

**BID DOCUMENT**  
**e-Procurement**  
**Open Competitive Bid (OCB)**  
for  
**Selection of an Agency for providing House Keeping Services**  
at  
**IIT - Srikakulam**

**Proprietary & Confidential**



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES**  
**Flat No: 202, Second Floor, NRI Block(C), Sri Mahendra Enclave,**  
**Tadepalli, Guntur District – 522 501**  
**Andhra Pradesh.**

## **Proprietary & Confidential**

No part of this document can be reproduced in any form or by any means, disclosed or distributed to form or by any means, disclosed or distributed to any person without the prior consent of the Coordinator Academic Administration (i/c), RGUKT - AP, except to the extent required for submitting bid and no more.

**News paper advertisement**

**e-Procurement Tender Notice**



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES**  
Flat No.202, Second Floor, NRI Block (C), Sri Mahendra Enclave,  
Tadepalli, Guntur District – 522 501, Andhra Pradesh

**Ref. No: RGUKT- AP/e-Proc/Outsourcing/House Keeping Services/RT03/2018,**  
**dated:19.06.2018**

**E-Procurement Short Tender Notice**

E- tenders are hereby invited for selection of an Agency for providing Housekeeping services on outsourcing basis at the premises of IIT Srikakulam located at S.M Puram (V), Etcherla (M) Srikakulam District, Andhra Pradesh.

Interested bidders can download and submit the bids online from 19.06.2018 to 28.06.2018 up to 05:00 PM through <https://tender.apecurement.gov.in> (AP Portal). For further details please visit our website: [www.rgukt.in](http://www.rgukt.in) and [www.rguktn.ac.in](http://www.rguktn.ac.in), or <https://tender.apecurement.gov.in> (Andhra Pradesh Portal)

**Sd /-**

Coordinator Academic Administration(i/c)

## Section A

### Tender Call notice

#### Time schedule of various tender related events

Bid calling date	19.06.2018
Tender processing fee (Non refundable)	Rs.20,000/- (Rupees Twenty thousand only) (by way of Demand Draft from any Nationalized Bank “ Registrar (i/c), RGUKT –AP” payable at SBI, Tadepalli, Guntur Dist (Non refundable)
Bid Documents Downloading Start date	19.06.2018
Bid Document Downloading End Date	28.06.2018 till 04.30 PM
Last date for uploading of online documents	28.06.2018 at 05:00 PM.
Last date for submission of the Hardcopies	29.06.2018 at 05:00 PM
Pre-qualification/Technical Bid opening date/time	30.06.2018 at 11:00 AM.
Price Bid opening date/time	30.06.2018 at 1:00 PM
Contact person	Coordinator Academic Administration(i/c), RGUKT – AP
Reference Number	<b>RGUKT- AP/e-Proc/Outsourcing/House Keeping Services/RT03/2018, dated:19.06.2018</b>

**Note:** The dates stipulated above are firm and under no circumstances they will be relaxed unless extended by an official notification or happen to be Public Holidays. For the assistance in the online submission issues, the bidder may contact the help desk of M/s. VUPADHI (<https://tender.apecurement.gov.in>) at their e-mail address: [contact@vupadhi.com](mailto:contact@vupadhi.com), Phone: +91 40-39999700, 39999701

#### CLARIFICATIONS:

- i. Queries if any can be made through e-mail only on [procurement@rgukt.in](mailto:procurement@rgukt.in) and on or before 23.05.2018. Queries received via any mode other than e-mail id mentioned above will not be entertained. The queries should only be sent in following format on the official letter head of the company.

S. No.	Page No. (Tender Ref.)	Clause (Tender Ref.)	Description (Tender Ref.)	Query

- ii. The addendum/corrigendum if any shall be published on RGUKT - AP website i.e. [www.rgukt.in](http://www.rgukt.in) and [www.rguktn.ac.in](http://www.rguktn.ac.in) as well as on e-procurement platform <https://tender.apecurement.gov.in>.
- iii. The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/ amendments issued if any.

## SECTION - I

### INVITATION FOR BIDS

**Ref No.: RGUKT- HQ/e-Proc/Outsourcing/House Keeping Services /RT03/2018,  
dated. 19/06/2018**

**Subject:** Tender call for selection of an Agency for providing Housekeeping Services at IIIT-Srikakulam– Reg.

Sir/Madam,

- 1) Bids are invited on the e-procurement platform from the Registered Suppliers/contractors/Service Providers for providing Housekeeping Services at IIIT Srikakulam - RGUKT (Andhra Pradesh). The details of bidding conditions and other terms can be downloaded from the electronic procurement platform and the bidders have to register on the e procurement market place of **Government of Andhra Pradesh** i.e. <http://tender.apecurement.gov.in>
- 2)
  - a) The participating bidder/s will have to pay non-refundable tender processing fee Rs.20,000/- in the form of Demand Draft drawn from any Nationalized Bank, in favor of “The Registrar (i/c), RGUKT – AP” payable at SBI, Tadepalli, Guntur Dist.
  - b) Further the bidder/s shall furnish the Bid security amount as specified in the Section-II of Tender Document.
  - c) RGUKT - AP will not accept the tenders from blacklisted companies or undependable Suppliers whose past performance with RGUKT- AP was found to be poor due to delayed and/or erratic supplies, frequent product failures, and also against whom there have been adverse reports of sub-standard quality as defined in the other parts of the Bidding document.

#### **NOTE:**

**After uploading the documents, the copies of the uploaded technical bid documents along with original Demand Drafts in respect of Bid Security and Bid document fee have to be submitted. Physical submission of price bids will not be entertained.**

For any clarification and further details on the above tender please contact Telephone No: 08645274475.

Sd/-

Coordinator Academic Administration (i/c)

## SECTION-II

### STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

S. No	Item	Description
1	Name of the work	Tender call for selection of an Agency for providing Housekeeping service on Outsourcing basis
2	EMD	Rs.5,00,000/- (Rupees: Five Lakhs only) by way of crossed Demand Draft from any Nationalized Bank in favor of Registrar (i/c), RGUKT – AP, payable at SBI, Tadepalli, Guntur Dist.
3	Bid Validity Period	90 days from the date of opening of commercial bid
4	EMD Validity Period	90 days from the date of opening of commercial bid
5	Variation in quantities /number of manpower	+ 20 %
6	Period for furnishing performance Security	Within 10 days from date of receipt of Letter of Intent.
7	Performance security value	10% of the Annual of contract value
8	Performance security validity period	27 months from date of commencement of services.
9	Period for signing the order Acceptance	Within 7 days from date of receipt of notification of award
10	<b>Payment terms</b>	
	Payment of bill	Monthly payment will be released based on the day wise attendance particulars certified by the concerned authorities and along with performance certificate.
11	Transaction Fee	All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25000/- if the purchase value is above Rs.50 crores & service tax applicable @ 15.00% as levied by Govt. of India on transaction fee through online in favor of MD, APTS. The amount payable to APTS is non refundable. Corpus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favor of Managing Director, APTS, Hyderabad towards corpus fund at the time of concluding agreement.
12	Transaction Fee Payable to	The Managing Director, A. P. Technology Services Ltd., Hyderabad  Important Notice to Contractors, Suppliers and Department users (i) In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No.13 dated. 05.07.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC/Axis Banks with e-

		Procurement platform, which provides a facility to participating suppliers/ contractors to pay the transaction fee online using their credit cards.
13	Procedure for Bid Submission	<p>Bids shall be submitted online on <a href="http://tender.apecurement.gov.in">http://tender.apecurement.gov.in</a> platform</p> <ol style="list-style-type: none"> <li>1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website <a href="http://tender.apecurement.gov.in">http://tender.apecurement.gov.in</a></li> <li>2. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates.</li> <li>3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.</li> <li>4. The bidders should scan and upload the respective documents in Pre-Qualification and Technical bid documentation including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.</li> <li>5. The hard copies of all the uploaded Technical documents should be attested by a Gazetted Officer or properly notarized.</li> <li>6. The rates should be quoted online only</li> <li>7. The financial bids of the Service Providers, who qualify the technical bid, shall only be opened.</li> </ol>
14	Other conditions	<ol style="list-style-type: none"> <li>1. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.</li> <li>2. After uploading the documents, the copies of the uploaded technical bid documents along with original Demand Drafts in respect of EMD, Bid Security and Bid document fees have to be submitted by the bidder to the “The Coordinator Academic Administration (i/c), RGUKT-AP, Flat No.202, Second Floor, NRI Block (C), Sri</li> </ol>

		<p>Mahendra Enclave, Tadepalli, Guntur Dist - 522501”, by 04:00PM on dt. 30.05.2018. RGUKT - AP will not hold any risk and responsibility regarding non-visibility of the scanned and uploaded documents.</p> <p>3. RGUKT – AP shall not hold any risk on account of postal delay.</p> <p>4. Failure to furnish any of the uploaded documents, certificates will be entitled in rejection of the bid. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false/fabricated /bogus, the bidder will be disqualified, blacklisted and action will be initiated as deemed fit and the Bid Security will be forfeited</p>
	Termination of contract	<p>In the event of any breach and / or failure on the part of the Vendor/Caterer to comply with the said terms &amp; conditions of the contract, the contract will be terminated forthwith. RGUKT - AP also reserves the right to cancel/suspend the contractual period for any reason whatsoever without assigning any reason and no liability shall be incurred by RGUKT - AP in the event of the aforesaid cancellation/suspension. However, under the normal circumstances the RGUKT - AP will give <b>30 days'</b> notice before the said cancellation/suspension. In addition if the contract is cancelled, the security deposit will be en-cashed and forfeited.</p>
16	Placing work order	<ul style="list-style-type: none"> <li>✚ The Institute will place work order on identified successful bidder</li> <li>✚ <b>Tenders will be opened in sequential order i.e., Housekeeping Services respectively for Srikakulam Institute.</b></li> <li>✚ One Service provider is eligible to work/serve for one specific service only at IIIT-Srikakulam - RGUKT even if he will be lowest Bidder for more than one Outsourcing/service Tenders.</li> <li>✚ Institute reserves the right to reject only or all the tenders or accept them in part or reject the lowest tender without assigning any reason thereof. Institute authorities reserve the right to relax or tighten the conditions/norms given in the tender documents.</li> </ul>
17	Scope of Work	<p><b>(a). DAILY:</b></p> <ul style="list-style-type: none"> <li>✚ Cleaning, Sweeping and moping of interiors of the building including Halls, corridors and staircases etc.,</li> <li>✚ Employing and cleaning of all dustbins, etc.,</li> </ul>



		<ul style="list-style-type: none"> <li>✚ Cleaning of all toilets and bathrooms with appropriate detergents twice each day.</li> <li>✚ Dusting and cleaning of all furniture like tables, Cots, Sofas, Chairs etc.,</li> <li>✚ Sweeping of parking areas, roads and surrounding areas of the buildings.</li> <li>✚ Cleaning of surface drains.</li> <li>✚ The garbage collected in the dustbins should be deposited at the place specified by the Department within the compound. The IIIT, Srikakulam, RGUKT will make arrangements to convey the same.</li> </ul> <p><b>(b). GENERAL:</b></p> <ul style="list-style-type: none"> <li>✚ Whenever the authorized person of IIIT-Srikakulam and RGUKT - AP wants to verify the labour &amp; workers engaged by the contractor should be able to make all the labour and workers assembled at the place specified by the Department. In the premises of the Building the number of persons came to count at the time of verification will be final for that shift. If any short during verification time against number of persons specified in the agreement, penal action will be taken as per the conditions of the contract.</li> <li>✚ The Labour provided for pump operation provided by the contractor have to attend to observe the water levels in the overhead tanks, sumps and shall assist the water works staff at pump room.</li> <li>✚ The firm should engage Housekeeping machinery Operators separately and the Mazdoors should not be used as machinery operators.</li> </ul>
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## SECTION-B

### 1. PREAMBLE:

Sealed Bids are invited by the Coordinator Academic Administration, RGUKT - AP invites online tenders from the registered/licensed reputed and experienced Manpower Agency/Consultancy agencies or their authorized Agencies/institutes (channel partners/franchises) for providing Housekeeping Services at IIIT-Srikakulam for a period of one year from the date of award of contract.

Interested bidders may view and download the tender document containing the detailed terms & conditions, from the website <https://tender.apecurement.gov.in>, [www.rgukt.in](http://www.rgukt.in) and [www.rguktn.ac.in](http://www.rguktn.ac.in) . The account payee Demand Draft has to be enclosed with the Per-qualification Bid of Tender, no tender will be accepted without process fee to tender and EMD.

Bidders are advised to study the Tender document and Terms & Conditions carefully and completely. Submission of Bids shall be deemed to have been done after careful study of Tender document and examination of Terms & Conditions with full understanding of its implications

### 2. SCOPE OF WORK:

#### A. DAILY:

- 1) Cleaning, Sweeping and moping of interiors of the building including Halls, corridors and staircases etc.,
- 2) Employing and cleaning of all dustbins, etc.,
- 3) Cleaning of all toilets and bathrooms with appropriate detergents twice each day.
- 4) Dusting and cleaning of all furniture like tables, Cots, Sofas, Chairs etc.,
- 5) Sweeping of parking areas, roads and surrounding areas of the buildings.
- 6) Cleaning of surface drains.
- 7) The garbage collected in the dustbins should be deposited at the place specified by the Department within the compound.

#### B. GENERAL:

- i. Whenever the authorized person of IIIT-Srikakulam and RGUKT - AP wants to verify the labour & workers engaged by the contractor should be able to make all the labour and workers assembled at the place specified by the Department. In the premises of the Building the number of persons came to count at the time of verification will be final for that shift. If any short during verification time against number of persons specified in the agreement, penal action will be taken as per the conditions of the contract.
- ii. The Labour provided for pump operations provided by the contractor have to attend to observe the water levels in the overhead tanks, sumps and shall assist the water works staff at pump room.
- iii. The firm should engage Housekeeping machinery Operators separately and the Mazdoors should not be used as machinery operators.

## **C. SCOPE OF WORK EXCLUDING FROM THE CONTRACT**

- a) Arresting leakages in building
- b) Arresting leakages of water closets
- c) Replacing of washing basins & urinals
- d) Replacing of water and drainage pipelines
- e) Replacement of old electrical wiring with new one and old cabling work with new ones

### **3. PERIOD OF CONTRACT:**

The contract period will be for One Year (1 year) from the date of commencement of services. However, the period of contract may be extended under unavoidable circumstances.

### **4. PLACE OF WORK AND VISIT TO SITE**

Intending tenders shall visit the IIIT Srikakulam, RGUKT to acquaint with local site conditions, nature and requirement of work, present conditions of Premises/fittings/fixtures, etc., before quoting for the tender.

### **5. RATES, TAXES AND DUTIES**

All the rates in the tender shall be inclusive of all statutory compliances like PF, ESI, and service Tax, etc.

### **5. INCOME TAX**

During the course of the contract period, deduction of income tax at 2.266%+ surcharge as in force at source shall be made at the prevailing rate of income tax department issued from time to time of the gross amount of each bill.

### **7. TAX SERVICE**

During the course of the contract period, the agency shall deposit service tax at prevailing rates as per Government of India during contract period to the concerned department regularly once in a quarter proof of payment made to the department shall be produced to IIIT-Srikakulam for verification.

### **8. EARNEST MONEY DEPOSIT / SECURITY DEPOSIT:**

8.1. The tender should accompany with Earnest Money Deposit (EMD) for Rs.5,00,000/- by way of crossed Demand Draft drawn from any Nationalized Bank in favor of the Registrar (i/c), RGUKT- AP payable at SBI, Tadepalli, Guntur Dist.

8.2. The EMD will be returned to unsuccessful tender, whereas in the case of successful tenderers, it will be retained.

8.3. The successful bidder will have to deposit a security deposit or Bank Guarantee from any Nationalized Bank to the tune of 10% of the Annual contract value at the time of concluding agreement.

8.4. The Security Deposit /Bank Guarantee of successful tenderer will be retained for the period of contract in force and will be returned after expiry of the contract period, after deducting the outstanding liabilities if any. The Security Deposit/Bank Guarantee shall not carry any interest.

**9. ELIGIBILITY CRITERIA:**

- 9.1. Should have minimum of Three years (3 years) experience in providing Housekeeping Services.
- 9.2. The Agency should have Valid License for Providing Housekeeping Services according to the Andhra Pradesh Government norms.
- 9.3. The agency should be a licensee as Housekeeping Services supply agency with the Commissioner of Labour Department, Government of Andhra Pradesh (Form-II) since last three years.
- 9.4. Valid registration certificate of Firm or agency under relevant act since last three years.
- 9.5. Valid registration with EPF under relevant Act and active since last five years and also should possess provision of EPF Payment in AP (Sub Code Registration ) which should be taken before tender notice date.
- 9.6. Should have possessed valid registration for Service Tax on the head of Housekeeping services Valid EPF, ESI and Professional tax Registration since last three years.
- 9.7. Valid ISO 9001 Registration Certificate for the last three Years
- 9.8. The bidders should have experience of providing House Keeping Personnel of minimum 150 employees in two organizations with the similar category of institutions / University / Govt., Semi Government or Public Undertaking Sectors in any two Continuous years during the last five years viz. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. Proof of Experience Certificate should be provided. Copies of agreements and work orders cannot be treated as proof of experience. (Form 26AS must be submitted for the period of experience claimed)
- 9.9. Average Annual Turnover of the Agency/Firm should not be less than One (01) Crore for the last three years viz. 2015-16, 2016-17 and 2017-18. A Certificate of the Bidders turnover for the years 2015-16, 2016-17 and 2017-18 in Rupees must be enclosed and be duly certified by firm of Chartered Accountants. (Form 26AS must be submitted for the period of turnover claimed)

9.10. The bidders shall demonstrate proof of experience of Supply of Housekeeping Services of not less than Rs. 100 lakhs to any one organization in any one year of the preceding three years viz. 2015 -16, 2016-17 and 2017-18. Copies of agreements and work orders cannot be treated as proof of experience. Only the experience /performance certificate shall be submitted. (Form 26AS must be submitted for the period of experience claimed)

9.11. The tenderer must have minimum one branch office at Andhra Pradesh before the downloading start date. Proof of the same should be enclosed and latest BSNL telephone bill should be submitted.

9.12. Should have minimum employees of 150 members in Housekeeping Services and evidence should be enclosed and valid contract labour licenses should be produced and the Agency should have documents providing Compliance of Minimum wage along with bank statement for a minimum 150 Housekeeping personnel.

9.13. Should have 150 employees under its role in 2015 -16, 2016-17 2017-18 Evidence of EPF, and ESI Challan (payment proof with TRRN details is must), should be enclosed and employees contribution computerized slips copies should be produced and the Agency should have documents providing compliance of Minimum wage along with bank statement for them.

9.14. Should have possessed PAN Card.

9.15. All the bidders shall include the following information and documents with their tenders.

9.15.1. Copies of Original documents defining the constitution or legal status, place of registration and principal places of business; written power of attorney of the signatory of the Bid to commit the Bidder.

9.15.2. Latest Income Tax Saral form / Returns filed (2015-16, 2016-17 and 2017-18).

9.15.3. List of Present Clients with contract addresses & telephone numbers.

9.16. An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central / State Government institution and there has been no litigation history with any government department on account of similar services and the same should be uploaded/ submitted as per the proforma given in tender document.

The bidders must submit all relevant documentary evidence to demonstrate their eligibility for considering their bid. The tenders received without the above documents will be rejected.

**Note:** Any false information with regards to the submission of the document will lead to forfeiture of the EMD and firm will be black listed

## **10. INSTRUCTIONS TO BIDDERS:**

- 10.1. Tenders with over writings, alterations etc., will not be admitted unless they are attested by the bidder. Where there is a discrepancy between the rupees in figures and words, the price, which is least of the two, will govern.
- 10.2. One Service provider is eligible to work/serve for one specific service only at IIIT-Srikakulam - RGUKT even if he will be lowest Bidder for more than one Outsourcing/service Tenders.
- 10.3. Bidders are expected to examine all the terms and instructions mentioned in the tender schedule and prepare their proposals accordingly. Failure to provide all requisite information will be at the bidders' own risk and may result in the rejection of the tender.
- 10.4. All assertions made in connection with the tender to be supported / substantiated by relevant documents. The Coordinator Academic Administration (i/c), RGUKT - AP, reserves the right to verify the credentials of the bidder as per the eligibility criteria.
- 10.5. The successful bidder shall execute an agreement with RGUKT -AP on Non-judicial stamp paper worth Rs.100.00 agreeing to all the conditions of the contract within one week upon intimation of acceptance of Tender. Failure on enter into an agreement within the stipulated time will result in forfeiture of the EMD.
- 10.6. The Coordinator Academic Administration (i/c), RGUKT -AP reserves the right to issue instructions / modifications at any point of time before award of contract.
- 10.7. The firm/agency shall invariably furnish Original Demand Drafts [towards EMD & Transaction fee] and attested copies of the certificates to the Tender inviting authority before opening of bids in person only and the receipt of the same within the stipulated time shall be the responsibility of the tenderer. Department will not take any responsibility for any delay or non-receipt of tenders.
- 10.8. The documents that are uploaded online on e-market place will only be considered for bid evaluation. Any other condition regarding receipt of tenders in conventional method appearing in the tender documents may please be treated as not applicable.
- 10.9. COORDINATOR ACADEMIC ADMINISTRATION (i.c), RGUKT - AP shall not be responsible in any way for any failure of the bidders in submission of the bids.
- 10.10. Even though the firm/agency meets the above qualifying criteria, they are subjects to be disqualified if they have made misleading or false representations

in the forms, s and attachments uploaded/ submitted in proof of the qualification requirements; and/or record of poor performance such as abandoning the services, not properly, providing Services, litigation history, financial failures etc.

10.11. If the tender is made by an individual, it shall be signed with his full name and his address shall be given. If it is made by a firm, it shall be signed with the co-partnership name by a member of the firm, who shall also sign his own name, and the name and address of each member of the firm shall be given, if the tender is made by a corporation it shall be signed by a duly authorized officer who shall produce with his tender satisfactory evidence of his authorization. Such tendering corporation may be required before the contract is executed, to furnish evidence of its corporate existence. Tenders signed on behalf of G.P.A. holder will be rejected.

10.12. The percentage of the agency commission shall be maximum up to 5% (Bids with 0% commission will be rejected) as per GO.MS.NO.151, 2016. Bidders should quote % of agency commission only in the price Bid.

10.13. In case of tie in the agency commission quoted by the bidders (i.e. if more than one bidder quotes least commission) the short listing will be done by giving points in the following aspects. The firm which gets highest points will be awarded contract.

S. No	Description	Points	Total (50 points)
01	The total No. of Employees for which EPF paid in the last Financial Year i.e 2017-18. ( Form 26AS must be submitted)	2 point per each 100 employees	Max. 20 points
02	No. of years of work experience only in Educational Institutions (Government). ( Form 26AS must be submitted)	1point per each running year	Max.15Points
03	Average turnover during the last three Financial Years. ( Form 26AS must be submitted)	1 point for each 2.0 crores	Max.15points

Note: Bidders are requested to submit the hardcopies of documental proofs for the above 3 items.

- 10.14. Agency is solely responsible for any loss incurred in the Institute when such loss is caused by gross negligence of outsourced personnel engaged, the Department is entitled to recover such loss from the agency.
- 10.15. Agency should comply with all instructions issued by Government from time to time including for the welfare of Housekeeping Personnel.
- 10.16. As per Government guidelines, two more service providers are to be kept in reserve, apart from the successful Tenderer, on the same terms and conditions to step in at short notice, if the selected service provider defaults in providing satisfactory service and the contract has to be terminated.
- 10.17. The Service Provider/Contractor shall **abide** by the **rules and regulations** of the Institute in regarding payment of wages and rule of reservation as per 100 point roster system which is available in social welfare department, A.P. Government while providing the housekeeping personnel.
- 10.18. Agency has to furnish remuneration bill to the Institute by 1<sup>st</sup> of every month so as to ensure payment to Housekeeping personnel on 5<sup>th</sup> of every month. Agency should ensure payment to the personnel by 6<sup>th</sup> of every month, even if there is any delay in remittance of amount to them from the Institute in a particular month.
- 10.19. Payment shall be credited into bank accounts of the respective individuals and the agency shall produce an acquaintance every month. Agency has to produce proof duly showing remittance of EPF, ESI as per Acts and Rules every month separately for the personnel outsourced. Only upon production of proof of remittances of wages/payment and all other statutory deductions of previous month, payment bill for the succeeding month will be cleared. Any statutory revision of taxes will be allowed by the Institute.
- 10.20. Agency will be responsible as employer of Housekeeping Services to maintain personnel records such as pay rolls, attendance sheets, leave records, service records etc., which shall be readily available for scrutiny / inspection by the officials of the Institute.
- 10.21. Agency has to submit list of EPF / ESI Account numbers of all employees engaged in the Department and it is the responsibility of the agency to provide identity cards of EPF / ESI to them.
- 10.22. Agency is alone responsible to meet any claims of the Security Personnel supplied by it under any of the Labour Enactments such as Workmen's Compensation Act, etc.



- 10.23. The EMD will not yield any interest and will be refunded after satisfactory completion of contract period. EMD of unsuccessful bidders will be refunded after finalization of Tenders.
- 10.24. Any excess deductions made by agency in violation of Government instructions shall result in stringent action including termination of contract. In case of any excess payment made to agency, the same shall be recovered from the agency in the subsequent bills or from the EMD made available with the Institute.
- 10.25. Agreement made with agency is a time-bound one and there would be no commitment to extend it beyond the contractual period. However, contract can be modified with mutual consent only. Termination of agreement before contractual period can be done by giving one month's notice from either side.
- 10.26. Agency shall not enter into sub-contracts or appoint any other agent to perform obligations arising under the outsourcing agreement which leads to the termination of the contract.
- 10.27. The Agency must have a full-fledged functional office at Vijayawada/Amravati or at any district of AP with valid Address Proof to be submitted.
- 10.28. Before submission of the tender, tenderers are required to make themselves fully conversant with terms and conditions, so that no ambiguity arises at a later date in this respect.
- 10.29. At any time prior to the deadline for submission of proposals, RGUKT - AP may for any reason modify the Tender Document by issuing an addendum. Any addendum thus issued shall become part of the Tender Document and will be posted on the website of the Institute. To provide reasonable time to the Tenderers to take an addendum into account while preparing their proposals, the deadline for submission of proposals may be extended, at the discretion of the Institute.
- 10.30. In the event of the date specified for receipt and opening of tender being declared as an unscheduled holiday, the due date for submission of tenders and opening of tenders will be on the following working day.
- 10.31. In case of refusal or delay or failure leading to the withdrawal of providing manpower by the approved agency, the EMD shall be forfeited.
- 10.32. Any disputes arising out of this agreement shall be subject to the jurisdiction of the Courts where the O/o the Registrar (i/c), RGUKT - AP is located.

- 10.33. In the event of the date specified for receipt and opening of tender being declared as an unscheduled holiday, the due date for submission of tenders and opening of tenders will be on the following working day.
- 10.34. The Coordinator Academic Administration (i/c), RGUKT -AP has full right to reject/cancel/postpone/negotiate the tenders without assigning any reasons.
- 10.35. The entire tender document should be duly signed & sealed by the bidder.
- 10.36. The requirement of Housekeeping personnel services will be purely need based. Therefore, the number of Contractor's workers may be increased or decreased any time.
- 10.37. Bidders are expected to examine all the terms and instructions mentioned in the tender schedule and prepare their proposals accordingly. Failure to provide all requisite information will be at the bidders' own risk and may result in the rejection of the tender.
- 10.38. BID should be strictly in conformity with the Terms and Conditions mentioned in the tender schedule.
- 10.39. The Agency shall keep with him, the present and permanent address, contact numbers (phone/Mobile number), e-mail address, educational and technical qualification, specimen signature, two passport size Photographs in respect of each person deployed and furnish these details/information to RGUKT - AP as and when called for. The Agency should provide ID card to the individual as decided by the Institute
- 10.40. The Agency's personnel shall not claim any benefit / compensation/absorption / regularization of services with the Institute under the provisions of Industrial Disputes Act., 1974 or Contract Labour (Regulation &Abolition) Act, 1970. Undertaking from the persons to this effect will be required to be submitted by the Service Provider to the Institute.
- 10.41. No person below the age of 18 (Eighteen ) years shall be employed at RGUKT - AP.
- 10.42. All the employees of the contractor will have to be covered under insurance against any personal accident by the Agency/Service Provider and RGUKT - AP will not be liable for payment of any compensation on the account.
- 10.43. The Agency shall be solely responsible for any accidents / injuries/death to their personnel or to second or third parties arising out of or in the course of employment of such personnel with them. The Agency shall adhere to all the formalities / regulations / obligations, such as reporting to appropriate

authorities, compensation to the death, treatment of the injured and meeting the expenses incidental thereto, payment of compensation, etc.,

- 10.44. No wage/remuneration will be paid to deployed persons for the days of absence from duty.
- 10.45. The Housekeeping Personnel supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of persons will be verified by the Service Provider before their deployment through local police, collecting proofs of residence, driving license, bank account details, and previous work experience and recent photograph and a certification.
- 10.46. The Institute may require the service provider to dismiss or remove from site of work, any persons employed by the service provider, who may be incompetent or for his/her/their misconduct and service provider shall forthwith comply with such requirements.
  
- 10.47. That on the expiry of the agreement as mentioned above, the Agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of termination of employment or non - employment by the personnel of the Agency, it shall be the entire responsibility of the Agency to pay and settle the same.

## **11. METHOD OF SUBMISSION:**

- 11.1. Bids shall be submitted online on <https://tender.apecurement.gov.in> Platform. The participating bidders in the tender should register themselves on e-procurement platform in the website <https://tender.apecurement.gov.in>.
- 11.2. Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates.
- 11.3. The bidders, who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.
- 11.4. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.
- 11.5. The bidders should scan and upload the respective documents mentioned in eligibility criteria.
- 11.6. After uploading the documents, the copies of the uploaded technical bid documents and original Demand Drafts in respect of Bid Security and Bid

document fee are to be submitted by the bidder to the “ The Coordinator Academic Administration (i/c), RGUKT –AP, Flat No.202, Second Floor, NRI Block (C), Sri Mahendra Enclave, Tadepalli, Guntur Dist -522 501”,by 04:00 PM on dt 30.05.2018.

- 11.7. Failure to furnish any of the uploaded documents, certificates, will entitled in rejection of the bid. The RGUKT - AP shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.
- 11.8. RGUKT - AP will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.
- 11.9. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.
- 11.10. The rates should be quoted online only.

## **12. EVALUATION PROCEDURE:**

For short listing of agency the following criteria shall be applied. For this purpose agency shall submit proof documents along with the tender and the agency not confirming to any of these parameters will not qualify for short listing.

- 12.1. The Tenders will be opened as per the schedule by the Coordinator Academic Administration (i/c), RGUKT - AP or his authorized representative in the presence of the bidders or their authorized representative who may be present at that time.
- 12.2. The Technical Bids consisting of the documents related to Eligibility criteria will be opened first. The tenders will be evaluated so as to ascertain the capability of the bidders to provide the services for the period mentioned and also to assess whether the bidder satisfies the eligibility criteria at clause no.09
- 12.3. The Financial/Price Bids of only those bidders, who have fulfilled the eligibility criteria specified in the tender document, will be opened online and the Price Bid of the bidders who do not fulfill the eligibility criteria will not be opened and their Tender stands rejected.
- 12.4. In case of tie in the prices quoted by the bidders (i.e. if more than one bidder quotes least price) the short listing will be done by giving points in the

following aspects. The firm which gets highest points will be awarded contract.

S. No	Description	Points	Total (50 points)
01	The total No. of Employees for which EPF paid in the last Financial Year i.e 2017-18.	2 point per each 100 employees	Max. 20 points
02	No. of years of work experience only in Educational Institutions (Government).	1point per each running year	Max.15Points
03	Average turnover during the last three Financial Years.	1 point for each crore	Max.15points

Note: Bidders are requested to submit the hardcopies of documental proofs for the above 3 items.

- 12.5. Any claims or disputes raised by the unsuccessful bidders in respect of selection process and non-allotment of award will have no legal validity and will not be enforceable against the RGUKT - AP. No further correspondence will be entertained regarding the disqualification.
- 12.6. The Coordinator Academic Administration (i/c), RGUKT - AP, reserves the right to accept or reject any / or all the tenders without assigning any reasons whatsoever. The Coordinator Academic Administration (i/c), RGUKT - AP, also reserves the right to cancel the selection process for award of the contract at any time. The decision of the Coordinator Academic Administration (i/c), RGUKT-AP is final and binding.

### 13. VALIDITY OF THE TENDER/BID

The Tender valid for a period of 90 days from the date of opening of commercial bid.

### 14. RATES:

- 14.1. The payment made to the Housekeeping Personnel is as per Institute norms or a suitable AP GO may be adopted.
- 14.2. The rates indicated in the Price Bid shall remain firm and fixed and no additional amount shall be paid during the period of contract, except increase / decrease on GST, EPF & ESI made by the Government.

## 15. RESPONSIBILITIES OF THE TENDERER / SERVICE PROVIDER

- 15.1. The Tenderer / Service Provider shall arrange to safeguard the Employer's property and material by posting their (Service Provider's) Housekeeping personnel in such a manner and at such points as directed by the Employer's authorized officer(s) from time to time. This would include patrolling, as required, of all areas, at all times, during day and night on 24 hours basis, checking of cars, trucks and other vehicles including outward / inward movement of material, personal search of Employer's employees and other personnel in accordance with the instructions given by the Employer's official(s) from time to time. They shall also perform the duties of attendee where ever needed.
- 15.2. No residential accommodation and transportation will be provided by the RGUKT –AP.
- 15.3. The House Keeping staff shall present themselves in proper uniform, clean and well dressed as directed by the Engineer-in-charge.
- 15.4. The Agency/Firm shall issue photo identity cards to the House Keeping Personnel and its Supervisor
- 15.5. The House Keeping Personnel employed by the agency / firm shall be responsible for any other duties as assigned from time to time by the undersigned.
- 15.6. The Agency/ firm shall employ adequate number of employees and maintain the quality and services to the satisfaction of the IIIT-SRIKAKULAM, RGUKT which should not be less than prescribed in Schedule of Service Details in two shifts i.e from 6.00 AM to 10.00 PM and room boys in 3 shifts for the Institute Guest House.
- 15.7. The Contractor should also employ the additional Man Power required as and when occurred on special occasions. The Agency has to held responsible for loss or for damage of articles provided by the Department in Guest House. The rates inclusive of the salaries for the workers employed etc complete and all taxes i.e., like Service Tax etc.
- 15.8. If the tenderer during the evaluation of tender tries to influence the RGUKT - AP by any means then his tender will be summarily rejected.
- 15.9. The agency should execute any additional work as and when arises and if Instructed by Coordinator Academic Administration (i/c), RGUKT - AP.
- 15.10. The agency should have special cleaning during special occasions like visit of VIPs, National Festivals etc. as directed by Director, IIIT- Srikakulam, RGUKT-ap.

- 15.11. The Officer-in-charge or any other officer nominated by the Director shall be the officer in control to whom the Agency shall report and shall receive all the instructions as regards the performance of this contract.
- 15.12. The Tenderer / Service Provider shall provide the number of security personnel stipulated by the Employer with such qualification / training as required from time to time, depending on the needs of the Employer and shall arrange for replacement of security personnel as may be necessary at the Tenderer / Service Provider's expense, in case of sickness, absenteeism, leave of absence or for any reason whatsoever, and see that no post or point is left unmanned.
- 15.13. In the event of theft, it shall be the responsibility of the Tenderer / Service Provider or their local representative(s) to bring it immediately to the notice of the security officer or such other official of the Employer together with preliminary investigation report to enable them to take up the matter further with the Police, if necessary.
- 15.14. During the period of contract, in case of any theft due to negligence, connivance or involvement of any of the Housekeeping personnel of the Tenderer / Service provider, the Tenderer /Service Provider shall depute their investigators to conduct a preliminary enquiry, if so desired by the Employer and may associate with the Employer's authorized official(s) during the investigation to submit their findings. The Tenderer / Service Provider will also pursue the case with Police or any other agency for recovery of the stolen material / property. If prima facie, any of the security personnel employed by the Tenderer / Service Provider are held responsible for any theft caused due to their connivance, involvement or negligence, then the Tenderer / Service Provider shall make good the loss sustained by the Employer. Besides, the Tenderer / Service Provider shall replace such Housekeeping personnel as may be indicated by the Employer within 3 days of such directive from the Employer. The burden of producing such defaulters in front of any court of law for any legal proceedings totally lies on the Tenderer / Service Provider.
- 15.15. The Tenderer / Service Provider shall be solely responsible for all acts of commission and / or omission on the part of their Housekeeping personnel posted at the Employer's premises.
- 15.16. The Tenderer / Service Provider shall arrange to change the Housekeeping personnel at such intervals and in such a manner as may be directed by the Employer from time to time.
- 15.17. The Tenderer / Service Provider shall provide at their cost proper uniforms, including boots, belts, jerseys (for winter), whistle cords and such other items as are necessary for smart turnout of the Housekeeping personnel.
- 15.18. The Tenderer / Service Provider shall arrange to conduct surprise checks to supervise the performance and the turnout of the Housekeeping personnel posted at the Employer's premises at least twice (more visits if required) during a month by a Senior Executive of the Tenderer / Service Provider and

hold discussions on all matters relating to Housekeeping with the authorized representatives of the Employer.

- 15.19. The Employer shall be at liberty to oversee and inspect the operations of the Tenderer / Service Provider as deemed by the Employer, but such inspection shall not absolve the responsibilities and obligations of the Tenderer / Service Provider enumerated under these presents.
- 15.20. The Tenderer / Service Provider ensure that no Housekeeping personnel shall be deployed at the premises of the Employer who are undesirable.
- 15.21. Antecedents of the personnel to be provided shall be thoroughly checked by the Tenderer/ Service Provider to the satisfaction of the Employer.
- 15.22. The Tenderer / Service Provider shall be solely responsible for all expenses, employment benefits, safety norms and statutory liabilities and obligations as per Government norms in respect of the Personnel employed by them hereinafter referred to as “the Employees”. The Employer shall not be liable in any manner whatsoever with regard to these personnel.
- 15.23. The Tenderer / Service Provider shall not supply or provide any services of the staff / employees provided by the Tenderer / Service Provider to the employer at the Estate of any other Company / Client, who are not connected with the Employer.
- 15.24. The Tenderer / Service Provider shall not sublet or sub contract any of the jobs to other parties under any circumstances.
- 15.25. The Tenderer / Service Provider shall assume the full responsibility for safeguarding the Property of the Employer, except for loss of fire, riots and natural calamities or other causes beyond control.
- 15.26. Acknowledgement of equipment etc., handed over by the Employer to the Tenderer / Service Provider, maintaining them in good working condition and handing over them to Employer in good working condition at the time of expiry / termination of the contract shall be responsibility of the Tenderer / Service provider.
- 15.27. The Tenderer / Service Provider shall be solely responsible for any accidents / injuries/death to their personnel or to second or third parties arising out of or in the course of employment of such personnel with them. The Tenderer / Service Provider shall adhere to all the formalities / regulations / obligations, such as reporting to appropriate authorities, compensation to the death, treatment of the injured and meeting the expenses incidental thereto, payment of compensation, etc.,
- 15.28. The Tenderer / Service Provider shall be solely responsible for the payment of wages, allowances and other benefits to their Housekeeping personnel posted at the Employer’s premises. Disbursement of wages will be done



within the Employer's premises and in the presence of the employer's representative and his/her signature will be obtained to this effect. A copy of such payroll sheet will be furnished every month by the Tenderer / Service Provider. The Employer shall in no way be responsible for the welfare of the Tenderer / Service Provider's Housekeeping personnel and the Tenderer / Service Provider shall be solely responsible for the welfare of their personnel posted at the Employer's premises under the various Acts, Ordinance, Rules and Regulations, whether Central or State.

15.29. The Tenderer / Service Provider shall alone be responsible for the conduct, discipline and behavior to be maintained at the work place. In case of any misconduct, which may or may not involve financial loss or burden to the Employer, the Tenderer / Service provider alone shall take the responsibility.

15.30. The Tenderer / Service Provider shall have no authority to make statements, representation or commitments of any kind or take any action binding on the Employer. It is expressly agreed that it is not the purpose or intention of this agreement to create, nor shall the same be construed as creating any partnership or joint operation between the Employer and the Tenderer / Service Provider.

15.31. The Tenderer / Service Provider shall exercise all responsibilities, care and diligence to prevent any actions or conditions, which could result in a conflict with the best interest of the Employer.

15.32. Each Housekeeping Supervisor should be provided with bicycle for patrol purpose.

## **16. STATUTORY LIABILITIES OF THE TENDERER / SERVICE PROVIDER:**

16.1. All statutory obligations as per the Labour Laws (e.g. Minimum Wages Act), Contract Labour (Regulation of Abolition) Act, ESI, PF, Bonus etc., as amended from time to time will be met by the Tenderer / Service Provider. The Tenderer / Service Provider will have to submit necessary proof and certificate for the compliance of all statutory obligation/ labour laws or any other applicable Indian Law, which is entirely his duty, failing which necessary deductions would be made by the Employer from all running bills and payments of the Tenderer/ Service Provider. The Tenderer / Service Provider will have to be necessarily registered with the ESI and PF Authorities and other necessary authorities as required under the Applicable Office / Shops & Establishment Act.

16.2. The Tenderer / Service Provider shall obtain at their cost all permits, licenses as may be required under various laws / regulations for carrying out their obligations under these presents.

16.3. In case of material loss etc., the Tenderer / Service Provider will keep the Employer indemnified against all such risks.

- 16.4. The Tenderer / Service Provider shall maintain proper records, registers etc., as applicable and required under various enactments including, but not limited to, Contract labour (Regulation & Abolition) Act, 1970, EPF Act and Miscellaneous Provisions Act 1952 and the schemes framed there under, ESI Act 1948 and Rules, the Payment of Bonus Act 1965 and Rules and all other applicable Acts and Regulations and further shall comply with all statutory provisions thereof in obtaining registrations licenses, filing returns, submitting information etc.,
- 16.5. The Tenderer / Service Provider shall submit copies of remittance challan along with details in respect of payment / contributions paid to ESI, PF et., on month to month basis to the Employer.
- 16.6. The Tenderer / Service Provider shall, at all times, make available to the Employer authorized official records / registers required to be maintained under various laws in force and necessary certificates and licenses for reference / inspection and shall provide copy (so of any returns, statements etc., to the Employer as may be required from time to time.
- 16.7. The Tenderer / Service Provider shall maintain all records at site regarding duty schedules, leave, salary disbursement etc., pertaining to the personnel deployed by them in the said premises.
- 16.8. Notice of Non-compliance: The Employer shall promptly notify the Tenderer / Service Provider upon discovering any instance where the Tenderer / Service Provider has failed to comply with the provisions as given in above paragraphs. On receipt of such notice, the Tenderer / Service Provider has to comply within 3 days, failing which Clause (20) will be evoked.

## **17. INDEMNIFICATION BY TENDERER / SERVICE PROVIDER**

The Tenderer / Service Provider at all times will keep the Employer indemnified against all costs, damages, losses claims etc., which the Employer may have to suffer, undergo or pay as a result of operation / execution of this service contract in the said premises.

## **18. EMPLOYEES:**

- 18.1. The number of staff employed at the premises will be as decided by the employer to be adequate to ensure well running of obligations under this contract.
- 18.2. The service provider shall provide additional persons to the employer whenever required at the same rates as mentioned in Price Bid.
- 18.3. The Tenderer / Service Provider shall ensure that all Employees are supplied with and wear uniforms, identity cards, other necessary items etc., While working at site, they have to behave in a cordial manner when

interacting with the employees of employer and visitors and follow the safety regulations and disciplinary procedures.

**19. PAYMENT TERMS:**

- 19.1. Payment will be made on monthly basis. Payment shall be made on the basis of performance of services. The Employer has authority to alter / reduce the bill as per the performance of the Tenderer / Service Provider.
- 19.2. The Tenderer / Service Provider shall raise an invoice in an acceptable proforma and in accordance with the rates quoted in Price Bid.
- 19.3. The invoices shall be raised by the 5th of each succeeding month for the services provided during the preceding month. Invoices should be accompanied by a copy of PF Challan, ESI Challan, Service Tax Challan, Salary statement of previous month, Attendance details of current month etc., Payment will be made within 10 days of receipt of the invoice. Payment will be made by account payee cheque.
- 19.4. Income tax will be deducted by the RGUKT -AP from all payment made to the Tenderer / Service Provider. This will be as per the Rules and Regulations in force and in accordance with the Income Tax Act prevailing from time to time.
- 19.5. At the time of signing of the Agreement, the Tenderer /Service Provider shall submit to the RGUKT - AP, a photocopy of his PAN identity for record.
- 19.6. Service Tax, EPF, ESI, other statutory duties / levies, as applicable shall be paid by the Tenderer / Service Provider to the concerned departments and proof of such payments shall be made available along with the bill of next month of the Employer. Failure in submission of proof of payments, employer withholds the payment till its production.

**20. PAYMENTS TO BE MADE TO THE GUARDS BY THE TNERER /**

**SERVICE PROVIDER:**

- 20.1. The Tenderer / Service Provider shall make payments of wages to the guards employed by him before 5th of succeeding month without waiting for the payment from the Employer. Proof of payment shall be submitted to the employer along with the bill of next month.
- 20.2. After submitting the invoice along with attendance and particulars certified by the concerned Officials, the payment shall be paid.

## **21. FORCE MAJEURE**

- 21.1. No liability shall be attached to the Tenderer / Service Provider for non operation or execution of his obligation under this contract as a result of Force Majeure or any their actor beyond the control of the Tenderer / Service Provider.
- 21.2. No liability shall be attached to the Tenderer / Service Provider for any damage due to natural calamities such as earthquake, war, civil commotion and willful damage.

## **22. TERMINATION:**

22.1. The contract can be terminated

22.1.1. by either without cause, after giving to the other party at least two calendar months' written notice thereof

22.1.2. by the Employer, if the Tenderer/Service Provider fails to fulfill their tasks to the satisfaction of the Employer. Such failures constitute a breach of the Tenderer / Service Provider's obligations under contract, which are not remedied within 30 days from the date of giving of written notice requiring such breach to be remedied.

## **23. DISPUTES:**

- All disputes and differences of any kind whatsoever arising out or in connection with contract, whether during or after completion of contract will be settled amicably in a spirit of co – operation and the Employer's decision shall be final on all such matters and shall be binding on the Tenderer / Service Provider.
- In case of a dispute or difference arising between the RGUKT -AP and the Vendor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.

## **24. DISCLAIMER:**

24.1. Even though adequate care has been taken in the preparation of this Tender Schedule the Bidder should satisfy himself that the Schedule is complete in all respects.

24.2. Neither RGUKT - AP nor their employees make any representation or warranty as to the accuracy, reliability or completeness of the information in this Tender Schedule and it is not possible for the RGUKT - AP to consider the investment objective, financial situation and particular needs of each party who reads or uses the Tender Schedule. Certain prospective Bidders may have a better knowledge of the scope of work than others. Each prospective Bidder should conduct his own investigations and analysis and check the accuracy, reliability and completeness of the information in the Tender schedule and obtain independence advice from appropriate sources.

24.3. Coordinator Academic Administration (i/c), RGUKT - AP, reserves the right to reject any or all the Bids submitted in response to this request for Proposal at any stage without assigning any reasons whatsoever.

24.4. Coordinator Academic Administration (i/c), RGUKT - AP reserves the right to change any or all of the provisions of this Request for Proposal. Such changes would be intimated to all parties procuring this Request for Proposal.

## **25. REJECTION OF TENDERS:**

25.1. The Coordinator Academic Administration (i/c), RGUKT - AP, reserves the right to cancel the tender process and reject all tenders at any time prior to the award of contract without thereby incurring any liability to the affected bidder or any obligations to inform the affected bidder of the grounds of acceptance or rejection.

25.2. No bidder is entitled to withdraw his offer after submission. In case of such withdrawal, the EMD deposited along with the tender schedule will stand forfeited.

25.3. For breach of any of the conditions prescribed in the tender as specified by the organization from time to time, the Security Deposit is liable to the forfeited. Decision of the Coordinator Academic Administration (i/c), RGUKT - AP in this regard is final and binding on the Contractor.

## **26. Performance Guarantee**

Within 7 days of the receipt of notification of award of contract from RGUKT - AP, the successful Agency shall furnish the performance guarantee in accordance with the conditions of Contract in the Contract Performance Bank Guarantee to the Registrar (i/c), RGUKT -AP which shall be 10% of the Annual of contract value valid for the entire contract period, in the form of bank guarantee from a Nationalized / Scheduled Bank.

## **27. Applicable Law**

The successful Agency shall comply with Governments Labour Laws & Acts, Regulations and directives in force. All the registers as required by the applicable Act / Rules should be maintained and produced when demanded by the competent authority.

## **28. Canvassing**

Bidders are here by warned that canvassing in any form for influencing the process of Notification of Award would result in disqualification of the Bidder.

## **29. Termination for Insolvency**

COORDINATOR ACADEMIC ADMINISTRATION (i/c), RGUKT -AP may at any time terminate the work order / contract by giving written notice of four weeks to the agency, without any compensation to the agency, if the agency becomes bankrupt or otherwise insolvent.

## **SCOPE OF WORK**

### **HOUSE KEEPING (MAINTENANCE) SERVICES SERVICE DETAILS SWEEPING, CLEANING and ROOM MAINTANCE IN IIIT- SRIKAKULAM, RGUKT**

#### **(A) General**

- (i) Sweeping and cleaning of the Rooms and Guest House twice a day.
- (ii) All the flooring area of Rooms and Guest House, Toilet Blocks shall be thoroughly washed Regularly with the use of floor cleaning detergents
- (iii) Cleaning of all toilets and bathrooms with appropriate detergents twice each day.
- (iv) The plastics & garbage between waterline and railing of all Rooms and Guest House in IIIT- SRIKAKULAM, RGUKT campus shall be removed by the agency.
- (v) The terraces and water tanks, underground sumps should be cleaned every month.
- (vi) Cleaning of toilets is mandatory in the Rooms and Guest House.
- (vii) The firm cannot add or delete any part of the work during the execution unless otherwise instructed by the Director.
- (viii) The garbage collected in the dustbins should be deposited at the place specified by the Department within the compound. The RGUKT - AP will make arrangements to convey the same.
- (ix) The firm should fumigate periodically depending up on requirement and the Guest House campus for repelling mosquitoes, rats any other insects and firm should have provide liquid mosquito repellent in each rooms regularly.
- (x) The firm should collect the waste papers, stones, any waste materials like leaves, flowers etc., from the open spaces of the Rooms and Guest House by engage the labour daily
- (xi) The firm should clean particular glasses, windows glasses, window grills and grills everyday.
- (xii) The firm should engage additional manpower during functions in the Guest House for cleaning purpose.
- (xiii) The firm should clean the computers and any other sensitive areas in the presence of the occupants of Guest House. The firm should keep the dust bins in all the Rooms. Plastic covers should be provided in the dust bins.
- (xiv) The firm should vaccum cleaning the carpets, sofas upholstery, curtains and Venetian blind's daily.
- (xv) The firm should moping the total area with disinfectant daily & frequently and drain mopping of entrance area foyer areas and other surfaces

- (xvi) The firm should remove cobwebs daily in the ceiling of the Rooms and Guest House.
- (xvii) The firm should make own arrangements for washing of bed sheets/ window curtains etc regularly.
- (xviii) The firm should washing the walls surface tiles & scrubbing the toilet floor area with disinfectant daily.
- (xix) The firm should place the Naphthalene balls, Odonil's, Toilet Roll's, Tissue Papers & soaps in the Toilet Blocks regularly and liquid mosquito repellents in all rooms of Guest House.
- (xx) The firm should keep the dust bins in all the rooms of IIIT Srikakulam loors at their own cost with plastic covers and clean regularly and remove the waste material regularly.
- (xxi) The Agency should make its own arrangements to collect the water required for Housekeeping services from the any available sources in the campus.
- (xxii) The Agency should cooperate with the management of IIIT Srikakulam for its smooth functioning.
- (xxiii) The Rooms should be cleaned regularly immediately after the occupants vacate and also have to change the Bed sheets, window curtains, soaps etc.
- (xxiv) Sweeping of parking areas, roads and surrounding areas of the buildings
- (xxv) The firm should engage Housekeeping machinery Operators separately and the Mazdoors should not be used as machinery operators.
- (xxvi) The firm Should deploy the following machines to ensure proper cleaning of the campus premises
  1. Floor cleaning machine (dry and wet) - 10 Nos.
  2. Industrial Heavy duty Vaccume Cleaners - 10 Nos.
  3. Tractor with trailer 1 No.
  4. Power buggies / Mini tractors 2 No.
  5. Grass Cutting Machines 5 no

**Annexure-I**  
**Bidder letter form**

From:

(Registered name and address of the bidder)

To

The Coordinator Academic Administration (i/c),  
Flat No. 202, Second Floor, NRI Block (C),  
Sri Mahendra Enclave, Tadepalli,  
Guntur Dist – 522 501, AP.

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide the **manpower Housekeeping Services** in conformity with the terms and conditions of the bidding document and amendments thereon in response to your tender call dated.....

We undertake to provide above services, as assigned to us in conformity with the said bidding documents, for an estimated sum of Rs ..... (Total bid amount in words and figures) which may vary in accordance with the schedule of prices attached herewith and coverage options made by RGUKT - AP or its user organization.

If our bid is accepted, we undertake to:

- a. Provide services /execute the work according to the time schedule specified in the bid document,
- b. Obtain the performance guarantee from a scheduled bank in accordance with bid requirements for the due performance of the contract, and
- c. Agree to abide by the bid conditions, which remain binding upon us during the entire bid validity period and bid, may be accepted any time before the expiration of that period.
- d. We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid, and that you will not defray any expenses incurred by us in bidding.

Place:

Bidder's Signature

Date:

Seal.



**Annexure-II**

**DECLARATION (on Company Letter Head)**

FROM:

Dt.

(Registered name and address of the bidder)

To  
The Coordinator Academic Administration (i/c),  
Flat No. 202, Second Floor, NRI Block (C),  
Sri Mahendra Enclave, Tadepalli,  
Guntur Dist – 522 501, AP.

Dear Sir,

**Sub.: Tender call for selection of an Agency for providing Housekeeping Services at IIIT Srikakulam - RGUKT (Andhra Pradesh) - Reg.**

With respect to the tender notice published in the above mentioned daily newspaper, I/We here by submit my/ our tender in a required format.

I/We have adhered to the requirements prescribed by RGUKT - AP. I/We have carefully gone through the guidelines/ terms and conditions and prescribed format and I/We accept the same without any alternations/ modifications.

I/ We here by solemnly declare that any of our partners jointly or severally and / or individually or our firm / company/ associate company have not been black listed by the central govt. or any state govt. or it's under taking Institutions.

I / We here by further declare that, if the above declarations is found untrue the RGUKT - AP shall be entitled to take any legal action against us severally and or individually or our firm / company in this regard in any manner that may deem fit by RGUKT- AP.

I / We here by further declare that I/we shall abide the Institute rules and regulations in terms of one Service provider is eligible to work/serve for one specific service only at IIIT-Srikakulam even if he will be lowest Bidder for more than one Outsourcing/service Tenders.

I/ We understand and accept that you are not bound to accept the lowest or any tender you may receive.

YOURS SINCERELY

SIGNATURE & STAMP OF THE TENDERER

**Annexure-III**  
**Bidder Information**

1	Name of the organization	
2	Year of establishment	
3	Complete postal address	
4	Name & Designation of Authorized person	
5	Phone No.'s	
6	Fax No.	
7	Email	
8	Nature of the firm	
9	<b>Bank Details of the Agency:</b>	
	Bank Name	
	Bank Address	
	Bank Account Number	
	IFSC Code	
10	PAN No.	
11	TIN No.	
12	EPF Registration No.	
13	ESI Registration No.	
15	Service Tax Registration No.	
16	Registration with Labour Dept.	
12	Total No. of branch offices in Andhra Pradesh	
13	Bid Document Fee (Non refundable)	Amount Rs. DD No. DD Date Issuing Bank & Branch :
14	EMD	Amount Rs. DD No. DD Date Issuing Bank & Branch :
17	Details of certificates enclosed.	

### Annexure-IV

#### CHECK LIST TO ACCOMPANY THE TENDER FOR TECHNICAL EVALUATION.

(The Tenderer shall fill the check list & upload )

The Bidder must ensure that the following details in the check list are furnished along with the bid document. The bidder must also carefully go through all the contents of the BID Document and any additional information/documents, required more than the items listed in the check list below, also shall have to be furnished. Non-furnishing of any required information/document as per the Tender Document will lead to rejection of the bid (in the following order only).

Sl. No.	Details of the Eligibility Criteria	Page No	Yes	No
1	Tender Document Fee of Rs.20,000/- in the form of DD.			
2	EMD of Rs.5,00,000/-(DD) drawn from a Scheduled Bank			
3	Bidder Information Sheet (Annexure-III)			
4	Bidder Letter (Annexure-I)			
5	Declaration letter (Annexure-II)			
6	Tender document, duly signed and stamped in token of accepted all the terms and conditions of the tender schedule.			
7	Registration certificate with the Labour Department of Government of Andhra Pradesh (Form-II)/ (latest renewal copy of Form-IV which is in force in AP only )			
8	A Valid license ( <b>Contract Labour License</b> ) for Housekeeping services/ Mechanized Cleaning from the Commissioner of Labour Department, of any Government (State/Central) since last five years ( <b>Form-VI</b> ) not less than <b>300 Workers/Members</b> in any one year.			
9	A Solvency certificate from any bank for Rs.2 crores should be uploaded			
10	Valid registration with EPF under relevant Act and active since last five years and also should possess provision of EPF Payment in AP(Sub Code Registration )which should be taken before tender notice date.			
11	Valid registration with ESIC under relevant Act and active since last five years. also should possess provision of ESIC Payment in AP(Sub Code Registration )which should be taken before tender notice date.			

Sl. No.	Details of the Eligibility Criteria	Page No	Yes	No
12	Should have possessed valid registration for Service Tax on the head of Housekeeping Services Valid EPF, ESI and Professional tax Registration since last three years.			
13	Proof of Single Value experience from any State/ Central/ P.S.U/ Corporations/ Universities/ Government Departments/ Government Undertakings Mechanized Cleaning Services value not less than 01 Crore in a single agreement/ single work in any one year of the preceding five years viz. 2013 to 2017-18. A certificate from the Head of the Organization or any other competent authority for Mechanized Cleaning Services for the reference years should be uploaded / submitted. (Form 26AS must be submitted for the claimed period)			
14	Proof of experience from any State/ Central/ P.S.U/ Corporations/ Universities/ Government Departments/ Government Undertakings of providing Housekeeping /Mechanized Cleaning Services for area not less than 8.00 Lakhs Sft. In one Single work of any one year of the preceding five years viz. 2014-14 to 2017-18. A certificate from the Head of the Organization or any other competent authority for Housekeeping/Mechanized Cleaning Services should be uploaded / submitted. (Form 26AS must be submitted for the claimed period)			
15	Proof of Group Value (Annual Turn Over) of Average Value not less than 1.00 Crores in the preceding five Financial years viz. 2013-14 to 2017-18. A certificate in original from a Chartered Accountant on the turn over for the reference years should be submitted for the reference years should be uploaded / submitted. (Form 26AS must be submitted for the claimed period)			
16	Proof of Housekeeping/Sanitation/Mechanized Cleaning Services experience from any State/ Central/ P.S.U/ Corporations/ Universities/ Government Departments/ Government Undertakings Single work Manpower not less than 150 Members in one single work of any one			

Sl. No.	Details of the Eligibility Criteria	Page No	Yes	No
	year of the preceding five years viz. 2013-14 to 2017-18. A certificate from the Head of the Organization or any other competent authority should be uploaded / submitted. (Form 26AS must be submitted for the claimed period)			
17	Copy of ISO Certification			
18	200 Valid Labor Licenses			
19	Certificate of the bidder's average turnover Rs.1 Crore for the past Five financial years i.e from 2013-14 to 2017-18 in rupees must be enclosed and be duly certified by firm of Chartered Accountant. (Form 26AS must be submitted for the claimed period)			
20	Latest Income Tax Saral form / Returns filed (for 2015-16, 2016-17 and 2017-18).			
21	Power of Attorney, wherever applicable			
22	<b>Proof of Payment of E.P.F of his employees since last three years along with returns (E C R) and challan (First &amp; last pages of ECR ) and challans to be uploaded (TRRN details are must, they will be verified online</b>			
	For the F.Y 2015-16			
	For the F.Y 2016-17			
	For the F.Y 2017-18			
23	<b>Proof of Payment ESIC of his employees since last Three years along with returns (First &amp; last pages of return) and challans to be uploaded.</b>			
	For the F.Y 2015-16			
	For the F.Y 2016-17			
	For the F.Y 2017-18			
24	Proof of Payment of GST since last three years along with the Service Tax Returns. (Acknowledgement may be produced for returns) from April 2015-16 to 2017-18 whichever is latest			
25	An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central / State Government institution and there has been no litigation history with any government department on account of similar services and the same should be uploaded as per the proforma in tender document			
26	Proof of the Registered office of the tenderer having at least one branch office in A.P along with EPF, ESIC registrations(sub-code) for provision of payment in AP. Latest BSNL Telephone bill to be produced			

Sl. No.	Details of the Eligibility Criteria	Page No	Yes	No
	BSNL Telephone bill to be produced which should be before the date of tender notice			
27	Valid ISO 9001 Certificate for the last Five Years			
28	The bidders shall furnish the information with regard to the existing commitments with proofs such as work orders, agreements etc., and shall be uploaded / submitted for Major Works.			
29	Proof of the Registered office of the Tenderer having at least one branch office at Andhra Pradesh			

**NOTE: All pages of the bid documents must be serially numbered and signed.**

1. All the copies of the certificates, documents etc., enclosed to the Technical bid shall be given page numbers on the right corner of each certificate. The furnished shall be in the formats appended to the tender document and the same should be submitted in a sealed envelope
2. The information shall be filled-in by the Tenderer in the checklist, and shall be enclosed to the Technical bid for the purposes of verification as well as evaluation of the tenderer's Compliance to the qualification criteria as provided in the Tender document. All the Certificates, documents, s as per check-list shall be uploaded and copies shall be submitted by the tenderer in sealed Cover "A" as Hard Copies along with the original Demand Drafts drawn towards EMD & Processing fee.
3. The Institute shall carry out the technical bid evaluation solely based on the uploaded certificates/documents, DD towards EMD and open the price bids of the responsive bidders. If any bidder fails to submit the original hard copies towards EMD, Processing Fee and other documents before the opening of the price bids, the technical bids of such bidder will be disqualified.

#### DECLARATION

I / WE ..... have gone through carefully all the Tender conditions and solemnly declare that I / we will abide by any penal action such as disqualification or black listing or determination of contract or any other action deemed fit, taken by, the Department against us, if it is found that the s, documents, certificates produced by us are false / fabricated.

I / WE hereby declare that, I / WE have not been blacklisted / debarred / Suspended / demoted in any department in Andhra Pradesh or in any State due to any reasons.

Signature of the Tenderer