

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

Proprietary & Confidential




**IIT Srikakulam, RGUKT-AP**  
Currently located at IIT-Nuzvid,  
NUZVID(M), Krishna Dist.,  
Andhra Pradesh-521202.

## **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 Director, IIIT Srikakulam, RGUKT-AP, except to the extent required for submitting bid and no more.

**News paper advertisement**

**e-Procurement Tender Notice**

	<p><b>Rajiv Gandhi University of Knowledge Technologies</b> <b>IIIT Srikakulam, RGUKT-AP</b> Currently Campusat: IIIT-Nuzvid, Nuzvid(M), Krishna(D), A.P.-521202.</p>
<p><b>Ref. No.: IIIT/SKLM/RGUKT-AP/e-Proc/HKS /T08/2017,</b> <b>date:01.09.2017</b> Online Tenders are invited from reputed registered agencies/contractors for selection of Agencies for providing the Housekeeping services at IIIT Srikakulam, RGUKT-AP.</p>	
<p>Interested bidders can download and submit the bids online from <b>01.09.2017 to 15.09.2017</b> upto 05:00PM through <a href="https://tender.a procurement.gov.in">https://tender.a procurement.gov.in</a> (AP Portal). For further details please visit our website: <a href="http://www.rguktn.in">www.rguktn.in</a> or <a href="https://tender.a procurement.gov.in">https://tender.a procurement.gov.in</a> (Andhra Pradesh Portal)</p>	
<p><b>Sd/-</b> <b>Date: 01 .09.2017</b></p>	
<p style="text-align: right;"><b>Administrative Officer</b> (i/c)</p>	

## Section - A

### Tender Call notice

#### Time schedule of various tender related events

Bid calling date	01.09.2017
Tender processing fee (Non refundable)	Rs.25000/- (Rupees Twenty Five thousand only) (by way of Demand Draft from any Nationalized Bank in favor of "The Director, IIIT Srikakulam, RGUKT-AP", payable at SBI, NUZVID)
Bid Documents Downloading Start date	01.09.2017
Bid Document Downloading End Date	15.09.2017 till 04.00 PM
Last date for uploading of online documents	15.09.2017 at 05:00 PM.
Last date for submission of the Hardcopies	18.09.2017 at 04:00 PM
Pre-qualification/Technical Bid opening date/time	21.09.2017 at 10:00 AM.
Price Bid opening date/time	23.09.2017 at 12:00 PM
Contact person	Administrative Officer, IIIT Srikakulam
Reference Number	<b>Ref. No.: IIIT/SKLM/RGUKT-AP/e-Proc/HKS /T08/2017</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.apeprocurement.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 [ao.sklm@rgukt.in](mailto:ao.sklm@rgukt.in) on or before 07.09.2017. 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) as well as on e-procurement platform <https://tender.apeprocurement.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.:** IIIT/SKLM/RGUKT-AP/e-Proc/HKS/T08/2017,

**date:**01.09.2017

**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 temporarily located in pre-fabricated buildings of IIIT NUZVID, NUZVID, Krishna Dist. The details of bidding conditions and other terms can be downloaded from the electronic procurement platform and of **Government of Andhra Pradesh, i.e. <http://tender.apecurement.gov.in>.**
- 2) In-order to participate in the tender, bidders has to register on the e-Procurement market place <https://tender.apecurement.gov.in/login.html>. On registration with the e-Procurement market place, bidders will be provided with a user id and password by the system, through which they can submit their bids online. The bidders need to scan and upload the required documents as mentioned in this tender document.
- 3) The participating bidder/s will have to pay non-refundable tender processing fee Rs.25,000/- in the form of Demand Draft drawn from any Nationalized Bank, in favor of “The Director, RGUKT, IIIT Srikakulam” payable at SBI,NUZVID.
- 4) The bidder/s shall furnish, as part of the bid, the Bid security (EMD) for the amounts specified in the Section-II of Tender Document. All the participating bidders who submit the bids have to pay an amount Rs. 10,000/- and GSTas levied by Govt. of India as 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.
- 5) After uploading the documents, the copies of the uploaded documents of technical bid along original Demand Drafts in respect of Bid document fee and Bid Security (EMD) should be submitted offline to Administrative Officer (i/c), IIIT Srikakulam by 04.00PM of 18.09.2017. No physical submission of the financial bid will be accepted. IIIT Srikakulam will consider only the bids submitted through on-line over the copies of the paper based bids.
- 6) Further all the participating bidders have to electronically pay a non-refundable transaction fee through online to M/s. APTS, the service provider through "Payment Gateway Service on E-Procurement platform", as per the Government Orders placed on the e-procurement website.
- 7) IIIT Srikakulam will not accept the tenders from blacklisted companies or undependable Suppliers whose past performance with RGUKT-AP was found poor and also against whom there have been adverse reports of Poor Service, as defined in the other parts of the Bidding document.

**The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.**

*For any clarification and further details on the above tender please contact Telephone No: 8985866375 or Email: [ao.sklm@rgukt.in](mailto:ao.sklm@rgukt.in)*

Sd/-

**Administrative Officer** (i/c)

## SECTION-II

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

S. No	Item	Description
1	Name of the work	Housekeeping service to IIIT Srikakulam on outsourcing basis
2	EMD	Rs.500000/- (Rupees Five Lakh only) (by way of Demand Draft from any Nationalized Bank in favor of “The Director, IIIT Srikakulam, RGUKT-AP”, payable at SBI, NUZVID or by way of Irrevocable Bank Guarantee from any Nationalized Bank (No interest will be payable). DD/BG from other than Nationalized Banks will not be accepted)
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	Contract Agreement Period	The contract period will initially be for one year, extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years.
6	Variation in quantities / number of manpower	±10
7	Period for furnishing performance Security	Within 7 days from date of receipt of Letter of Intent.
8	Performance security value	10 % of annual contract value (No interest will be payable)
9	Performance security validity period	60 days beyond contract period
10	Period for signing the order Acceptance	Within 7 days from date of receipt of notification of award
11	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.
12	Transaction Fee	All the participating bidders who submit the bids have to pay an amount of Rs. 10,000/- and GST as per 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.

13	Transaction Fee Payable to	<p>The Managing Director, A. P. Technology Services Ltd., Hyderabad.</p> <p>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.</p>
14	Procedure for Bid Submission	<p>Bids shall be submitted online on <a href="http://tender.ap PROCUREMENT .gov.in">http://tender.ap PROCUREMENT .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.ap PROCUREMENT .gov.in">http://tender.ap PROCUREMENT .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 marketplace.</li> <li>4. The bidders should scan and upload the respective documents in Pre-Qualification/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 qualified 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-marketplace 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/BG in respect of EMD, Bid Security and Tender processing fees (DD) have to be submitted to the <b>“The Administrative Officer, IIIT Srikakulam, Camp Office: IIIT-NUZVID, NUZVID(M), Krishna (Dist), A.P.-521201”</b>, by <b>05:00 PM on 15-08-2017</b></li> <li>3. IIIT Srikakulam, RGUKT-AP will not hold any risk and responsibility regarding non-visibility of the scanned and uploaded documents.</li> <li>4. The IIIT Srikakulam, RGUKT-AP shall not hold any responsibility on account of postal delay.</li> <li>5. 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.</li> </ol>
15	Termination of contract	<p>In the event of any breach and / or failure on the part of the Agency/Contractor to comply with the said terms &amp; conditions of the contract, the contract will be terminated forthwith. IIIT Srikakulam, 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 IIIT Srikakulam, RGUKT-AP in the event of the aforesaid cancellation/suspension. However, under the normal circumstances the IIIT Srikakulam, RGUKT-AP will give 30 days' 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>➤ Institute also 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>



## **SECTION-B**

### **1. PREAMBLE:**

The Government of Andhra Pradesh has established Rajiv Gandhi University of Knowledge Technologies (RGUKT) in 2008 to cater to the educational needs of the meritorious rural youth of Andhra Pradesh state. IIIT Srikakulam institute is one of its autonomous campuses. IIIT Srikakulam provides an ambience of excellence for the pursuit of knowledge leading to B.Tech degree in different branches of Technology. The institute is currently located at NUZVID, Krishna Dist., Andhra Pradesh and may be shifted to Srikakulam district of Andhra Pradesh within one year.

Bids are invited by the Director, IIIT Srikakulam, RGUKT-AP through online tenders from the registered/licensed reputed and experienced Manpower Agency/contactors (channel partners/franchises) for providing Housekeeping Service personnel at IIIT Srikakulam (Currently located at IIIT-NUZVID) for a period of One year initially and extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years.

Interested bidders may view and download the tender document containing the detailed terms & conditions, from the website <https://tender.approcurement.gov.in&www.rguktn.in>. The account payee Demand Draft/Bank Guarantee has to be enclosed with the Per-qualification Bid of Tender, no tender will be accepted without processing fee (DD) to tender and EMD (DD/BG).

Bidders are advised to study the Tender document, 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

The details of bidding conditions and other terms can be downloaded from the electronic procurement platform of Government of A.P., i.e., <http://tender.approcurement.gov.in>

- The two bid system consist of technical (Pre-bid qualification) and financial bid (Price bid)
- The technical bid contains all the documents mentioned in Annexure-I and financial bid contains the price (commission or service charges) details as given in Annexure-II

The two bids should be submitted by the bidder through online (AP e-procurement cell) along with scanned copies of DDs or Bank guarantee of EMD and bid processing fee on or before 15-09-2017; 5:00 PM.

The hard copies of only technical bid in a sealed cover should reach Coordinator (Administration), IIIT Srikakulam on or before 18-09-2017 at 4:00 PM.

- On 21-09-2017 at 03:00 PM technical bids will be opened in the presence of tenderers of their authorized representatives and evaluated.
- On 23-09-2017 at 12:00 PM financial bids submitted online of only those bidders who qualified technical bid will be opened.

(In case of postponement of any of the above dates the bidders will be intimated)

## 2. SCOPE OF WORK:

### A. DAILY:

- Cleaning, Sweeping and wet mopping of entire office floors, rooms, stair cases, corridors, front yard etc.
- Cleaning of all toilets, urinals and bathrooms with appropriate detergents/chemicals twice each day.
- Dusting and cleaning of all furniture like tables, Cots, Sofas, Chairs, sofa sets, fans and other furniture items like computers, electronic equipment and lab equipment etc.
- Cleaning of utensils, equipment in canteen/guest house.
- Sweeping of parking areas, roads and surrounding areas of the buildings.
- Employing and cleaning of all dustbins, etc., the garbage collected in the dustbins should be disposed at the specified place.
- Miscellaneous services such as serving of drinking water daily and refreshments etc., during meetings/ seminars/conferences.
- Lifting, carrying and disposing the dead birds, dead animals, rats, insects, etc., if found in and around the premises.
- The plastics & garbage between waterline and railing of all Rooms (hostels and academic blocks) and Guest House shall be removed
- The firm should keep the dust bins in all the rooms of IIIT Srikakulam, RGUKT-AP floors with plastic covers and clean regularly and remove the waste material regularly.
- 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
- The firm should clean particulate glasses, windows glasses, window grills and grills every day.
- 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.
- The firm should apply vacuum cleaning of the carpets, sofas upholstery, curtains and Venetian blind's.
- The firm should make own arrangements for washing of bed sheets/ window curtains etc.
- The firm should wash the walls surface tiles & scrubbing the toilet floor area with disinfectant
- The firm should place the Naphthalene balls, Odonil's, soaps in the Toilet Blocks and liquid mosquito repellents in all rooms of Guest House.

## **B. WEEKLY:**

- i. 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.
- ii. Cleaning of surface drains. Removing cob webs.
- iii. Internal and external cleaning of window panes, doors, and fans/corridors
- iv. Cleaning of roof tops, false ceiling, Venetian/ vertical blinds, ceilings, walls etc., with soft brooms and cloth.

## **C. MONTHLY:**

- i. 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.
- ii. The terraces and water tanks, underground sumps and drains should be cleaned every month.

## **D. GENERAL:**

- i. Whenever the authorized person of IIIT Srikakulam, RGUKT-AP wants to verify the labour & workers engaged by the contractor, then contractor should be able to make all the labour and workers assembled at the place specified by the concern authorities. 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 firm should engage Housekeeping machinery Operators separately and the Mazdoors should not be used as machinery operators.
- iii. The firm should engage additional manpower during functions for cleaning purpose.

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

The contract period will initially be for one year, extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years.

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

Intending tenderers shall visit the IIIT Srikakulam, RGUKT-AP, currently located at IIIT NUZVID, Nuzvid, Krishna District, to acquaint with local site conditions, nature and requirement of work, present conditions of Premises/fittings/fixtures, etc., before quoting for the tender. In case of shifting the campus from NUZVID to Srikakulam District, Andhra Pradesh, the contractor must be in a position to extend the same services in the new location.

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

The bidders should tender the percentage of Agency Commission (service charges) per head excluding the GST.

## **6. INCOME TAX**

During the course of the contract period, income tax will be deducted as per the Government of India norms.

## **7. TAX SERVICE**

During the course of the contract period, the agency shall pay applicable GST once in a quarter and the proof of payment must be submitted to IIIT Srikakulam for verification.

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

8.1. The tenders 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 Director, IIIT Srikakulam, RGUKT-AP payable at SBI, NUZVID or by way of Irrevocable Bank Guarantee from any Nationalized Bank, no interest will be payable. DD/BG from other than Nationalized Banks will not be accepted

8.2. The successful bidder has to submit security deposit in form of DD or Bank Guarantee from any Nationalized Bank for Rs.5,00,000/- at the time of concluding agreement.

8.3. 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 (3) years experience in providing Housekeeping Personnel or services.

9.2. The Agency should have Valid License for providing Housekeeping Services according to the norms of Government of Andhra Pradesh.

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 three 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 GST on the head of Housekeeping services, Valid EPF, ESI and Professional tax Registration since last three years.
- 9.7. 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 three years viz. 2014-15, 2015-16, and 2016-17. Proof of Experience Certificate should be submitted. Copies of agreements and work orders cannot be treated as proof of experience.
- 9.8. Average Annual Turnover of the Agency/Firm should not be less than 1.5Crore for the last three years viz. 2014-15, 2015-16, and 2016-17. A Certificate of the Bidders turnover for the years 2014-15, 2015-16 and 2016-17 in Rupees must be enclosed and be duly certified by firm of Chartered Accountants.
- 9.9. The bidders shall demonstrate proof of experience of Supply of Housekeeping Services of not less than Rs. 1 Crore to any one organization in any one year of the preceding three years viz. 2014-15, 2015-16, and 2016-17. Copies of agreements and work orders cannot be treated as proof of experience. Only the experience /performance certificate shall be submitted.
- 9.10. The bidder must have minimum one branch office at Andhra Pradesh before bid calling date. Proof of the same should be enclosed and latest BSNL telephone bill should be submitted.
- 9.11. 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 150Housekeeping personnel.
- 9.12. Shouldhave150 employees underitsrolein **2014 -15, 2015-16,2016-17**.EvidenceofEPF, andESI Challans should beenclosed and employees contribution computerized slips copies should be produced and the Agencyshouldhavedocumentsprovidingcomplianceof Minimumwage alongwithbankstatementforthem.
- 9.13. ShouldhavevalidPAN&TIN registration number.
- 9.14. Allthebidders shall include thefollowing informationanddocuments with theirtenders.
- 9.14.1. Copies ofOriginaldocumentsdefiningthe constitution orlegalstatus,placeof registrationand principalplacesof business;written powerofattorneyof thesignatoryof theBidto committheBidder.
- 9.14.2. Latest IncomeTaxSaralform/Returns filed(for 2015-16 and2016-17).
- 9.14.3. ListofPresentClientswithcontractaddresses&telephonenumber.
- 9.15. 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

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

- 10.1. Tenders with over writings, alterations etc., will not be admitted unless they are attested by the bidder.
- 10.2. 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.
- 10.3. All assertions made in connection with the tender to be supported / substantiated by relevant documents. The Director, IIIT Srikakulam, RGUKT-AP, reserves the right to verify the credentials of the bidder as per the eligibility criteria.
- 10.4. The successful bidder will be eligible to provide the services only to one of the three services viz House Keeping, Security and Outsourcing as per their choice.
- 10.5. The successful bidder shall execute an agreement with IIIT Srikakulam on Non-judicial stamp paper worth Rs.100/- agreeing to all the conditions of the contract within one week upon intimation of acceptance of Tender. Failure to enter into an agreement within the stipulated time will result in forfeiture of the EMD.
- 10.6. IIIT Srikakulam, reserves the right to make modifications or amendments at any point of time before the last date of submission and the same will be notified through IIIT Srikakulam and government e-procurement websites.
- 10.7. The firm/agency shall invariably furnish Original Demand Drafts (towards EMD(DD/BG)&Tender processing fee(DD)) 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. IIIT Srikakulam 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.
- 10.9. IIIT-Srikakulam 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 may be subjected to be disqualified if they have made misleading or false representations in the forms, 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 one or more agency quotes same rate the selection will be made based on the following points:
  1. No. of years of work experience only in Educational Institutions (Government) present to past viz 2017 - 2014
  2. No. of years of Work Experience (Housekeeping Services)
- 10.12. Agency is solely responsible for any loss incurred in the Institute when such loss is caused by gross negligence of outsourced personnel engaged, IIT Srikakulam is entitled to recover such loss from the agency.
- 10.13. Agency should comply with all instructions issued by Government from time to time including for the welfare of Housekeeping Personnel.
- 10.14. 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.
- 10.15. The Agency/Contractor should ensure 50% of the manpower is women while providing the housekeeping personnel.
- 10.16. 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.
- 10.17. Payment shall be credited into bank accounts of the respective individuals and the agency shall produce an acquittance 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.
- 10.18. 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.
- 10.19. 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.
- 10.20. Agency is alone responsible to meet any claims of the housekeeping personnel supplied by it under any of the Labor Enactments such as Workmen's Compensation Act, etc.
- 10.21. The EMD will not yield any interest and will be refunded for successful bidder after obtaining letter of acceptance along with performance security deposit. EMD of unsuccessful bidders will be refunded after finalization of Tenders.

- 10.22. 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.
- 10.23. 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.
- 10.24. Agency shall not enter into sub-contracts or appoint any other agent to perform obligations arising under the outsourcing agreement.
- 10.25. 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.
- 10.26. 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.
- 10.27. At any time prior to the deadline for submission of proposals, IIIT Srikakulam, 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.
- 10.28. 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.
- 10.29. In case of refusal or delay or failure leading to the withdrawal of providing manpower by the approved agency, the EMD shall be forfeited.
- 10.30. Any disputes arising out of this agreement shall be subject to the jurisdiction of the Courts where the O/o the IIIT Srikakulam, RGUKT-AP is located.
- 10.31. 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.



- 10.32. The Director, IIIT Srikakulam, RGUKT-AP has full right to reject/cancel/postpone/negotiate the tenders without assigning any reasons.
- 10.33. The entire tender document should be duly signed & sealed by the bidder.
- 10.34. 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.
- 10.35. 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.
- 10.36. BID should be strictly in conformity with the Terms and Conditions mentioned in the tender schedule.
- 10.37. 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 IIIT Srikakulam as and when called for. The Agency should provide ID card and proper uniform to the individual as decided by the Institute
- 10.38. 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.
- 10.39. No person below the age of 18 (Eighteen) years shall be employed at IIIT Srikakulam, RGUKT-AP.
- 10.40. All the employees of the contractor will have to be covered under insurance against any personal accident by the Agency/Service Provider and IIIT Srikakulam, RGUKT-AP will not be liable for payment of any compensation on the account.
- 10.41. 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.,
- 10.42. No wage/remuneration will be paid to deployed persons for the days of absence from duty.

- 10.43. 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.
- 10.44. 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.
- 10.45. 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/BG in respect of Bid Security and Tender processing fee(DD) are to be submitted by the bidder in a sealed cover for PQ evaluation to the "Administrative Officer, IIIT Srikakulam, Camp Office: IIIT-NUZVID,Nuzvid(M), Krishna(D), A.P.-516330" by 04:00PM on 18.09.2017.

- 11.7. Failure to furnish any of the uploaded documents, certificates, will entitled in rejection of the bid. The IIIT Srikakulam, 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. IIIT Srikakulam, 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 Director, IIIT Srikakulam, 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.
  1. No. of years of work experience only in Educational Institutions (Government) present to past viz 2017 - 2014
  2. No. of years of Work Experience (Housekeeping Services)

- 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 IIIT Srikakulam, RGUKT-AP. No further correspondence will be entertained regarding the disqualification.
- 12.6. The Director, IIIT Srikakulam, RGUKT-AP, reserves the right to accept or reject any / or all the tenders without assigning any reasons whatsoever. The Director, IIIT Srikakulam, RGUKT-AP, also reserves the right to cancel the selection process for award of the contract at any time. The decision of the Director, IIIT Srikakulam, 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 as per Institute norms or as per G.O.Ms. No;108, dated:----, FINANCE (HR-I-Plg. &Policy) DEPARTMENT
- 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 Service Tax, EPF & ESI made by the Government.

### **15. RESPONSIBILITIES OF THE TENDERER / SERVICE PROVIDER**

- 15.1. No residential accommodation and transportation will be provided by the IIIT Srikakulam, RGUKT -AP.
- 15.2. The House Keeping staff shall present themselves in proper uniform, clean and well dressed as directed by the Employer's authorities.
- 15.3. Necessary indents need to be raised for cleaning chemicals (consumables) before two weeks of the requirement.
- 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. If the tenderer during the evaluation of tender tries to influence the IIIT Srikakulam, RGUKT-AP by any means then his tender will be summarily rejected.
- 15.7. The agency should execute any additional work as and when arises and if instructed by Director, IIIT Srikakulam, RGUKT-AP.

- 15.8. 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.
- 15.9. 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 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.
- 15.10. The Housekeeping personnel engaged by the Tenderer / Service Provider at the Employer's premises shall be the employees of the Tenderer /Service Provider for all legal purposes and consequences and not of the Employer.
- 15.11. 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.
- 15.12. 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.
- 15.13. The Tenderer / Service Provider shall provide at their cost proper uniforms and other items as are necessary for smart turnout of the Housekeeping personnel.
- 15.14. 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.
- 15.15. 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.
- 15.16. The Tenderer / Service Provider ensure that no Housekeeping personnel shall be deployed at the premises of the Employer who are undesirable.

- 15.17. Antecedents of the personnel to be provided shall be thoroughly checked by the Tenderer/ Service Provider to the satisfaction of the Employer.
- 15.18. 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.
- 15.19. 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.
- 15.20. The Tenderer / Service Provider shall not sublet or sub contract any of the jobs to other parties under any circumstances.
- 15.21. 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.
- 15.22. 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.
- 15.23. 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.,
- 15.24. 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.
- 15.25. 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.

- 15.26. 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.
- 15.27. 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.
- 15.28. 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. 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.,
- 16.4. The Tenderer / Service Provider shall submit copies of remittance challan along with details in respect of payment / contributions paid to ESI, PF etc., on month to month basis to the Employer.
- 16.5. 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.
- 16.6. 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.

16.7. 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 (19) will be evoked.

**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 IIIT Srikakulam 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 IIIT Srikakulam, 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 HOUSEKEEPING PERSONNEL BY THE TENDERER /SERVICE PROVIDER:**

- 20.1. The Tenderer / Service Provider shall make payments of wages to the Housekeeping personnel 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.
- 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 other factor 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 onecalendar month 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 IIIT Srikakulam 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 IIIT Srikakulam, 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 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. Director, IIIT Srikakulam, 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. Director, IIIT Srikakulam, 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 Director, IIIT Srikakulam, 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 be forfeited. Decision of the Director, IIIT Srikakulam, 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 IIIT Srikakulam, the successful Agency shall furnish the performance guarantee in accordance with the conditions of Contract in the form of DD/Bank Guarantee to the Director, IIIT Srikakulam, RGUKT-AP which shall be 10% of the contract value, valid for the entire contract period, in the form of DD/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 hereby 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**

Director, IIT Srikakulam, 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.

## CHECKLIST 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).

S.No	Details of the Eligibility Criteria	Specified Criteria in Tender	Yes	No
1	Tender Document Fee of Rs.25000/- in the form of DD.			
2	EMD of Rs.5,00,000/- (DD/BG) drawn from a Scheduled Bank			
3	Bidder Information Sheet			
4	Bidder Letter			
5	Declaration letter			
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>150 Workers/Members</b> in any one year.			
9	A Solvency certificate from any bank for Rs.1.5 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.			
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.			

S.No	Details of the Eligibility Criteria	Specified Criteria in Tender	Yes	No
13	Proof of Single Value experience from any State/ Central/ P.S.U/ Corporations/ Universities/ Government Departments/ Government Undertakings Mechanized Cleaning Services <b>value</b> not less than <b>01 Crore</b> in a single agreement/ single work in any one year of the preceding three years viz. <b>2014-15 to 2016-17</b> . 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.			
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 <b>8.00 Lakhs Sft</b> . In one Single work of any one year of the preceding three years viz. <b>2014-15 to 2016-17</b> . A certificate from the Head of the Organization or any other competent authority for Housekeeping/Mechanized Cleaning Services should be uploaded / submitted.			
15	Proof of Group Value (Annual Turn Over) of <b>Average Value</b> not less than <b>1.5 Crores</b> in the preceding three Financial years viz. 2014-15 to 2016-17. 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.			
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 <b>150 Members</b> in one single work of any one year of the preceding three years viz. <b>2014-15 to 2016-17</b> . A certificate from the Head of the Organization or any other competent authority should be uploaded / submitted.			
17	Copy of ISO Certification			
18	<b>150</b> Valid Labor Licenses			
19	Certificate of the bidder's turnover Rs.1.5 Crore for each financial year 2014-15, 2015-16 and 2016-17 in rupees must be enclosed and be duly certified by firm of Chartered Accountant.			

S.No	Details of the Eligibility Criteria	Specified Criteria in Tender	Yes	No
20	Latest Income Tax Saral form / Returns filed (for 2014-15 and 2015-16).			
21	PowerofAttorney,whereverapplicable			
22	Proof of Payment of 500 E.P.F of his employees since last three years along with returns (E C R) and challan (First & last pages of ECR ) and challans to be uploaded			
	01.04.2014 to -31.03.2015 for the year 2014-15			
	01.04.2015 to -31.03.2016 for the year 2015-16			
	01.04.2016 to January 2017 for the year 2016-17			
22	Proof of Payment of 500 ESIC of his employees since last Three years along with returns (First & last pages of return) and challans to be uploaded.			
	01.04.2014 to -31.03.2015 for the year 2014-15			
	01.04.2015 to -31.03.2016 for the year 2015-16			
	01.04.2016 to -31.03. 2017 for the year 2016-17			
23	Proof of Payment of Service Tax since last three years along with the Service Tax Returns. (Acknowledgement may be produced for returns)from April 2014-2017 whichever is latest			
24	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			
25	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 BSNL Telephone bill to be produced which should be before the date of tender notice			
26	Valid ISO 9001 Certificate			
27	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.			
28	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/BG 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**

## Bid letter form

From:

(Registered name and address of the bidder)

To

The Director,

IIIT Srikakulam, RGUKT-AP

Campus at:

IIIT-NUZVID

Nuzvid(M), Krishna(D)

Andhra Pradesh-521202.

Sir,

Having examined the bidding documents and amendments thereon, 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 called dated.....

We undertake to provide above services, as assigned to us in conformity with the said bidding documents, for an estimated percentage of agency commission (service charges) \_\_\_\_% per head which may vary in accordance with the schedule of prices attached herewith and coverage options made by IIIT Srikakulam, RGUKT-AP or its user organization.

If our bid is accepted, we undertake to:

- a. Provide services/execute the work according to the time schedules 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.



**DECLARATION (on Company Letter Head)**

From:

Date.

(Registered name and address of the bidder)

To,

The Director,

IIIT Srikakulam, RGUKT-AP

Campus at:

IIIT-NUZVID

Nuzvid(M), Krishna(D)

Andhra Pradesh-521202.

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 IIIT Srikakulam, 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 IIIT Srikakulam, 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, IIIT Srikakulam, 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, RGUKT-AP 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

## BidderInformation

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 (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	EPF Registration No.	
13	ESI Registration No.	
15	GST Registration No.	
16	Registration with Labour Dept.	
12	Registration No. under AP State Shops & Establishment Act	
13	Tender processing Fee (Nonrefundable)	Amount Rs. : DD No. : DD Date : Issuing Bank & Branch:
14	EMD	Amount Rs.: DD/BG No. : DD/BG Date: Issuing Bank & Branch:
15	Details of certificates enclosed.	
16	Total number of branches in AP	

**Annexure-4**  
**List of Major Customers (Both Ongoing and Completed)**

S.No.	Name and address of the client Institution with name, address, mobile number and Email ID of the Officer to whom reference may be made.	Nature or type of Outsourcing Services (viz., Outsourcing Services to educational institutions, Factory, etc., )	Work order Value (Rs.)	Number of Personnel deployed	Period of Contract	
					From	To

**Annexure-5**  
**Details of office/branch in AP**

<b>S.No</b>	<b>Full Address of Office</b>	<b>Contact person with phone No.</b>	<b>No of Employees</b>

**Annexure-6**  
**NON BLACKLISTING CERTIFICATE**

[To be submitted on letterhead]

I/We hereby certify that the ----- [Name of the company / firm] has not been ever blacklisted/debarred by any Central / State Government / Public Undertaking / Institute on any account.

I/We also certify that firm will provide outsourcing of manpower services as per the specification given by IIIT SRIKAKULAM and also abide all the terms and conditions stipulated in the bid document.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concern firm or participation may be summarily terminated at any stage, the firm will be blacklisted and IIIT SRIKAKULAM may imposed any action as per the rules.

Date :

Name :

Place :

Business Address :

Signature of Bidder :

Seal of the Bidder :

**Annexure-7**

**PRICE REASONABILITY CERTIFICATE**

1. I/We \_\_\_\_\_ hereby certify that the service charge quoted by us in our offer letter No.....are not higher than prices to any Government Department/PSU/Institution.
2. I/We further certify that I/We will not quote for outsourcing of manpower services in offer letter at service charge lower than quoted to any Government/Semi Government/ Public/ Charitable Trust Organization/ Institution/ Wholesalers/ Stockiest/ Distributors within the period of 90 days preceding the last date of submission of the offer.
3. I/We hereby undertake that I/We will not quote for outsourcing of manpower services in offer letter at prices lower than those quoted to any Government/Semi Government/ Public/ Charitable Trust Organization/ Institution/ Wholesalers/ Stockiest/ Distributors within the period of validity of the offer/rate contract.
4. I/We also undertake to bring the attention of the Director, any incidence of breach of any of the above paras within 30 days from the occurrence of the breach and further undertake to refund/reimburse the difference which may arise due to breach of any of the above paras and I/We also understand that the decision of Director regards to the determination of quantum payable shall be final.

Date:

(SIGNATURE & STAMP OF THE AUTHORIZED SIGNATORY)

## Annexure-8

### Evaluation Matrix for Award of Contract

Name of the bidder: \_\_\_\_\_

Weightage of Technical Bid to be filled by the Agency/Contractor				Weightage-50 Marks		
S.No	Description	Maximum Marks	Awarding Criterion		Obtained Marks	Proof attached at Page No.
			Marks	Criterion		
1.	Company Incorporation Documentary	5	5	Private Limited/ Limited Company/ Corporation		
			4	Partnership with Limited Liability		
			3	Partnership firm		
			1	Proprietary firm		
2.	Outsourcing Service (OS) License and ISO Certification	5	1	OS of Andhra Pradesh		
			1	OS of Any Second State		
			1	OS of Any Third State		
			2	ISO 9001-2008 certificate		
3.	Year of Experience in the Outsourcing Services	10	10	Above 15		
			8	Above 12 to 15		
			6	Above 9 to 12		
			4	Above 6 to 9		
			2	Above 5 to 6		
			1	3 to 5		
4.	Average turnover (in INR Cores) for the preceding three financial years	10	10	Above 20		
			8	Above 15 to 20		
			6	Above 10 to 15		
			4	Above 5 to 10		

			2	Above 3 to 5		
			1	1.5 to 3		
5	Total number of workers continuously on rolls for last six months, will be verified from EPF Portal	10	10	Above 3000		
			8	2500-3000		
			6	2001-2500		
			4	1501-2000		
			2	1001-1500		
			1	150-1000		
6.	No of Contracts (each with annual value above 50 lakhs) in the name of same [applying] firm for the preceding three financial years	10	10	5 and above		
			8	4		
			6	3		
			4	2		
			2	1		

Weightage of Financial Bid (For office use Only)			Weightage-50 Marks	
S.NO	Lowest Bid Value	Marks Calculation	Marks Obtained	
1	1 <sup>st</sup> Lowest Bid Value (L1)	$(L1/L1)*50$		
2	2 <sup>nd</sup> Lowest Bid Value (L2)	$(L1/L2)*50$		
3	3 <sup>rd</sup> Lowest Bid Value (L3)	$(L1/L3)*50$		
-	-	-		
N	n <sup>th</sup> Lowest Bid Value (Ln)	$(L1/Ln)*50$		



## PRICE BID

Supply of manpower as per the institute requirement only Agency's Commission (service charges) percentage are to be quoted. Institute shall bear the liability of GST and other statutory charges as applicable from time to time on the bills payable by the Institute. TDS will be recovered as per the prevailing rate on gross billed amount.

If there is a discrepancy between the Agency's Commission (service charges) charges quoted in words and figures, which is least of the two, will govern.

01	Name of the Outsourcing / Manpower Agency	
02	Address of the Agency with Contact numbers (Telephone, Mobile and Email ID)	
03	Percentage of Agency Commission (service charges) per head.	____% per head (in words _____)
04	Statutory Contributions / Deductions	EPF@13.61%, ESI @ 4.75%, GST on Agency's Commission (service charges).

I/we have understood the tender procedure and the terms and conditions specified in this tender document and they are acceptable to me/us.

Place:

Signature of the Tenderer

Date:

Seal