



Maharashtra National Law University Mumbai

(Established on 27th June 2014 by Government of Maharashtra under Act VI of 2014)

Recognized By the UGC U/S 2(f)

Approved by BCI

NIRF-31st Rank

2nd Floor, MTNL-CETTM Building, Technology Street, Hiranandani Gardens,
Powai, Mumbai, Maharashtra - 400 076.

INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR FOR HOUSEKEEPING SERVICES

Contract Period: 1 Year

Application Fees: 1000/- (Non-Refundable)

By DD in favour of Maharashtra National Law University Mumbai payable in Mumbai

EOI Opening Date: 20.05.2025 at 10:00 AM

EOI Closing Date: 29.05.2024 at 05:30 PM

Maharashtra National Law University Mumbai invites Expression of Interest from organizations/firms providing housekeeping services. Interested organizations/firms may visit the Website www.mnlumumbai.edu.in or www.mahatenders.gov.in and download the Application [Annexure A], and Response Form [Annexure B]. Filled in application, response form complete in all respects along with the required documents shall be sent to the Email: eoimnlumumbai.edu.in and hard copies of the same along with the application fees of Rs. 1000/- (Rupees One Thousand Only) (non-refundable) in the form of demand draft in favour of Maharashtra National Law University Mumbai, payable at Mumbai, shall be sent by the Registered Post to the Registrar, Maharashtra National Law University Mumbai, 2nd Floor CETTM-MTNL Building, Hiranandani Gardens, Technology Street Powai, Mumbai – 400 076, so as to reach on or before 17.30 hours of Thursday, 29th May 2025 Hard copies shall not be submitted in person.

20-05-2025

DGIPR/2025-2026/721

Sd/-

Registrar (I/c.)

Maharashtra National Law University Mumbai
2nd Floor, CETTM MTNL, Hiranandani Gardens, Technology Street, Powai,
Mumbai – 400 076.

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

Maharashtra National Law University (hereinafter referred to as 'the University') invites expression of Interest (EOI) from the organizations/firms for Supply of Housekeeping Services to the University.

1. TIME-SCHEDULE:

Date of Issue of EOI	20 th May 2025
Last Date and Time for receipt of EOI	29 th May 2025
Pre bid Meeting *	22 nd May 2025
Place of Opening Bids	MNLU Mumbai, Powai
Address for coordination and communication	2 nd Floor, CETTM MTNL, Hiranandani Gardens, Technology Street, Powai, Mumbai – 400 076.

*Contact Number for pre bid :**Mr. Manohar Kharatmol – 8898139548**

JoinZoom Meeting:<https://zoom.us/j/99210489056?pwd=aohf8GZwuFEcFNrvU4QiVcNHqcNeWs.1>

Meeting ID: 992 1048 9056 Passcode: 202525

2. PROCEDURE TO APPLY:

- (1) EOI are invited from interested organizations/firms for providing Housekeeping Services to the University for a period of one year.
- (2) Interested organizations/firms may visit the Website www.mnlumumbai.edu.in or www.mahatenders.gov.in and download the Application [Annexure A], and Response Form [Annexure B]. Filled in application, response form complete in all respects along with the required documents shall be sent to the Email: eoimnlu@gmail.com and hard copies of the same along with the application fees of Rs. 1000/- (Rupees One

Thousand Only) (non-refundable) in the form of demand draft in favour of Maharashtra National Law University Mumbai,' payable at Mumbai, shall be sent by the Registered Post to **the Registrar, Maharashtra National Law University Mumbai, 2nd Floor CETTM-MTNL Building, Hiranandani Gardens, Technology Street Powai, Mumbai - 400 076**, so as to reach on or before 17.30 hours of Thursday, 29th May 2025. Hard copies of the same shall not be submitted in person.

- (3) EOI shall be submitted by the organization/firm (hereinafter referred to as 'the bidder') in one sealed outer envelope clearly mentioning sender's name and address, telephone number and e-mail address, along with website, if any, and superscripted as 'EOI FOR HOUSEKEEPING SERVICES'..
- (4) This outer envelope shall contain two separate inner envelopes, one containing 'Technical Bid' and other containing 'Financial Bid'. Application, response form, application fees of Rs. 1000/- (Rupees One Thousand Only) (non-refundable) in the form of demand draft in favour of Maharashtra National Law University Mumbai,' payable at Mumbai, and all documents mentioned in Clause 7 below shall be submitted in the envelope superscripted as 'Technical Bid'. Rates shall be quoted both in figures and words in the envelope superscripted as 'Financial Bid'. Both envelopes shall bear name and address of the bidder.
- (5) If the bid envelopes are not sealed, the bid will be summarily rejected.
- (6) The University shall not be responsible for any postal delays or any other reason for not submitting the bid in the specified time and resulting in disqualification / rejection of any bid.
- (7) Earnest Money Deposit (EMD) of 2 % of annual value of agreement in the form of Demand Draft in favour of 'Maharashtra National Law University Mumbai,' payable at Mumbai, shall be submitted in Technical Bid, failing which, submitted bid will be Rejected. Firms registered with MSIC/ MSME will be exempted from payment of EMD on submission of registration documents.

3. COST OF BIDDING:

The bidder shall bear all costs associated with the preparation and submission of its bid and the University shall not be responsible or liable for those costs regardless of the conduct or outcome of the bidding process.

4. VALIDITY OF THE BID:

180 Days from the date of submission of bid.

5. BID OPENING PROCESS:

- (1) The Technical Bids shall be opened in the first instance in the presence of representatives of the bidders in the office of the University.
- (2) Financial bids of only those bidders, whose bids are found technically qualified, by the Technical Evaluation Committee, shall be opened in the presence of the bidders' representatives subsequently at a later date for further evaluation.
- (3) Only one authorized representative of each of the bidder shall be permitted to be present at the time of aforementioned opening of the bids.
- (4) The authorized representative of bidders, present at the time of opening of the bids shall be required to sign an attendance register as a proof of having attended the bid opening meetings.
- (5) The EMD of unsuccessful bidders will be refunded by the University within fifteen days after the award of contract to the successful bidder without any interest thereon. The EMD of the successful bidder will be refunded after successful submission of security deposit 10% of the annual value of agreement. The security deposit will be refunded after 60days on completion of work within the stipulated period, without any interest thereon.

6. ELIGIBILITY

The bidder shall satisfy the following eligibility conditions:

- (1) Shall have minimum of 5 years of experience of providing housekeeping services to at least 3 Government offices, Public Sector Units (PSUs), banks and higher educational institutions clients, out of which at least, one shall be a University.

- (2) Shall have office in Mumbai, Navi Mumbai or Thane.
- (3) The firm should not be black listed by any Central or State Government

7. DOCUMENTS TO BE SUBMITTED IN TACHNICAL BID:

- (1) The Technical Bid shall contain the following documents:
 - (i) Application in the format prescribed at Annexure A
 - (ii) Response Form in the format prescribed at Annexure B
 - (iii) Demand Draft of Rs. 1000/- (Rupees One Thousand Only) (non-refundable) in favour of 'Maharashtra National Law University Mumbai,' payable at Mumbai, as Application fees
 - (iv) Demand Draft of 2% of annual agreement value (Rs. Ten Thousand Only) in favour of 'Maharashtra National Law University Mumbai,' payable at Mumbai, as Earnest Money Deposit (EMD)
 - (v) Self-attested copy of valid GST(Goods and Services Tax) Registration
 - (vi) Self-attested copy of valid License issued under the Maharashtra Shops and Establishments Act
 - (vii) Self-attested copy of Permanent Account Number (PAN)
 - (viii) Self-attested copy of valid Registration Certificate of Organization/ firm in respect of providing housekeeping services
 - (ix) Self-attested copies of Income tax returns of last financial years [2021-22, 2022-23 and 2023-24]
 - (x) Self-attested copy of EPF Registration Certificate
 - (xi) Self-attested copy of ESI Registration Certificate
 - (xii) Experience certificates of having provided housekeeping services for minimum period of 5 years to at least 3 Government offices, Public Sector Units (PSUs), banks and higher educational institutions clients, out of which at least, one shall be a University
 - (xiii) Declaration in the Proforma prescribed at Annexure D
 - (xiv) Report of the Site Survey in the Proforma prescribed at Annexure E
 - (xv) Solvency certificate from any reputed Chartered Accountant Firm
 - (xvi) Quality Certificate like ISO etc. preferred

(xvii) Completion certificate and Client Feedback

(xviii) Infrastructure and Manpower capacity

- (2) All documents from Sr. No. (i) to (xiv) shall be submitted by the bidder correctly and completely, otherwise the bid shall be rejected by the University. Even though the bidder meets the above qualifying criteria, it is liable to be disqualified if it has made misleading or false representation in the Statements, attachments submitted as proof in support of the qualification requirements.
- (3) Financial Bid shall be submitted in the format prescribed at Annexure C. The rate shall be quoted in figures as well as in words for all the items given in the description of items. Bids not quoted for all the items may summarily be rejected. Rates shall be quoted inclusive of GST and other taxes as applicable.
- (4) If the Technical Bid is found complete in all respects, then only Financial Bid will be opened.

8. EVALUATION PROCESS AND AWARD OF CONTRACT:

- (1) The bids received from the bidders will be evaluated on lowest bid basis, by the Committee constituted by the University.
- (2) Contract shall be awarded to the bidder offering the lowest price. The decision of the University in this regard will be final and binding on all the participating bidders.

9. SCOPE OF WORK:

Annual Contract for engagement of **09 (Nine) (4 Male,4 Female and 1 person for pantry)** workers for cleanliness and general work of housekeeping in the office of MNLU Mumbai. The University shall have liberty to increase or decrease the number of staff.

Sr. No.	Description of Area	Job to be performed	Frequency
Maharashtra National Law University Mumbai : - Main Campus			
1	Cleaning of all Classrooms of 2 nd , 3 rd , 4 th and 6 th Floors	1) Sweeping and Wet Mopping with appropriate chemicals 2) Removal of waste material from all Classrooms. 3) Dusting of Students Chairs, Furniture and Other items in the Classrooms.	Daily
2	Common Areas/Corridors Window panels, Doors, Photo frames, Notice Boards, Switch Boards and Electrical fittings etc. in Lobbies /common areas/corridors under MNLU Mumbai	1). Cleaning, dusting 2). Removal of cobwebs and stain removing of entire surfaces.	Twice in a Day And Weekly
3	Ladies and Gents Washrooms of 2 nd , 3 rd , 4 th and 6 th Floors both sides	1) Intensive Cleaning of toilets and floor tiles, WCs, Urinal pots, looking glass and wash basins, dustbin in toilets. 2) Restocking of toiletries in toilets like liquid soap, naphthalene balls, urinal cubes, Air freshner, etc. on each day or placing of sanitary cubes, air freshener, sticks and toiletries items such as paper rolls, M-fold etc. filling of liquid soap in soap dispensers. Minimum Twice daily and or need based. 3) Sweeping, dusting and wet mopping, cleaning with phenyl/ Cleaning in lobbies and common areas.	Thrice in Daily At 8.00 am, 12.30 pm & 4.30 pm
4	2 nd , 3 rd , 4 th and 6 th Floors both sides walls, Windows etc. in the building	Complete cleaning removing all the unwanted material and waste	Twice in a Day & Weekly

5	Monthly special cleaning of entire area.	1) Vacuum cleaning Twice in Month 2) Mechanized mop for cleaning of toilets/flooring in all rooms and toilets 3) Glass cleaner kit and jet pump to clean toilets/corridors. 4) Cleaning of wooden flooring with appropriate material and equipment's in two rooms.	Monthly with gadgets of organization/firm Vacuum cleaning for wet/dry cleaning of all furniture and rooms
6	MNLU Mumbai Main Campus	Pest control, mosquito control including winged pests, larva control and rodent control of the entire campus of the Institute in all covered and open area.	As and when required.
7	MNLU Mumbai Main Campus	Any other provisions as advised by the institute may be incorporated in the work order. The same shall also be binding on the contractor.	As and when required.
8	MNLU Mumbai Main Campus	The institute may also include the items, if any, other than prescribed above, in the Duty chart as per their requirement.	As and when required.
9	MNLU Mumbai Main Campus	Serving as per requirement of tea / coffee, lunch, break fast, dinner etc. for authorities of University and guests	As and when required

10. EVALUATION PROCESS:

- (3) The bids received from the bidders will be evaluated by the Committee constituted by the University. The criteria set out for evaluation of the bid shall be as follows:

Sr. No.	Criteria	Marks
1.	Relevant Experience	30

2.	Completion Certificate & Client Feedback	20
3.	Infra & Manpower Capability	20
4.	Financial Turnover	10
5.	Quality Certificate	5
6.	Relevant Certificate and documents (GST, PAN, EPF etc..)	15

- (4) The bidder which scores the highest marks in aggregate will be considered as qualified and the contract will be awarded by the University to such successful bidder. The decision of the University in this regard will be final and binding on all the participating bidders.

11. SERVICES TO BE PROVIDED:

- (1) The bidder shall provide housekeeping personnel as per the requirement of the University, from time to time.
- (2) The purpose of housekeeping is that the whole office premises of the University must look neat and clean every time and the bidder has to undertake all such jobs/activities required to maintain the university premises neat and clean whether such activities are elaborated hereunder or not.
- (3) All the cleaning personnel to be provided for undertaking the housekeeping services in the University premises shall provide with required uniform (by the bidder) and maintain decent behavior.
- (4) All the cleaning personnel to be provided for housekeeping services are bound to work on all the days except government holidays and Sundays and they shall reach the University premises well in advance to start cleaning work. The working hours of housekeeping are 8 hours with Lunch Break of 30 Minutes.
- (5) The bidder shall separately observe and ensure that housekeeping personnel deployed by him, shall-
 - be smart and vigilant.
 - be punctual and arrived at least 20 minutes before start of their duty time.
 - take charges of their duties properly and thoroughly.

- perform their duties with honesty and sincerity.
 - read and understand their post and side instructions and follow the same.
 - extend respect to all officers and staff of the office of the Bureau.
 - not consume intoxicated drinks on duty hours, or come drunk and report for duty.
 - not gossip or chitchat while on duty.
 - never sleep while on duty.
 - immediately report to the Officer in charge of any untoward incident/ misconduct or misbehavior.
 - Shall not entertain visitors.
 - Shall not smoke/ drink in the University premises.
- (6) It is the sole responsibility of the bidder to ensure that deployed housekeeping personnel execute the assigned work perfectly and neatly. If any damages are caused to assets of the University while discharging the duty by the housekeeping personnel, a suitable amount will be deducted from the bidder's monthly payment and the bidder shall keep the University fully indemnified against such loss or damage.
 - (7) The bidder shall follow the instructions of the Institute from time to time in discharging the duty every day.
 - (8) The University shall have the rights to remove any deployed housekeeping personnel from the duty who is considered to be undesirable.
 - (9) The bidder shall exercise adequate supervision to reasonably ensure proper performance of housekeeping work in accordance to the schedule of work. The bidder shall issue Identity Card/Identity documents of the employees who are deployed to execute the work.
 - (10) All necessary reports and other information shall be supplied immediately by the bidder as and when required by the University and the bidder shall attend meetings held by the university regularly.
 - (11) The Housekeeping personnel shall be of minimum 18 years and maximum 50 years of age and they shall have sound health to carry out the duty and

shall not have any infected diseases.

(12) The bidder shall not subcontract the assigned work to any other organizations/firms.

(13) Replacement of housekeeping personnel shall be provided by the bidder in the event of sickness or in any other circumstances, when the person is absent, with the approval of the University.

(14) In case of any accident caused to the housekeeping personnel during the work period, it is the sole responsibility of the bidder to meet any expenditure on medical treatment/compensation.

(15) If the bidder fails to fulfill his obligations or commits breach of any condition of the contract, the University after due notice may blacklist the bidder. In such event, the contract will stand terminated and the EMD / Performance securities of the bidder shall be forfeited.

(16) Jurisdiction for any legal proceedings shall be the Courts at Mumbai.

12. PERIOD OF CONTRACT:

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

13. GENERAL INSTRUCTIONS:

(1) The persons deployed by the bidder shall be the employee of the bidder and it shall be the duty of the bidder to pay their salary every month. The bidder shall be wholly and exclusively responsible for payment of wages to the persons deployed by it in compliance with all statutory obligations under all related laws applicable to it from time to time including Minimum Wages Act, Employees Provident Fund Act, E.S.I. Act etc. and the University shall not incur any liability for any expenditure whatsoever, on the persons deployed by the bidder on account of any obligation.

(2) There is no employee and employer relationship between the employees of the bidder and the University and the persons deployed by the bidder shall

not claim any benefits, compensation/regularization/ absorption in the services of the University. Undertaking to that effect from the persons deployed by the bidder shall be obtained by the bidder and shall be submitted to the University.

- (3) The University may direct the bidder to remove any person or persons deployed by the bidder, who may be incompetent or for committing any misconduct, immediately with a suitable substitute.
- (4) The bidder shall enter into an Agreement with the University for providing housekeeping services, on the terms and conditions specified by the University. The Agreement shall be valid for the period of one year from the effective date. The service charges quoted by the bidder shall be fixed for the period of contract and no request for any change, modification in the same shall be entertained.
- (5) In case of breach of any of the terms and conditions of the contract, the University shall be at liberty to terminate the Agreement by giving one month notice in writing in advance. Further, the bidder can also terminate the agreement by giving two months' notice in writing in advance to the University.
- (6) The bidder shall submit the bill in respect of a particular month in the first week of the next month. The payment will be released after deduction of taxes as per the laws in force. The bidder shall also submit the proof of ensuring minimum wages and E.P.F. to the University after every three months.
- (7) Maharashtra National Law University Mumbai reserves the right to visit, inspect or contact some of the offices to whom supplies are made by the bidder prior to selection.
- (8) Selected bidder shall furnish security deposit of 10% amount of the total bill amount (in INR) in the form of Demand Draft in favour of the Finance and Accounts Officer, Maharashtra National Law University Mumbai.
- (9) The University will have no liability regarding transportation, boarding and loading of firm and their staff.

- (10) TDS as applicable on date will be deducted from firm actual bill submitted for payment.
- (11) In case of any dispute between the parties, the arbitration shall be at Mumbai.
- (12) The University reserves the right to accept or reject any or all EOI without assigning any reason thereof.
- (13) Conditional offer/ EOI and EOI submitted by the bidder after the due date and time will be rejected by the University.
- (14) Site Survey: All bidders are advised to visit the work site before submitting their offers in order to make themselves fully aware of the work conditions at the University. The University will not be responsible for any cost or expenses incurred by the bidder in connection with preparation of the bids and expenses related to visits to the sites. The details of personnel deputed for site survey are to be intimated to the University as well as to the Assistant Registrar Administration of the University for according necessary clearances. Deputed Personnel are to ensure that all security precautions and norms are to be adhered to within the University. However, prior intimation regarding the visit shall be given by the bidder to the University.
- (15) It shall be the sole responsibility of the bidder to dispose the garbage in the manner prescribed by the municipality.
- (16) No CC/BCC shall be sent to any other mail address by the bidder. Violation of this violation will lead to disqualification and cancellation of the EOI of the bidder.
- (17) Canvassing in any manner at any stage will be a disqualification and will lead to backlisting of the bidder.

APPLICATION TO BID FOR SUPPLY OF HOUSEKEEPING SERVICES

Name of the Organization/Firm _____

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

Dear Sir,

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

Signature _____

Name _____

Designation _____

Address _____

Place _____

Date _____

Seal of the Organization/Firm

RESPONSE SHEET
Information to be furnished by the Organization/Firm

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

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

Place:

Signature

Date:

Authorized Signatory

Seal of the Organization/Firm

FINANCIAL BID
(Submitted on Own letter head)

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

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

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

Place:

Signature

Date:

Authorized Signatory

Seal of the Organization/Firm

DECLARATION

I hereby declare that the above information and documents submitted by me is true and correct to the best of my knowledge and if any information is found false at any point of time, the University shall have right to cancel the whole offer. I have not suppressed any facts in this EOI which could debar me to participate in the process of awarding contract. If it is revealed after opening the EOI that any fact is suppressed by me, the University shall have the right to reject my EOI along with other punitive action against me as per the law. I fully agree and will abide by the terms and conditions prescribed by the University.

Place:

Signature

Date:

Authorized Signatory

Seal of the Organization/Firm

Site Survey Report

I, Mr. _____ of M/S _____

(Name of the Organization/Firm) visited the site in connection with the EOI for Housekeeping Services. Having examined the bid documents, certify that I have,

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

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

Place:

Signature

Date:

Seal of the Authorized Signatory

Seal of the Organization/Firm