

Ref: RGUKT-B/Proc/Housekeeping/T02/2018, dt. 13.01.2018

(e-Procurement Tender Notice)

**Tender for providing of Housekeeping  
Services**



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE  
TECHNOLOGIES  
BASAR,**

**Nirmal District, Telangana- 504107**

**Website: [www.rgukt.ac.in](http://www.rgukt.ac.in)**

**e-mail: [procurement@rgukt.ac.in](mailto:procurement@rgukt.ac.in)**

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**Newspaper advertisement**

***Tender Notice***



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE  
TECHNOLOGIES  
BASAR ,  
Nirmal District, Telangana-504107**

Online tenders are hereby invited from the eligible service providers for providing of Housekeeping Services at RGUKT -Basar.

Interested bidders can download and submit the bids online from 13.01.2018 to 31.01.2018 up to 05:00PM through <https://tender.telangana.gov.in>. For further details please visit our website: [www.rgukt.ac.in](http://www.rgukt.ac.in)

**Date:13.01.2018**

**Sd/-**

**Director**

## TENDER SCHEDULE

Rajiv Gandhi University of Knowledge Technologies (RGUKT), Basar, is a fully residential University having 6000 students on rolls. RGUKT invites sealed tenders comprising Pre-qualification, technical bid and price bid from the eligible bidders for providing of Housekeeping Services to its premises located in the Nirmal District of Telangana State.

### SECTION - A

#### Time schedule of various tender related events

Bid calling date	12.01.2018
Bid Document fee (Non refundable)	Rs. 5,000/- (By way of DD from any Scheduled Bank in favour of Director, RGUKT, Basar, payable at Basar)
Bid Documents Downloading Start date	13.01.2018
Last date for uploading documents online	31.01.2018 at 05:30 PM
Last date for submission of Hard copies of documents uploaded online	02.02.2018 at 04:00 PM
Contact person	Director, RGUKT, Basar.
Reference No	RGUKT-B/ Proc/Housekeeping/T02/2018

**Note:** For the assistance in the online submission issues, the bidder may contact the help desk of M/s.Vupadhi Techno Services Pvt. Ltd, Hyderabad (e-procurement) at their e-mail address: [tseprocsupport@vupadhi.com](mailto:tseprocsupport@vupadhi.com); contact numbers: +91 40-33762222, 23

Director  
RGUKT-Basar

**CLARIFICATIONS:**

- i. Queries if any, can be made through e-mail only on [procurement@rgukt.ac.in](mailto:procurement@rgukt.ac.in) on or before **21.01.2018**. 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 RUGKT's website i.e. [www.rgukt.ac.in](http://www.rgukt.ac.in) as well as on e-procurement platform <https://tender.telangana.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 in their bid.

Director,  
RGUKT-Basar.

For any clarifications regarding tender please call on :  
89199 08978/94411 86881/8886855562

## SECTION-B

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

Item	Description
Name of work	Facility Management Service for House Keeping, Sanitation and Maintenance at RGUKT-Basar located in Nirmal District.
EMD	Rs.4,50,000 /- (through payment gateway provided by e-procurement platform).
Bid Validity Period	90 days from the date of opening of bid
EMD Validity Period	90 days from the date of opening of bid
Period for furnishing performance Security Deposit	Within 15 days from date of receipt of award
Performance security deposit value	Rs. 20,00,000/- (Rupees Twenty Lakh only) by way of DD/BG.
Performance House Keeping validity period	27 months from date of commencement of services.
Period for signing the order of acceptance	Within 15 days from date of receipt of notification of award
<b>Payment Terms : After Commencement of work</b>	Monthly payment after receiving the attendance particulars certified by the Officials concerned.
Penalty detection based on the performance scale 1-10	<p>The vendor should ensure (a) Timeliness of service, (b) Hygienic and cleaning of the surroundings, (c) Wearing of Uniform by Housekeeping Contractor Employees while on Duty, and (d) Behavior and Courtesy of Housekeeping contractor employees towards Students and University Authorities.</p> <ol style="list-style-type: none"> <li>i. The performance of the Vendor in the above Housekeeping services will be assessed every month by a Committee constituted for the purpose with the University Staff, and payment of bills by RGUKT will be in accordance with the performance index on a 10-point scale.</li> <li>ii. The Vendor will abide by the ratings given by the 'Committee' and the schedule of payment for different ratings are as under:</li> </ol>

	<p> <math>\geq 9</math> - 100 %  <math>\geq 8</math> and <math>&lt;9</math> - 97 %  <math>\geq 7</math> and <math>&lt;8</math> - 94 %  <math>&lt;7</math> - 91%  <math>&lt; 6</math> - After issuing three notices, the contract is liable to be terminated. </p>
Placing work order	<ul style="list-style-type: none"> <li>➤ RGUKT, Basar, will place order on identified successful bidder.</li> <li>➤ All the payments shall be made directly by RGUKT, Basar to the successful bidder as per the tender terms and conditions.</li> </ul>
Transaction Fee	as per the norms in vogue from time to time
Bid submission	<p>OnLine.  Bidders are requested to submit the bids after issue of minutes of the pre-bid meeting duly considering the changes made if any, during the pre bid meeting. Bidders are totally responsible for incorporating/complying the changes/ amendments issued if any during pre bid meeting in their bid.</p>

## SECTION-C

### TENDER SCHEDULE

#### 1. **PREMEABLE:**

The Director , Rajiv Gandhi University of Knowledge Technologies (RGUKT), Basar, invites online tenders from eligible Firms / Agencies for “ Providing House Keeping Services to the buildings, hostels and residential quarters in its premises at Basara, located in Nirmal Dist

#### 2. **SCOPE OF WORK:**

The Bidders should provide House Keeping services throughout contract period in the premises of RGUKT- Basar, located in Nirmal District.

The FMS (facility management services) including cleaning of Hostel Rooms, study rooms, Toilets, Bath Rooms and surroundings including drain, roads(in and around ) etc.,

Bidders need to use Industrial Vacuum cleaners for cleaning of Laboratories and corridors etc...

#### 3. **Period Of Contract:**

The contract period will be initially for a period **One Year (1 year)** from the date of commencement of services, extendable one more year basing on the satisfactory performance.

#### 4. **Place of Work and Visit to Site**

Intending bidders shall visit the RGUKT to acquaint with local site conditions, nature and requirement of work, present conditions of premises / fittings / fixtures, etc., and make assessment of labour and material, etc. required before quoting for the tender.

#### 5. **Rates, Taxes and Duties**

All the rates furnished in the tender shall be per Square feet inclusive of all labour wages compiling to the minimum wages Act., as per the amendments made from time to time, if any, and including all charges of material and machinery used for cleaning and other purpose, duties service



tax, Work Contract Tax (WCT) or any other taxes or local charges, if applicable. No extra claim on this account will in any case be entertained.

The Bidders should quote the price for square feet inclusive of all the above services.

**6. 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 quarter proof of payment made to the department shall be produced to RGUKT for verification.

**8. Earnest Money Deposit and Security Deposit:**

8.1 The tender should pay the Earnest Money Deposit (EMD) for an amount of Rs.4,50,000/- through online payment gateway provided by e-procurement platform.

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

8.3 The successful bidder will have to deposit a Security Deposit or Bank Guarantee on any Nationalized Bank for Rs.20,00,000/- at the time of concluding agreement.

8.4 The Security Deposit /Bank Guarantee of successful bidder 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 and must have ISO certification.
- 9.2 The Bidder should have provided at least 50 persons in a Government organization/PSUs/Universities, etc., with a minimum experience of two years in the field of providing Housekeeping Services with good performance and shall enclose the performance certificate issued by the government organization.
- 9.3 The Bidder should submit the EPF , ESI and Service tax Challans in support of the above experience.
- 9.4 Should have registered head office in the state of Telangana.
- 9.5 Should have possessed valid registrations with the following:
  - 9.5.1 PAN Card
  - 9.5.2 Labour License.
  - 9.5.3 EPF Registration
  - 9.5.4 ESI Registration
  - 9.5.5 GST Registration
- 9.6 **Should have minimum employees of 500 members in Housekeeping services:**
  - 9.7.1. Valid contract labour licenses
  - 9.7.2. Documents evidence providing Compliance of Minimum wage along with bank statement for a minimum 500 Housekeeping personnel.
  - 9.7.3. PF Returns and employees contribution computerized slips
- 9.7 All the bidders shall include the following information and documents with their tenders.
  - 9.8.1. 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.
  - 9.8.2. Latest Income Tax Saral form / Returns filed (for 2014-15, 2015-16 and 2016-17).

9.8.3. List of Present Clients with contract address & telephone numbers.

9.10 The bidder should have adequate experience in providing of such services as required in the tender. **The bidder should furnish proof of having provided such services as required in the tender for the last three financial years i.e. 2014-15, 2015-16 and 2016-17 to the amount of at least Rs.5.00 Crore** per each financial year. A Certificate of the Bidders turnover **in Rupees** must be enclosed and be duly certified by firm of Chartered Accountants.

**Note:** Any false information with regards to the submission of the document will lead forfeit of the EMD.

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.**

## **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 words will prevail .
- 10.2 BID should be strictly in conformity with the Terms and Conditions mentioned in the tender schedule.
- 10.3 Bidders should quote the prices for both options of Financial bid (i.e. Manpower basis and Area wise)
- 10.4 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.
- 10.5 All assertions made in connection with the tender is to be supported /substantiated by relevant documents. The Director, RGUKT, Basar, reserves the right to verify the credentials of the bidder as per the eligibility criteria.
- 10.6 The Director, RGUKT,Basar, will notify the bidder whose tender has been accepted.
- 10.7 The successful bidder shall execute an agreement with RGUKT, Basar on Non-judicial stamp paper worth Rs.100.00 agreeing to all the conditions of the contract within 15 days upon intimation of

acceptance of Tender. Failure on enter into an agreement within the stipulated time will result in forfeiture of the EMD.

10.8 The Director, RGUKT, Basar, reserves the right to issue instructions / modifications at any point of time before award of contract.

## **11. Method Of Submission:**

Bids shall be submitted online on e-procurement platform of Govt. of Telangana (<https://tender.telangana.gov.in>).

- a. The participating bidders in the tender should register themselves on e-procurement platform in the website <https://tender.telangana.gov.in>
- b. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates.
- c. 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.
- d. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.
- e. The bidders should scan and upload the respective documents in Technical Documentation as per the check list.
- f. After uploading the documents, the copies of the uploaded technical bid documents and payment receipts in respect of Bid Security and Bid document fee are to be submitted by the bidder to the "The Director, RGUKT, Basar, Nirmal District, Telangana-504107", by **04:00PM on 02.02.2018. (No physical submission of price bid will be entertained)**
- g. Failure to furnish any of the uploaded documents, certificates, will entitled in rejection of the bid. The RGUKT 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.
- h. RGUKT will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.
- i. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.
- j. 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. 5.7.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC/Axis Banks with e-Procurement platform, which provides a facility to participating suppliers / contractors to electronically pay the transaction fee online using their credit cards.

In case of consortium either the prime bidder or the consortium partner can purchase the bid document. The bid can be filed either with user ID of prime bidder or consortium partner.

- k. The rates (price bid) should be quoted online only.

## 12. EVALUATION PROCEDURE:

For short list of agency the following criteria shall be applied. For this purpose agency shall submit proof documents along with the tender and 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 Director, RGUKT, Basar 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 Housekeeping services for the period mentioned above and also to assess whether the bidder satisfies the eligibility criteria as detailed in Clause 9 above.

The following aspects will be considered for evaluation.

- a. Background and for track record of the bidder.
- b. Total Turnover in providing cleaning and sanitation services for the year ending 31<sup>st</sup> March 2017.
- c. Experience of the bidder in providing such services
- d. Manpower available and the capacity of the bidder to mobilize required manpower.
- e. Documents related to registration certificate of Income Tax, Service Tax, valid license issued by Labour Department Registration with Regional Provident Fund Commissioner and Registration with ESI.

12.3 The Financial/Price Bids of only those bidders, who have fulfilled the eligibility criteria specified in Clause '9' above, will be opened online and the Price Bid of the bidder who do not fulfill the eligibility criteria will not be opened and their Tender stands rejected.

12.4 The bidders have to fill both the options of financial bid (i.e. Manpower basis and area basis). RGUKT will select the feasible option at the time of evaluation of the tenders. Orders will be placed as per the recommendations of the Committee. The decision of the RGUKT is of final binding.

12.5 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:

			<b>Total (50 Points)</b>
1	Experience	1 point per each running year of having more than 1 crore turnover	Max. 15 points
2	Average Annual Turnover during the last three Financial years i.e.2013-14, 2014-15 & 2015-16	1 point per each 2 crore	Max. 15 Points
3	Present Number of Housekeeping personnel in Govt. organizations	1 point per each 100 employees	Max.15 points
4	Existing contracts (from Central/State Government/PSU/Autonomous bodies,etc.)	1 point per each employer having manpower above 300 persons	Max. 5 Points

12.6 If the tie continues to be pursued even after the above process, The Tender Committee will have the right to select the contractor either by draw among the lowest quoted bidders in the presence of them or by application of any other suitable parameter.

12.7 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. No further correspondence will be entertained regarding the disqualification.

**12.8** The Director, RGUKT, Basar reserves the right to accept or reject any / or all the tenders without assigning any reasons whatsoever. The Director, RGUKT, Basar, also reserves the right to cancel the selection process for award of the contract at any time. The decision of the Director, RGUKT, Basar is final and binding.

**13. VALIDITY OF THE TENDER**

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

**14. RATES:**

14.1. The present rate of Minimum wages payable as per Minimum Wages Act, EPF, ESI, Service Tax have been incorporated in Price Bid. Provision of Service Charges has also been incorporated in the Price Bid.

14.2. The Bidder may quote their tender premium at the appropriate column in Price Bid and complete the Price Bid and kept in cover B and sealed with wax / gum tape.

14.3. 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 minimum wages, Service Tax, EPF & ESI made by the Government.

14.4. In the case of increase or decrease of minimum wages by the Government of Telangana, the increased wages or decreased wages shall be adjusted in the payment to be made to service provider from the date of such increase or decrease. The service provider shall, in turn pay wages at such increased / decreased rates to the employees deployed by him on our Estate. Proof of payment shall be produced along with next bill as stated in Clause 16.5.

**15. RESPONSIBILITIES OF THE SERVICE PROVIDER**

15.1. The House Keeping personnel engaged by the Service Provider at the Employer's premises shall be the employees of the Service Provider for all legal purposes and consequences and not of the Employer.

- 15.2. The Service Provider shall be solely responsible for all acts of commission and / or omission on the part of their House Keeping personnel posted at the Employer's premises.
- 15.3. The Service Provider shall arrange to change the House Keeping personnel at such intervals and in such a manner as may be directed by the Employer from time to time.
- 15.4. The 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 House Keeping personnel.
- 15.5. The Service Provider shall arrange to conduct surprise checks to supervise the performance and the turnout of the House Keeping personnel posted at the Employer's premises at least twice (more visits if required) during a month by a Senior Executive of the Service Provider and hold discussions on all matters relating to House Keeping with the authorized representatives of the Employer.
- 15.6. The Employer shall be at liberty to oversee and inspect the operations of the Service Provider as deemed by the Employer, but such inspection shall not absolve the responsibilities and obligations of the Service Provider enumerated under these presents.
- 15.7. The Service Provider ensure that no House Keeping personnel shall be deployed at the premises of the Employer who are undesirable.
- 15.8. Antecedents of the personnel to be provided shall be thoroughly checked by the Service Provider to the satisfaction of the Employer.
- 15.9. The 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.
- 15.10. The Service Provider shall not supply or provide any services of the staff / employees provided by the Service Provider to the employer at the Estate of any other Company / Client, who are not connected with the Employer.



- 15.11. The Service Provider shall not sublet or sub contract any of the jobs to other parties under any circumstances.
- 15.12. Acknowledgement of equipment etc., handed over by the Employer to the 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 Service provider.
- 15.13. The 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 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.,
- 15.14. The Service Provider shall be solely responsible for the payment of wages, allowances and other benefits to their House Keeping personnel posted at the Employer's premises. The Employer shall in no way be responsible for the welfare of the Service Provider's House Keeping personnel and the 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.
- 15.15. The 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 Service provider alone shall take the responsibility.
- 15.16. The 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 Service Provider.
- 15.17. The 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.

15.18. The Service provider shall maintain a minimum of 150 No's Housekeeping Workers and 8 No's supervisors. However, it is the responsibility of the agency to estimate the accurate requirement of the staff on a day to day and month to month basis and provide supplementation as needed so as to comply with the service levels for the upkeep of the sanitation.

15.19. The bidder shall utilize the housekeeping and sanitation consumables for a cost not less than Rs.1,20,000/- per month and to submit the proofs as such.

#### **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 Service Provider. The 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 Service Provider. The 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 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 Service Provider will keep the Employer indemnified against all such risks.
- 16.4. The 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 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 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 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 Service Provider upon discovering any instance where the Service Provider has failed to comply with the provisions as given in above paragraphs. On receipt of such notice, the Service Provider has to comply with within 3 days, failing which Clause (23) will be evoked.

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

The 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 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 Service Provider.
- 19.2. The 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 5<sup>th</sup> 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/online transfer.
- 19.4. Income tax will be deducted by the RGUKT 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, a photocopy of his PAN identity for record.
- 19.6. GST, 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. Penalty Conditions**

The vendor should ensure (a) Timeliness of service, (b) Hygienic and cleaning of the surroundings, (c) Wearing of Uniform by Housekeeping Contractor Employees while on Duty, and (d) Behavior and Courtesy of contractor employees towards Students and University Authorities.

The performance of the Vendor in the above Housekeeping services will be assessed every month by a Committee constituted for the purpose with the University Staff, and payment of bills by RGUKT will be in accordance with the performance index on a 10-point scale.

The Vendor will abide by the ratings given by the 'Committee' and the schedule of payment for different ratings are as under:

≥ 9	- 100 %
≥ 8 and <9	- 97 %
≥ 7 and <8	- 94 %
<7	- 91 %
<6	- After issuing three notices, the contract is liable to be terminated.

**21. PAYMENTS TO BE MADE TO THE WORKERS / SUPERVISORS BY THE SERVICE PROVIDER :**

The Service Provider shall make payments of wages to the Workers / Supervisors employed by him before 5<sup>th</sup> 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. The service provider should submit the invoices along with the performance index.

After submitting the invoice along with attendance and particulars certified by the concerned officials, the payment shall be paid.

**22. FORCE MAJEURE**

22.1. No liability shall be attached to the Service Provider for non operation or execution of his obligation under this contract as a result of Force Majeure or any other factor beyond the control of the Service Provider.

22.2. No liability shall be attached to the Service Provider for any damage due to natural calamities such as earthquake, war, civil commotion and willful damage.

**23. TERMINATION:**

23.1. The contract can be terminated

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

23.1.2. by the Employer, if the Service Provider fails to fulfill their tasks to the satisfaction of the Employer. Such failures constitute a breach of the 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.

**24. 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 Service Provider.

**25. DISCLAIMER:**

- 25.1. 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.
- 25.2. RGUKT 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 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.
- 25.3. Director, RGUKT, Basar 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.
- 25.4. Director, RGUKT, Basar 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.

**26. REJECTION OF TENDERS:**

- 26.1. The Director, RGUKT Basar, 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.
- 26.2. 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.
- 26.3. For breach of any of the conditions prescribed in the tender as specified by the organization from time to time, the House Keeping Deposit is liable to be forfeited. Decision of the Director, RGUKT-Basar in this regard is final and binding on the Contractor

**(on the official letterhead of the bidder)**

**FINANCIAL BID**

**PROVIDING OF HOUSEKEEPING SERVICES**

**Option 1 (Manpower basis):**

The bidders should estimate the required manpower for an area of (15.00 Lakh sqft) and to quote service charge for providing of the Housekeeping personnel in percentage (%) and cost of Housekeeping and sanitation consumables for the said services:

Present existing minimum wages are as follows:

G.O.Ms.No.71, dt.15.12.2011 of LET&F (Lab.II) , Govt. of Andhra Pradesh

S.No.	Details	Housekeeping worker	Housekeeping supervisor
1	Minimum Basic Wage as per GO	6,545.00	8,378.00
	VDA	3,517.80	3,517.80
	<b>Total Basic Wage</b>	<b>10,062.80</b>	<b>11,895.80</b>
2	Employer's share (EPF) 13.36%	1,344.39	1,589.27
3*	Employer's Share (ESI) 4.75%	0.00	0.00
4	<b>Sub Total I</b>	11,407.19	13,485.07
7	No of persons required (approx)	_____	_____
8	Subtotal (Rs.)		
9	Total		
10	Service Charge ( in %)	_____% In words _____ _____ percentage	
11	Cost of Housekeeping and Sanitation Consumables per month	Rs. _____/- (Rupees _____ _____ only)	

\* At present Basar area is not covered under ESI. As and when Basar comes under ESI, RGUKT will pay for ESI, until then no ESI will be released.

Signature of the bidder  
along with seal

**(on the official letter head of the firm)**

**Option 2 (area basis):**

S.No	Description	Unit	Total Area	Price per sqft per month (Rs.)	Total price per month (Rs.)
1	<b>Providing of Housekeeping services in the following areas:</b> Administrative Block, Lecture Halls, Boys Hostels Girls Hostels, Corridars, Open Area, Toilets and Wash Rooms, Labs, and Other Areas including cost of consumables and sanitation materials	Sft.	15,00,000 sft. (approx.)		
<b>Total Amount inclusive of all taxes, duties and cost of consumables (Rs.)</b>					

**Note:**

- a. The agency shall be responsible for cleaning of the entire area as above.
- b. Variation in the area :  $\pm 10$
- c. It is the responsibility of the agency to estimate the accurate requirement of the staff on a day to day and month to month basis and provide supplementation as needed so as to comply with the service levels for the upkeep of the sanitation.
- d. The agency should take in to consideration the area, material and manpower while quoting the price lump sum for each campus.
- e. RGUKT has the right to award the contract with any of the above two options (i.e. either manpower basis or area basis). The decision of the RGUKT is of final binding.

**Signature of the Bidders along with seal**



**Ref. No: RGUKT-B/Proc/Housekeeping/T02/2018, dt.13.01.2018**

**PERFORMANCE SECURITY FORM**

(To be issued by a scheduled bank, payable at a branch in Basar)

To :.....( Address of RGUKT, Basar)

WHEREAS..... (Name of Vendor) hereinafter called “the Vendor” has undertaken, in pursuance of

Contract No.....Dated,.....(Date), to supply.....called “the Contract” AND WHEREAS it has been stipulated by you in the said Contract, that the Vendor shall furnish you with a Bank guarantee by a recognized bank for the sum specified therein as Security for compliance with the supplier’s performance Obligations in accordance with the Contract.

WHEREAS we have agreed to give the Vendor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Vendor, up to a total of Rs.....and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under Rs..... (Amount of Guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the .....day of ..... (Date)

Place:

Signature of Guarantors

Date:

and Seal.

## AGREEMENT

This agreement made on the ..... day of ....., 2018 between Rajiv Gandhi University of Knowledge Technologies registered under.....and having its registered office at Basar, Telangana (hereinafter referred to as “RGUKT” which expression shall unless repugnant to the context or meaning thereof include its administrators, successors and assigns) of FIRST PART.

And M/s....., incorporated under the provision of .....and having its registered office at “ ..... (hereinafter, referred to as “Contractor” which expression shall unless repugnant to the context or meaning thereof include its administrators, successors and assigns) of Second PART.

Now this agreement witness as follows:

1. In this agreement word and expression shall have the same meanings as are respectively assigned to the terms and conditions of contract herein after referred to.
2. The following documents shall be deemed to form, be read and construed as part of this agreement viz.
  - a. Invitation of tender, information and instructions for tenders
  - b. Details of the agency and fulfillment of eligibility criteria
  - c. General conditions of contract.
  - d. Submission of tender, Acceptance of offer, this contract agreement
  - f. Qualification and Experience required
  - g. Schedule A regarding Scope of services
3. In consideration of such rate quoted by the contractor for category ..... and accepted by RGUKT the agency hereby covenants to complete the services in all respects in conformity with the provisions of the contract.

The Bidder further notes and accepts that:-

<u>Payment terms</u>	
After Commencement of work	Monthly payment by respective Colleges.
Penalty for failure to maintain quality of services during the contract period	

- In addition if the contract is cancelled, the performance Security will be en-cashed and forfeited.

- 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 RGUKT decision shall be final on all such matters and shall be binding on the bidder.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year above written.

Signed, and delivered by

Signed, and delivered by

for the Vendor.

For. Rajiv Gandhi

Contractor 's common seal:

University of Knowledge

Place

Technologies, Basar.

Date:

RGUKT common seal:

Place:

Date:

In the presence of:.....

1.

1.

2.

2.

## Bid letter form

From:

(Registered name and address of the bidder)

To

Rajiv Gandhi University of Knowledge Technologies,  
Basar, Nirmal District,  
Telangana-504107.

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services /execute the works including supply, delivery installation of hard ware ,firm wares and soft ware's as the case may be, in conformity with the terms and conditions of the bidding document and amendments thereon in response to your tender call dated.....

We undertake to supply the above mentioned materials, 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 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.

## **PART- I: 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. The RGUKT will make arrangements to convey the same.
8. The services are to be provided in more than one shifts.
9. The service provider should place Napthalene balls, Odonils, soaps in the toilet blocks and liquid mosquito repellents in all the rooms of guest houses.
10. Service provider should keep dustbins in all the rooms and floors with plastic covers and clean regularly.
11. The service provider should wash the wall surface tiles & scrubbing the toilet floor area with disinfectant.

### **B.WEEKLY:**

1. Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in the toilet chemicals / rooms, corridors with soap, detergents, kerosene / petrol or any other chemicals, automatic mopper / scrubbing machine to be used at least once in a week.
2. Cleaning of surface drains Removing cob webs.
3. Internal and external cleaning of window panes, doors, and fans/corridors
4. Cleaning of roof tops, false ceiling, Venetian/ vertical blinds, ceilings, walls etc., with soft brooms and cloth

### **C. MONTHLY:**

1. Pest Control in the premises and shall carry out sprays etc. The insecticides and pesticides should be sufficient enough to take care of mosquitoes, cockroaches, silver fish, crawling insects etc. The insecticides and pesticides sprayed should be of ISI mark and in case the pest control is ineffective, the firm should have to carry out the operation more than once in a month.
2. The terraces and water tanks, underground sumps and drains should be cleaned every month.

### **D.GENERAL:**

1. Whenever the authorized person of RGUKT 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.
2. 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 rooms.
3. The firm should engage Housekeeping machinery Operators separately and the Mazdoors should not be used as machinery operators.

## **PART-B**

The contractor is expected to provide all services in this connection except the following, which are specifically excluded from the scope of work:

### **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

## Bidder Information

1	Name of the organization				
2	Year of establishment				
3	Complete postal address				
4	Name & Designation of Authorized person				
5	Phone No.				
6	Fax No.				
7	Email				
8	Nature of the firm (Proprietary/partnership/etc...)				
9	<b>Bank Details of the Agency:</b>				
	Bank Name				
	Bank Address				
	Bank Account Number				
	IFSC Code				
10	PAN No.				
11	TIN No.				
12	Total No. of branch offices in Telangana				
13	Bid Document Fee (Non refundable)		Amount Rs. :		
			DD No. :		
			DD Date :		
			Issuing Bank & Branch :		
14	<b>Experience Details (if any):</b>				
	S.No.	Name of the Organization (along with contact details)	Year of supply	Items Supplied	Item value
15	Details of certificates enclosed.				



## FORMS

**Note:** The bidders are requested to fill all the forms carefully. At the time of evaluation the information furnished in the forms will only be taken into consideration. (The bidders need to enclose all the proofs for the information furnished).

### Form-T1:

Turn over details of item/product - 2016-17

S.No	Solution/ service	Turnover Amount (Rs in Lakhs)

### Form-T2:

List of Major Customers

S. No	Customer Full Address	Year of Service providing	Service Type	Turn Over (Rs. In Lakhs)

**Form-T3:**

**Turnover details during the last Fifteen financial years.**

<b>S.No</b>	<b>Financial Year</b>	<b>Name of the Customers</b>	<b>Service</b>	<b>Turn Over (Rs. In Lakhs)</b>
1	2016-17			
2	2015-16			
3	2014-15			
4	2013-14			
5	2012-13			
6	2011-12			
7	2010-11			
8	2009-10			
9	2008-09			
10	2007-08			
11	2006-07			
12	2005-06			
13	2004-05			
14	2003-04			
15	2002-03			

**Note:** Bidder has to provide a CA certificate as a proof of turnover for the above details.

**Form-T4:**

**No. of Manpower in Government Organizations:**

S.No.	Service	FY 2014-15	FY 2015-16	FY 2016-17
1	Security Personnel			
2	Housekeeping Personnel			
3	Outsourcing Manpower (i.e. manpower for offices)			
4	Other man power (please mention the nature/type of the manpower)			

**Form-T5:**

**Present Existing Contracts (Central Govt./State Govt./Autonomous bodies/etc.)**

S.No.	Name of the firm along with contact details	Man power in Housekeeping	Total Manpower (Security + HKS + other manpower)	Start Date of contract	End date of contract
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Note: as proof work orders and satisfactory certificate (duly mentioning the number of manpower provided and type of service) are to be furnished.

## CHECK LIST

### Important:

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.

S.No	Particulars	Yes/ No	Pg. No.	Name of the File uploaded
1	Tender document downloaded from RGUKT website, duly signed and stamped in token of accepted all the terms and conditions of the tender schedule.			
2	Tender Document Fee of Rs.5000/- <b>in the form of DD.</b>			
3	EMD of Rs.4,50,000/- <b>[payment gateway receipt to be attached]</b>			
4	Firm Registration Certificate			
5	Bidder should have minimum experience of three years (3 years) <b>[Proofs to be enclosed]</b>			
6	Bidder should have provided at least 50 persons in a Government organization/PSUs/Universities, etc. for a minimum period of 2 years in the field of Housekeeping. <b>[Performance Certificate by the Govt. Organization to be attached]</b>			
7	Bidder should have possessed following valid registrations:			
a	PAN card			
b	Labour License			
c	EPF Registration			
d	ESI Registration			
e	GST Registration			
8	Copy of ISO Certification			
9	Proof of having provided such services in the last 3 Financial Years i.e. 2014-15, 2015-16 and 2016-17 to the amount of Rs.5.00 Cr. <b>[A certificate of the bidders turnover in Rupees must be enclosed and duly certified by firm of Chartered Accountants]</b>			
10	Bidder Should have minimum employees of 500 members in Housekeeping services. The following proofs are to be submitted: a. Valid contract labour licenses b. Compliance of minimum wages along with bank statement for a minimum of 500 Housekeeping c. PF returns and employees contribution computerized			

	slips.			
11	Copies of Original documents defining the constitution or legal status, place of registration and principal place of business;			
12	Latest Income Tax Saral form/returns filed for the financial years 2014-15, 2015-16 and 2016-17			
13	List of present clients with contact address & telephone numbers.			
14	Power of Attorney, wherever applicable			
15	Forms : T1 to T5			
16	Any other information/documents that are required in the bid document			

**NOTE: All pages of the bid documents must be serially number**