning              | Daily                 | Manually & Mechanized<br>cleaning.                      |

**All the above operations may be carried out additionally as and when required after events and on complaint basis.**

NIT No.- 29/2026-27

Date: 08/08/2026

## F. CLEANING EQUIPMENT, MACHINERY, TOOLS, AND CONSUMABLE MATERIALS

- a. The Contractor shall, at its own cost, provide and maintain adequate quantities of modern cleaning machinery, sanitation equipment, tools, safety gear, and consumable materials necessary for effective execution of housekeeping, sanitation, scavenging, waste management, and maintenance services throughout the CNLU Patna Campus.
- b. The Contractor shall provide a minimum of two (2) Rickshaw Vans/Handcarts/Trolley Vans for daily collection, transportation, and disposal of garbage, waste materials, and debris from different parts of the campus to designated disposal points.
- c. The Contractor shall ensure continuous availability of sufficient quantity of the following items throughout the contract period for Housekeeping:
  - a. Gum Boots/Safety Boots
  - b. Glass Wipers
  - c. Brooms (Soft and Hard)
  - d. Sticks/Rods for cleaning purposes
  - e. Dry Mops
  - f. Wet Mops
  - g. Floor Wipers
  - h. Ladders of suitable height and quality
  - i. Garbage Bags and Color-Coded Waste Collection Bags
  - j. Toilet Brushes and Scrubbing Pads
  - k. Cleaning Cloths and Microfiber Dusters
  - l. Spray Bottles and Disinfectant Dispensers
  - m. Hand Gloves, Face Masks, Aprons, Hair Caps, and Protective Safety Gear
  - n. Air Fresheners and Odour Control Materials
  - o. Naphthalene Balls and Deodorizing Agents
  - p. Bleaching Powder and Approved Disinfectants
  - q. Phenyl, Liquid Soap, Toilet Cleaners, Glass Cleaners, and Floor Cleaning Chemicals.
- d. **Deep Cleaning and Mechanized Housekeeping Requirements**  
The Contractor shall ensure maintenance of high standards of cleanliness, hygiene, and sanitation across the campus through a combination of regular housekeeping services and periodic deep cleaning operations.
- e. **Regular Cleaning (Routine Operations):** The Contractor shall undertake daily and periodic cleaning of all assigned areas using appropriate manpower, materials, and mechanized equipment to ensure continuous upkeep of hygiene and sanitation standards as per industry best practices.
- f. **Deep Cleaning During Vacations / Low Occupancy Periods: In addition to routine cleaning, the Contractor shall carry out comprehensive deep cleaning of all buildings, facilities, and designated areas during vacation periods, semester breaks, or any other low occupancy periods, as directed by the University. Such deep cleaning shall include, but not be limited to:**
  - a. Intensive cleaning and scrubbing of floors, walls, and ceilings
  - b. Shampooing of carpets, upholstery, and curtains
  - c. Deep cleaning and descaling of toilets, kitchens, and sanitary fittings
  - d. Cleaning of glass façades, windows, and hard-to-reach areas
  - e. Removal of accumulated dirt, stains, cobwebs, and debris
  - f. Sanitization and disinfection of all high-contact surfaces
  - g. **Deployment to Mechanized and Technology-Enabled Equipment:**  
To maintain modern hygiene standards and upgraded housekeeping practices, the Contractor shall mandatorily deploy suitable mechanized and technology-enabled cleaning equipment, including but not limited to:
    - h. Ride-on / Scrubber Drier Machines
    - i. Single Disc Scrubbing Machines
    - j. Wet & Dry Vacuum Cleaners
    - k. High-Pressure Jet Cleaning Machines
    - l. Carpet Cleaning Machines
    - m. Steam Cleaning and Sanitization Machines
    - n. Mechanized Toilet Cleaning Machines
    - o. Floor Polishing Machines

# CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIT No.- 29/2026-27

Date: 08/08/2026

- p. Water Suction Machines
- q. Fogging and Sanitization Machines
- g. **Cost and Compliance:**

All costs towards procurement, operation, maintenance, repair, and replacement of such equipment shall be deemed to be included in the quoted contract value, and no additional payment shall be made by the University on this account.
- h. All cleaning equipment and machinery deployed by the Contractor shall be always maintained in proper working condition. Defective or non-functional equipment shall be replaced immediately without affecting housekeeping services.
- i. The Contractor shall use only standard quality, eco-friendly, non-hazardous, and approved cleaning chemicals, disinfectants, insecticides, and consumable materials suitable for institutional and educational environments.
- j. The University authorities shall have the right to inspect the quality, quantity, specifications, and condition of all materials, machinery, consumables, and equipment deployed by the Contractor at any time during the contract period.
- k. In case of emergency situations, special events, inspections, disease outbreaks, waterlogging, sanitation emergencies, or additional cleaning requirements, the Contractor shall immediately arrange additional machinery, manpower, and consumable materials without delay.
- l. The Contractor shall maintain adequate reserve stock of essential consumables, cleaning agents, garbage bags, disinfectants, and emergency-use materials within the campus premises to ensure uninterrupted housekeeping and sanitation services.
- m. The Contractor shall employ minimum requisite number of following staff during the entire cleaning and scavenging services. Their attendance is compulsory be on record on fulltime basis.  
:
  - i. **No. of Skilled Supervisor : One (01)**
  - ii. **No. of Unskilled Worker : Forty-Five (45)**
- n. Failure to provide adequate materials, machinery, equipment, or consumables as required under the Scope of Work may result in imposition of penalty, deduction of payment, or any other action deemed appropriate by the University authorities.
- o. No additional payment, rent, reimbursement, or compensation shall be made by the University towards machinery, equipment, tools, fixtures, consumables, transportation, accommodation, or any other ancillary requirement for execution of the work. The bidder shall quote the rates on a comprehensive service basis, inclusive of all such costs as per the Scope of Work and terms of the NIQ including material and all applicable taxes.

## G. TERMINATION OF CONTRACT DUE TO CONTRACTOR'S DEFAULT

1. Without prejudice to any other rights or remedies available under law or under the terms of the agreement, Chanakya National Law University, Patna shall have the right to terminate the contract, wholly or partly, in the event of any default, negligence, misconduct, or breach of contractual obligations by the Contractor.
2. The contract may be terminated by the University if the Contractor:
  - a. Becomes insolvent, bankrupt, or financially incapable of performing the contract;
  - b. Makes any arrangement, compromise, or assignment in favor of creditors or agrees to carry out the contract under supervision of creditors or insolvency proceedings;
  - c. Being a company, firm, or corporate entity, goes into liquidation, winding up, or dissolution, whether by resolution of its Board of Directors/shareholders or by order of a competent court, except in cases of amalgamation or lawful reconstruction;
  - d. Suffers attachment, seizure, or execution proceedings against its property, assets, equipment, or materials affecting performance of the contract;
  - e. Assigns, transfers, sublets, or subcontracts the whole or any part of the contract without prior written approval of the University;
  - f. Abandons, suspends, or refuses to continue the work without lawful justification;
  - g. Persistently disregards lawful instructions issued by the Competent Authority or authorized officers of the University;

## CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIT No.- 29/2026-27

Date: 08/08/2026

h. Violates or breaches any terms, conditions, obligations, or provisions of the contract agreement;  
i. Fails to maintain satisfactory progress of work, fails to deploy adequate manpower or machinery, fails to adhere to the approved work schedule, or fails to complete assigned work within the stipulated or extended period;  
j. Fails to remove rejected materials, defective work, waste, or unsatisfactory installations despite instructions issued by the University authorities;  
k. Fails to deploy competent, skilled, trained, or adequate supervisory staff and labour necessary for proper execution of the work;  
l. Obstructs inspection of work, records, materials, machinery, or deployed manpower by the University authorities or fails to provide reasonable access and facilities for inspection;  
m. Directly or indirectly offers, promises, gives, solicits, or attempts to provide any bribe, commission, gratification, gift, or undue advantage to any officer, employee, representative, or authority of the University in connection with the tender or execution of the contract;  
n. Submits false, fabricated, forged, misleading, or suppressed information/documents during the tender process or during execution of the contract;  
o. Engages in misconduct, unlawful activity, indiscipline, labour unrest, repeated negligence, or any act prejudicial to the interest, reputation, security, or functioning of the University;  
p. Fails to comply with statutory obligations including labour laws, EPF, ESI, minimum wages, safety regulations, environmental norms, or any other applicable legal requirements.  
In the event of occurrence of any of the above defaults, the University may issue a written notice directing the Contractor to rectify the default within seven (7) days from the date of receipt of such notice or within such shorter period as may be considered necessary in urgent circumstance

3. If the Contractor fails to remedy the default within the stipulated period or fails to comply with the directions of the University to its satisfaction, the University shall have the right, after giving forty-eight (48) hours' written notice, to terminate the contract in whole or in part without any further obligation or liability.
4. Upon termination of the contract:
  - a. The University shall have the right to make alternative arrangements for execution of the remaining work at the risk and cost of the Contractor.
  - b. Any additional expenditure incurred by the University due to such alternative arrangements shall be recoverable from the Contractor.
  - c. The Performance Security/Security Deposit, wholly or partly, may be forfeited by the University.
  - d. Pending payments due to the Contractor may be withheld or adjusted against losses, damages, penalties, or recoveries.
5. Termination of the contract shall not affect any rights, remedies, claims, or liabilities accrued in favour of the University prior to such termination.
6. The decision of Chanakya National Law University, Patna regarding termination of the contract and forfeiture of security deposit shall be final and binding upon the Contractor

### H. FORE-CLOSURE OF CONTRACT:

- i. Chanakya National Law University, Patna and/or the authorized Officer shall have the right to foreclose, suspend, or terminate the contract, wholly or partly, at any stage if continuation of the work becomes impracticable or unnecessary due to paucity of funds, administrative reasons, policy decisions, force majeure conditions, or any other reason deemed appropriate by the University.
- ii. A written notice issued by the University regarding such foreclosure or discontinuance of work, along with the reasons stated therein, shall be final, conclusive, and binding upon the Contractor. Upon receipt of such notice, the Contractor shall immediately stop the work as directed and secure the work already executed, materials, machinery, and University property.
- iii. In the event of foreclosure of the contract, the Contractor shall be entitled only to payment for satisfactorily executed work certified by the University up to the date of foreclosure. No claim towards compensation, anticipated profit, damages, idle labour, machinery charges, or any consequential loss shall be admissible against the University.

NIT No.- 29/2026-27

Date: 08/08/2026

## **I. SETTLEMENT OF DISPUTES**

Any dispute, difference, claim, or disagreement arising out of or relating to the tender, agreement, execution of work, interpretation of terms, or performance of the contract shall be subject to the exclusive jurisdiction of the competent courts at Patna, Bihar only.

## **J. PAYMENT TERMS**

1. Payment to the Contractor shall be released on monthly basis subject to satisfactory performance of housekeeping and sanitation services and based on the actual area/work covered during the contract period, as verified by the University authorities.
2. Payment shall be processed only upon submission and verification of the following documents:
  - Checklists and inspection records of various areas duly certified and signed by the authorized officials of CNLU Patna.
  - Verification report regarding materials, consumables, machinery, and services utilized/provided during the billing period, duly certified by the authorized University officials.
  - Attendance records, wage compliance documents, and statutory compliance records, if required by the University.
3. While releasing payment, the University shall make necessary deductions including:
  - Applicable TDS and GST, or any other statutory deductions as per Government of India rules and applicable laws.
  - Penalties, recoveries, or deductions on account of poor performance, shortage of manpower, non-compliance, damage to university property, or breach of contractual obligations, if any.

## **K. GENERAL CONDITIONS OF CONTRACT (GCC)**

- a. The Contractor shall deploy only trained, skilled, experienced, and medically fit personnel for housekeeping, sanitation, scavenging, waste management, and allied services within the campus of Chanakya National Law University (CNLU), Patna. The deployed personnel shall be capable of operating modern cleaning tools, machinery, chemicals, and equipment in a safe and efficient manner.
- b. The Contractor shall be solely responsible for ensuring health, safety, welfare, insurance, and statutory compliance of all personnel deployed at CNLU Patna. The University may conduct health check-ups, verification, or inspection of deployed staff at any time, and the expenditure, if any, shall be borne by the Contractor.
- c. The Contractor shall arrange, install, operate, refill, maintain, and replace all housekeeping materials, consumables, cleaning agents, sanitation items, tools, tackles, machinery, and equipment required for execution of the work, including washroom hygiene items and mechanized cleaning systems, at its own cost.
- d. The Contractor shall employ only adult personnel above 18 years of age. Employment of child labour shall lead to immediate termination of the contract and legal action as per applicable laws. The Contractor shall ensure proper police verification, identity verification, antecedent verification, and character verification of all deployed personnel before deployment in the University campus.
- e. The Contractor shall deploy adequate Supervisor/Manager, machine operators, and support staff for proper supervision and smooth execution of services. Supervisors and Managers shall carry functional mobile phones during University duty hours for immediate communication and compliance of instructions issued by the University authorities.
- f. The University may provide suitable space, subject to availability, for maintaining a control room/store for housekeeping operations. The Contractor shall maintain computerized attendance records, duty rosters, inventory records, complaint registers, inspection reports, and stock registers, which shall be made available for inspection by authorized officials of CNLU Patna at any time.

## CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

---

NIT No.- 29/2026-27

Date: 08/08/2026

- g. The Contractor shall maintain sufficient stock of consumables, cleaning materials, tools, machinery, and emergency sanitation items within the University campus to ensure uninterrupted housekeeping and sanitation services.
- h. The Contractor shall ensure discipline, proper conduct, and professional behavior of all deployed personnel within the University campus. Any personnel found involved in misconduct, negligence, unauthorized activities, intoxication, indiscipline, or behavior prejudicial to the interest of the University shall be immediately removed and replaced by the Contractor upon directions of CNLU Patna.
- i. The Contractor shall be responsible for any loss, damage, theft, or harm caused to university property, equipment, students, staff, or visitors due to negligence, misconduct, or omission of the deployed personnel, and the same shall be recoverable from the Contractor.
- j. The Contractor shall ensure uninterrupted housekeeping and sanitation services on all working days, weekends, holidays, examinations, University functions, seminars, conferences, admissions, convocations, emergency situations, and special occasions as directed by the Competent Authority of CNLU Patna.
- k. The Contractor shall be liable and responsible to provide all the benefits viz. Provident fund, ESI, to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within seven days of close of every month. Giving particulars of the employees engaged for the work is required to be submitted to the department. In any eventually, if the contractor fails to remit employees & employer's contribution towards PF within stipulated time, the department is entitled to recover the equal amount from money due or accrued to the contractor under this agreement or any other contract and will be deposited with EPF on behalf of the contractor

**Signature of Bidder with Seal**

**Registrar  
CNLU, Patna**

# CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIT No.- 29/2026-27

Date: 08/08/2026

## Annexure-II

**Mandatory Basic Cleaning Machinery and Equipment to be used by the Service provider during the Contract Period**

### List of materials to be supplied to CNLU during Contract Period

| Sr. No. | Item Description                                                                                                                     | Minimum Quantity Required per month | Penalty for Non-Availability / Shortage per Week (₹) |
|---------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|------------------------------------------------------|
| 1       | White Phenyl & Black Phenyl                                                                                                          | 250ltr                              | ₹200/-                                               |
| 2       | Naphthalene Balls A Grade Crystal                                                                                                    | 10kg                                | ₹100/-                                               |
| 4       | Liquid Soap                                                                                                                          | 50pcs                               | ₹200/-                                               |
| 5       | Soft Brooms (Soft Jharu)                                                                                                             | 30pcs                               | ₹100/- per unit                                      |
| 6       | Hard Brooms/Broom Sticks                                                                                                             | 30pcs                               | ₹100/- per unit                                      |
| 7       | Bleaching Powder                                                                                                                     | 20kg                                | ₹200/-                                               |
| 8       | Hand Gloves (ISO Certified)                                                                                                          | 125pcs                              | ₹100/- per pair                                      |
| 9       | Cobweb Remover and Fan cleaner, Wall cleaner                                                                                         | 20pcs                               | ₹200/-                                               |
| 10      | Pan Brushes (ISO Certified)                                                                                                          | 20pcs                               | ₹100/- per unit                                      |
| 11      | Mopping Brushes (ISO Certified)                                                                                                      | 20pcs                               | ₹100/- per unit                                      |
| 12      | Choke Remover Equipment                                                                                                              | Adequate stock                      | ₹500/-                                               |
| 13      | Bamboo Sticks                                                                                                                        | 50pcs                               | ₹100/-                                               |
| 14      | Odonil / Air Fresheners                                                                                                              | 100pcs                              | ₹100/-                                               |
| 15      | Baytex (Bayer) or Equivalent                                                                                                         | As per requirement                  | ₹300/-                                               |
| 16      | K-Othrine (Bayer) or Equivalent                                                                                                      | As per requirement                  | ₹300/-                                               |
| 17      | King Fog (Bayer) or Equivalent                                                                                                       | As per requirement                  | ₹300/-                                               |
| 18      | Urinal Cubes                                                                                                                         | 63pcs                               | ₹100/-                                               |
| 19      | Harpic Toilet Cleaner                                                                                                                | 125pcs                              | ₹200/-                                               |
| 20      | Rickshaw Vans/Trolley Carts for Garbage Disposal                                                                                     | Minimum 02 Nos.                     | ₹1,000/- per vehicle                                 |
| 21      | Floor Tiles Cleaning Chemicals (Lizol/Mr. Muscle/Domex or Equivalent)                                                                | 50pcs(500ml)                        | ₹300/-                                               |
| 22      | Basin and Sink Cleaner                                                                                                               | 35ltr                               | ₹200/-                                               |
| 23      | Blue Harpic Toilet Cleaner                                                                                                           | 80ltr                               | ₹200/-                                               |
| 24      | Red Harpic Toilet Cleaner                                                                                                            | 80ltr                               | ₹200/-                                               |
| 25      | Hand Wash (Dettol/Lifebuoy or Equivalent)                                                                                            | 50ltr                               | ₹200/-                                               |
| 26      | Garbage Bags (Color-Coded)                                                                                                           | 250nos                              | ₹300/-                                               |
| 27      | Toilet Brushes and Scrubbing Pads                                                                                                    | 50nos                               | ₹100/- per unit                                      |
| 28      | Microfiber Cloths and Dusters (Once)                                                                                                 | 100pcs                              | ₹50/- per unit                                       |
| 29      | Dustbins for Offices, Hostels, Academic Areas, Library, Mess & Canteen(Once)                                                         | 50pcs                               | ₹300/- per unit                                      |
| 30      | Glass Cleaning Chemicals                                                                                                             | 20ltr                               | ₹200/-                                               |
| 31      | Deodorizing Agents and Sanitizers                                                                                                    | 80ltr                               | ₹200/-                                               |
| 32      | Tile Floor and Ceramic Cleaner (Roff)                                                                                                | 50ltr                               | ₹100/- per item                                      |
| 33      | Ladder (Aluminum/Fiber)                                                                                                              | Minimum 02 Nos.                     | ₹500/- per unit                                      |
| 34      | Water Hose Pipes                                                                                                                     | As per requirement                  | ₹200/-                                               |
| 35      | Nylon Scrubbers, Squeezers, Buckets, Dusters                                                                                         | 80nos                               | ₹100/- per unit                                      |
| 36.     | Wet Floor/ work in progress Sign Board – Yellow Caution Housekeeping Signage for Slippery Areas, Safety Stand, Plastic Cleaning Sign | Minimum 2 for each floor            | ₹50/- per unit                                       |
| 37      | Hit Spray Mosquito/ All Out Machine and Refill                                                                                       | 40pcs                               | ₹50/- per unit                                       |

# CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIT No.- 29/2026-27

Date: 08/08/2026

| Sl. No. | Description of Equipment / Machinery                                                                                                                                             | Minimum Quantity Required | Penalty for Non-Availability per Week (₹) |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------------------|
| 1       | Eureka Forbes /Tasaki Single Disk Scrubbing Machine & Eureka Forbes /Tasaki Wet/Dry Scrubbing Machine (RE-43 or Equivalent & Eureka Forbes/Tasaki Ride-on Scrubber Drier Machine | 05                        | ₹800/- per machine                        |
| 3       | Eureka Forbes/Tasaki Industrial Type Vacuum Cleaner & Eureka Forbes /Tasaki Industrial type choking cleaner                                                                      | 03                        | ₹250/- per machine                        |
| 5       | Eureka Forbes /Tasaki Mechanized Snake Machine for Drain Choking & Eureka Forbes /Tasaki High Pressure Jet Cleaning Machine                                                      | 02                        | ₹200/-                                    |
| 7       | Eureka Forbes/Tasaki Wringer Trolley                                                                                                                                             | 10                        | ₹100/- per unit                           |
| 8       | Caddy Basket                                                                                                                                                                     | 10                        | ₹100/- per unit                           |
| 9       | Glass Cleaning Kit                                                                                                                                                               | 25                        | ₹50/- per unit                            |
| 11      | Eureka Forbes / Tasaki Wet Mops – Round Type (For Bathrooms)                                                                                                                     | Minimum 40 Units          | ₹50/- per unit                            |
| 12      | Sweeping Brushes / Dry Dust Control Mops                                                                                                                                         | Minimum 50 Units          | ₹25/- per unit                            |
| 15      | Eureka Forbes / Tasaki Mechanized Toilet Cleaning Machines                                                                                                                       | Minimum 03 Nos.           | ₹500/- per machine                        |
| 16      | Eureka Forbes/ Tasaki Steam Sanitization Machine                                                                                                                                 | Minimum 01 No.            | ₹1,000/-                                  |
| 17      | Eureka Forbes / Tasaki Carpet Cleaning Machine                                                                                                                                   | Minimum 01 No.            | ₹500/-                                    |
| 19      | Eureka Forbes / Tasaki Fogging / Disinfection Machine                                                                                                                            | Minimum 03 Nos.           | ₹500/- per machine                        |

\* The penalty for non-availability shall be subject to a maximum cap of ₹10,000/- per month.

Signature of the Bidder / Authorized Signatory (Name & Designation)

Seal of the Bidder

Place :

Registrar, CNLU, Patna

Date :

# CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

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NIT No.- 29/2026-27

Date: 08/08/2026

## Daily Tasks:

- (a) Cleaning of general/common toilets and attached toilets at least Twice Daily with phenyl and detergent etc. and maintaining the toilets floor dry the whole day. Cleaning of windows and windows sills of all toilets to be done regularly. Wash basins and urinals are to be cleaned with suitable detergent. Check flush system of toilets every day. Naphthalene balls, air freshener and liquid soap/hand wash and paper rolls are to be provided by the agency regularly.
- (b) Cleaning of corridor, passage, staircase, common area and other rooms with phenyl in the morning and with pain water continuously
- (c) Cleaning of office/ classrooms/conference halls removing dust from floor, windows, door, Furniture, fixtures, telephones, cupboards, air conditioner, filling almirahs, cabinets, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floor with phenyl.
- (d) Cleaning, sweeping and wiping of floor, furniture and hand-washing area etc.
- (e) Collection and segregation of garbage/waste from dustbins and disposal at the designated location.
- (f) Room freshener in all offices in the morning and afternoons.
- (g) Sweeping Road, Pathways, Garden and other such areas.

## Weekly Tasks:

- (a) Cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floor and walls in toilets/rooms, corridors with soap, detergent, kerosine/petrol or any other chemicals at least once in a week.
- (b) Cleaning of all Roof on the ceiling.
- (c) Garbage disposal to designated places.
- (d) Grass cutting and general area maintenance.
- (e) Removing of cobwebs from lights/fitting/fixtures.

## Monthly Tasks:

- (a) Cleaning of water cooler.
- (b) Cleaning/washing /dusting door foot mats.
- (c) Cleaning of fans and AC. & Exhaust fan & Tube light

## Quarterly/Half Yearly Tasks:

- (a) Deep Cleaning Guest Houses, VC Residence, Registrar Residence, Girls HOR, Boys HOR and all academic and administrative blocks.
- (b) Cleaning of false ceiling.
- (c) Cleaning of venetian/ vertical/ any other blinds, curtains, etc. quarterly.
- (d) Cleaning of roof tops/terrace/Rainwater spouts quarterly.

NIT No.- 29/2026-27

Date: 08/08/2026

### **Procedure of Work Execution:**

- (a) All the stains on walls as well as floor of toilets, corridors, rooms including glass panels, staircase, passage/walkway etc. shall be removed by scrubbing with brush and by suitable acid/ chemical wherever required by Officer in charge.
- (b) All projections/balconies shall also be cleaned thoroughly. Also, the opening of chocked drains, wherever required, shall be taken up.
- (c) All windows, their glasses, door and its glasses and their knobs shall be cleaned and kept free from stains and spouts, venetian blinds/other type of blinds are to be cleaned with feather brushed/vacuum cleaner.
- (d) The garbage will be segregated, and dustbins are to be emptied daily, cleaned and washed every day. Buckets and Mugs to be cleaned with soap and water every week. Crockery ware, chinaware/Sanitary ware / washbasin/sinks/flush tanks to be cleaned once a day.
- (e) Collection of garbage/waste from all locations should be organized on daily basis, segregated and disposed of at the designated locations under the arrangement of vendor at his own cost.
- (f) Dry cleaning/dusting of sofa sets and other furniture items will be carried out by your staff periodically every fortnight. Telephone, computer to be cleaned with wet cloth every fortnight (on Saturdays) and by dry cloth daily. Furniture including drawers should be cleaned properly.
- (g) Proper dusting of all the office premises, corridor and table fixtures must be done daily and perfectly. Fan, tube lights and fixtures, False ceiling/ ceiling roof and walls to be dusted with broom or vacuum cleaned, including door, panels, fixtures etc. cleaned every fortnightly.
- (h) Schedule of work for daily, weekly, monthly, quarterly/half yearly will be provided to contractor during award of work.

### **Waste Management:**

Waste disposal is the responsibility of the vendor providing Housekeeping Services. This will involve daily segregation and timely disposal of the under mentioned category of waste at predesignated place inside the campus.

- (a) Biodegradable Kitchen waste.
- (b) Plastics, Glass, Tins and Rubber.
- (c) Paper and Cloth
- (d) Iron and steel
- (e) Electronic Waste

### **Procedure: Waste Management**

- (a) All solid waste should be taken from a common earmarked location in a building from distance with separate dustbins code as per rules.
- (b) Solid waste collected should be segregated properly.
- (c) Bio-degradable solid waste should be taken in the earmarked location for further composting and vermicomposting.

NIT No.- 29/2026-27

Date: 08/08/2026

**Annexure-III**

**Declaration by Bidder on a non-judicial stamp paper of value Rs. 100/-**

I / we declare

that my / our company namely \_\_\_\_\_

has neither been blacklisted by any Government / Non-Government Organisation nor have any criminal or civil proceedings **pending** against my / our Firm / Company. No blacklisting or criminal or civil proceeding has been **initiated** by any of the government department or institution or Court of Law with regards to the works executed by our company. No FIR has been lodged against us.

That all the terms & conditions, scope of work & eligibility criteria of NIQ No. 29/2026-27 dated 08.08.2026 are acceptable to me / us.

That the documents annexed along-with the bid/quotation are genuine, the original of the said document are under our possession. They are not tampered by me / us while copying. The responsibility of correctness of documents lies entirely upon me.

If case, declaration above found fake or forged at any time then :

- a) my bid/quotation document shall be rejected
- b) Letter of Intent / Purchase Order / Work Order / Agreement, if issued, shall be cancelled and
- c) My / Our firm shall be blacklisted
- d) FIR shall be inflicted against my / our company / firm by the University.

Signature of the Bidder / Authorized Signatory (Name & Designation)

Seal of the Bidder

Place

Date

# CHANAKYA NATIONAL LAW UNIVERSITY, PATNA

Nyaya Nagar, Mithapur, Patna -1, Ph. No. – 0612-2352300, Website: <http://cnlu.ac.in>

NIT No.- 29/2026-27

Date: 08/08/2026

| PRICE BID FORMAT                                                                                                 |
|------------------------------------------------------------------------------------------------------------------|
| TO BE UPLOADED IN BOQ FORMAT ONLY                                                                                |
| Bidders may please note that in the Price Bid (BOQ) they should fill only column 5 and 6.                        |
| Number of Cleaners: 45(Unskilled)                                                                                |
| Number of Supervisor: 01(Skilled)                                                                                |
| Rates as per Minimum Wages notified by the Department of Labour Resources and Migrant Workers Welfare Department |

## FINANCIAL BID

### (I) MANPOWER COST PER MONTH\*

| Sl. No. | Work Description                   | Cleaners (Unskilled)<br>per month | Supervisor (Skilled)<br>per month |
|---------|------------------------------------|-----------------------------------|-----------------------------------|
| 1.      | Basic Wages (Rs.)                  |                                   |                                   |
| 2       | PF On Basic Wages (@13%) in Rs.    |                                   |                                   |
| 3       | ESI on Gross Wage (@3.25%)         |                                   |                                   |
| 4       | Total Manpower Cost per Month (Rs) |                                   |                                   |
| 5       | Service Charges @ 3.85%            |                                   |                                   |
| 6       | Rate per work per month (Rs.)(4+5) |                                   |                                   |

| Manpower Rate Per Month     | No(s) | Rate (Rs.) | Total (Rs.) |
|-----------------------------|-------|------------|-------------|
| Cleaners                    | 45    |            |             |
| Supervisor                  | 1     |            |             |
| TOTAL MANPOWER COST         |       |            |             |
| GST @ 18%                   |       |            |             |
| TOTAL COST INCLUSIVE OF GST |       |            |             |

### Terms & Conditions:

1. In case of a tie in the quoted price among bidders, the bidder with the highest turnover shall be eligible for the award of the work order. In the event of a tie in turnover as well, the selection of the bidder for the work order shall be decided through a lottery system.
2. Bidder must fill-up all columns(Wage Rate etc.) and Total Bid Amount , otherwise their Bid will Rejected.
3. Amount should in figures as well as in Words, In case of any discrepancy's words will prevail.
4. Minimum Wages as per Govt rule for Unskilled is Rs.436/- per day per person and for Skilled is Rs.551/-per day per person.
5. GST shall be paid extra by the University as per Govt of India norm, which is 18% at present.
6. In case Govt revise minimum wages, wage payable shall be revised accordingly.
7. Amount quoted by Bidder should not be less than Minimum Wages, otherwise Bid will be Rejected.

NIT No.- 29/2026-27

Date: 08/08/2026

Monthly wage shall be calculated by multiplying daily wage by 26 as per Govt of Bihar Notification

**(II) MACHINE RENTAL PER MONTH**

| Sl. No | Description of Machine                                      | Rent Per month (Rs.)                    |
|--------|-------------------------------------------------------------|-----------------------------------------|
| 1      | Single Disk (Taski or Eureka Forbes)                        | 3000/- per month shall be paid by CNLU. |
| 2      | Wet and Dry Vacuum Cleaner (Taski or Eureka Forbes)         |                                         |
| 3      | High Pressure Machine (Tasaki or Eureka Forbes)             |                                         |
| 4      | Auto Scrubber Drier and Telescopic Rod with Squeeze & Wiper |                                         |

**(III) COST OF CLEANING MATERIAL AND TOOLS & TACKLES PER MONTH**

| Particulars                                   | Rate Per Month (Rs.)                     |
|-----------------------------------------------|------------------------------------------|
| Cost of Cleaning material and tools & tackles | 20000/- per month shall be paid by CNLU. |

I/We have gone through the terms & conditions stipulated in the tender document and confirm to abide by the same. A copy of the scan tender document with its each page signed, in token of acceptance of the terms & conditions is enclosed