Ref. No: RGUKT/E-Proc/Services/ET02/2020-21, Dt.31.05.2021

BID DOCUMENT

E-Procurement

Open Competitive Bid (OCB)

for

Providing of Housekeeping Services to RGUKT – Nuzvid Campus

Proprietary & Confidential

RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES
RGUKT Nuzvid Campus,
Krishna District, Andhra Pradesh, Pin: 521202

News paper advertisement

E-Procurement Tender Notice

RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES
(Established through Act No.18 of 2008)
ANDHRA PRADESH, INDIA

Ref. No: RGUKT/E-Proc/Student Amenities/RT01-RT02/2021, Dt.31.05.2021

E-PROCUREMENT – TENDER NOTICE

Online tenders are hereby invited from original manufacturers (OEM)/ authorized representatives of a OEM/whole sale dealers for supply of the following items to the students of RGUKT and e-tenders are hereby invited from reputed registered agencies/contractors for providing the following services at the RGUKT four campuses

Tender-1 (Shoe and Socks), Tender-2 (Bed sheet with Pillow cover and Blanket), Tender -3 Security Services, Tender -4 Housekeeping Services

Interested bidders can download and submit bids online from 31.05.2021, 11:00 AM through https://tender.apeprocurement.gov.in (AP Portal). For further details please visit the university website: www.rgukt.in.

Sd/-
Registrar (i/c)

Section - I

Time schedule of various tender related events

Bid calling date	31.05.2021
Tender processing fee (Non refundable)	Rs.25,000/- (Rupees Twenty Five thousand only) (By way of DD from any Scheduled Bank in favor of the Director, RGUKT Nuzvid" payable Nuzvid.
EMD	Rs.5,21,442/- (Rupees: Five Lakhs Twenty One Thousand Four Hundred Forty Two only) (by way of Demand Draft from any Nationalized Bank in favor of "The Director, RGUKT Nuzvid payable at "Nuzvid" or by way of Irrevocable Bank Guarantee from any Nationalized/ Scheduled Bank (No interest will be payable).
The Institute will consider only the bids submitted through online E-procurement platform i.e. http://tender.apeprocurement.gov.in.	
Bid Documents Downloading Start date	31.05.2021 from 11:00 A.M
Pre-Bid Meeting	12.06.2021 at 11:00 A.M
Bid Document Downloading End Date	28.06.2021 till 04:30 P.M
Last date for uploading documents online	28.06.2021 at 05:00 P.M.
Last date for Submission of documents (hard copies)	30.06.2021 on or before 5:00 PM.
Technical Bid opening date/time	02.07.2021 at 11:00 A.M.
Price Bid opening date/time	03.07.2021 at 11.00 A.M
Contact person	Administrative Officer, RGUKT- Nuzvid

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 , Phone: 08645-246370/71/72/73/74.

CLARIFICATIONS:

i. Queries if any can be made through e-mail only on ao@rguktn.ac.in, procurement@rguktn.ac.in on or before 11.06.2021. 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 and RGUKT Nuzvid websites i.e. www.rgukt.in, www.rguktrkv.ac.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.

INVITATION FOR BIDS:-

1. Bids are invited on the e-procurement platform from the Registered Suppliers /contractors /Service Providers for providing Housekeeping Services at RGUKT Nuzvid Campuses located at Nuzvid in Krishna District. 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.apeprocurement.gov.in .

2. In-order to participate in the tender, bidders has to register on the e-Procurement market place https://tender.apeprocurement.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 Nuzvid", 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 Tender Document.

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, RGUKT Nuzvid by 05.00PM of 30.06.2021. No physical submission of the financial bid will be accepted. RGUKT Nuzvid will consider only the bids submitted through on-line over the copies of the paper based bids.

6. The RGUKT 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.

7. 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.

8. For any clarification and further details on the above tender please contact Telephone No: 0866-2468516, 0866-2468514 or Email: ao@rguktn.ac.in, procurement@rguktn.ac.in.

Sd/-

Administrative Officer (i/c)

SECTION-II

STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

S. No	Item	Description
	Name of the work	Facility Management Service for House Keeping, Sanitation and Maintenance of RGUKT Nuzvid Campus located at Nuzvid in Krishna District, Andhra Pradesh – 521202.
	EMD	Rs.5,21,442/- (Rupees: Five Lakhs Twenty One Thousand Four Hundred Forty Two only) (by way of Demand Draft from any Nationalized Bank in favor of "The Director, RGUKT Nuzvid payable at Nuzvid" or by way of Irrevocable Bank Guarantee from any Nationalized/ Scheduled Bank (No interest will be payable).
	Bid Validity Period	180 days from the date of opening of commercial bid
	EMD Validity Period	180 days from the date of opening of commercial bid
	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.
	Variation in quantities	±10
	Reverse Tendering	If, applicable, the University may go for reverse tendering as per norms of the University/State Government norms. As per **G.O.MS.No. 79, issued by FINANCE (HR.V- TFR) DEPARTMENT Dated: 25-08-2020**
	Housekeeping consumables and Materials	**Branded Consumables and materials shall be provided by the Tenderer /service provider as per the requirement and shall be deposited with general stores of the institute once in every month**.
	Period for furnishing performance Security	Within 10 days from date of receipt of Letter of Intent.
	Performance Security value (PERFORMANCE GUARANTEE)	(i). The Successful bidder has to submit an amount equal to one month's payment as performance guarantee deposit in the form of Bank guarantee from a Nationalized Bank / Demand Draft / Banker's Cheque of a Scheduled Bank drawn in favour of "The Director, RGUKT Nuzvid payable at Nuzvid" before awarding the contract. The performance guarantee shall be refunded to the selected bidder without any interest within two month from the completion of contract period. (ii). If, the contract Period is extended for period of another one year, the bidder has to submit an

		amount equal to two month's payment (including existing one month's payment) as performance guarantee deposit.
	Performance security validity period	60 days beyond contract period
	Period for signing the order Acceptance	Within 7days from date of receipt of notification of award
	Bid submission	Online
	Procedure for Bid Submission	Bids shall be submitted online on https://tender.apeprocurement.gov.in platform 1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website https://tender.apeprocurement.gov.in 2. Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates. 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. 4. The bidders should scan and upload the respective documents in Pre-Qualification and Technical bid documentation including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness /authenticity. 5. The hard copies of all the uploaded Technical documents to be attested by a Gazetted Officer or properly notarized or self attested. The rates should be quoted in online only.
	Other conditions	1. The Documents that are uploaded online on e- market place will only be considered for Bid Evaluation. 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 **"The Administrative Officer, RGUKT- Nuzvid campus, Nuzvid, Krishna (Dist), A.P.-521202 ", by 05:00 PM on 30-06-2021**

		3. The RGUKT will not hold any risk and responsibility regarding non-visibility of the scanned and uploaded documents. 4. The RGUKT shall not hold any responsibility on account of postal delay. 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. 6. The RGUKT reserves the right to postpone / and / or extend the date of receipt / opening of Rates / Quotations or to withdraw the same without assigning any reason thereof. 7. The RGUKT reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds of such action. 8. The tender forms shall be rejected if it is not complete in any aspect. 9. The tender documents are not transferable. Late submission of tenders shall not be accepted.
	Termination of contract	In the event of any breach and / or failure on the part of the Agency/Contractor to comply with the said terms & conditions of the contract, the contract will be terminated forthwith. The RGUKT 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 the University in the event of the aforesaid cancellation /suspension. However, under the normal

		circumstances the RGUKT 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.
	Placing work order	➢ The RGUKT Nuzvid campus will place work order on identified successful bidder. ➢ It is specified that each successful bidder will be awarded only two campuses. ➢ For each successful bidder, a maximum of two campuses in particular service (HK/Security) only will be awarded in all the campuses of RGUKT put together. The decision of the RGUKT is final in this regard ➢ The RGUKT is also reserves the right to reject only or all the tenders or accepts them in part or rejects 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.
	Payment Terms : After Commencement of work	Monthly payment will be released based on the attendance particulars certified by the concerned authorities and along with Feedback and performance certificates given in **Annexure-5(i) & 5(ii).**
	Penalty detection based on the performance scale 1-10	**1.** The vendor should ensure (a) Timeliness of service, (b) Hygienic and cleaning of the surrounding, (c) Wearing of Uniform by House-Keeping contactor employees while on duty and (d) Behavior and courtesy of housekeeping contactor employees towards students and RGUKT authorities. **2.** The performance of the vendor in the above House-Keeping service will be assessed every month by a committee constituted for the purpose with the RGUKT staff, and payment of bills by RGUKT will be in accordance with the performance index on average weightage. **3.** The vendor will abide by the ratings given by the committee and the schedule of payment for different ratings are as under **4.** Penalty index 91%-100%----------No penalty 87%-90%----------3% penalty 83%-86%----------5% penalty 79%-82%----------10% penalty 74%-78%----------25% penalty

		5. 79%-82%, if it happens for more than 6 times the service contract will deemed to be cancel **6.** 74%-78%, if it happens for more than 3 times the tender is deemed for cancellation.
	Rates	The tenderer shall quote their rates for the service to be provided at "Rate per Sq. Feet per month" (in both words and figures) which should include deduction towards PF and ESI, bonus etc. and the same would not be payable over and above the rates thus quoted.
	OTHER TERMS AND CONDITIONS	• The housekeeping service providers should quote their rate only on per square feet per month basis and not based on the number of persons to be deployed or per person basis. • Skeleton services would be required beyond working time on all working days to cater to emergency services for which necessary arrangements should be made. • The personnel deployed by the service provider should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. Among the deployed persons the housekeeping service provider should nominate one person as Supervisor who will be in charge of the entire house keeping work. • The service provider should ensure to maintain adequate number of manpower and also arrange a pool of stand-by housekeeping staff. If a particular person is absent on any day the reliever of equal status shall be by the service provider from the existing pool of housekeeping staff and ensure that work does not suffer. • The service provider shall ensure weekly off in each week to each worker deployed in Nuzvidcampus, without causing any dislocation to the services to the Institute. • No other persons except the persons authorized by the service provider shall be allowed to enter the office premises. • The housekeeping service provider should deploy

		one full time Supervisor with mobile phone who shall report to the Concerned RGUKT Authorities daily. He shall visit daily to supervise the housekeeping activities. • Suitable insurance cover protecting the agency against all claims applicable under the workmen's compensation act, 1948 shall be taken by the service provider. The service provider shall arrange necessary insurance cover for any persons even for short duration. RGUKT shall not be liable to any claim arising out of mishap, if any that may take place while discharging the housekeeping services. In the event of any liability/claim falling on the RGUKT in this regard, the same will be reimbursed/indemnified by the Service Provider. • The housekeeping service provider should be registered under the ESI & Provident Fund Acts and other relevant statutory enactments for the employment of labour. • The housekeeping service provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them. The workers should be provided with a salary slip every month. • The housekeeping service provider is responsible for the payment of minimum wages as prescribed by the Government of India/Andhra Pradesh under Minimum Wages Act in this regard. Besides, ESI and EPF per head and other statutory requirements at the current rate should be paid by the housekeeping service provider every month as per the existing Rules. The housekeeping service provider should also maintain Pay Roll containing the above details. • The housekeeping service provider should ensure that there is no scope for any grievance from the personnel on delayed payment of wages or there is any decrease in their applicable wages. The employees engaged by the housekeeping service provider will be in the employment of the Housekeeping Service provider only and not of the RGUKT. The staff provided by the service provider shall have no right to claim/seek employment in the department based on the

		service rendered or on any other basis and it is purely a contractual responsibility through the service provider. • The Housekeeping service provider shall indemnify and shall keep this Office indemnified against acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be charged to the housekeeping service provider and recovered from its dues/bills. • Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the service provider by the officer in-charge from Nuzvid campus and if no action is taken within one hour, a penalty of Rs.1000/- per complaint shall be imposed. The decision of authorities of Nuzvid campus shall be final in this regard. In case of repeated complaints of similar nature, the RGUKT reserves the right to terminate the services of the Housekeeping service provider at anytime without giving any notice whatsoever. • All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping Service provider and all records maintained thereof should be available for scrutiny by this RGUKT. The Housekeeping service provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful housekeeping service provider. Failure by the Housekeeping Service provider to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract. • No escalation of price whatsoever would be allowed during the pendency/currency of the contract, for whatever reason • If at any time during currency of JOB the SCOPE OF WORK for which this job has been awarded is reduced /abandoned, the payment/value of this

		job order shall be reduced on pro-rata basis by RGUKT and would be binding on the Housekeeping service provider. • All the Housekeeping materials/consumables such as Brooms, Cobweb sticks, Dusters, Mop Sticks, Buckets, Mugs, Toilet Cleaner, Floor Cleaner, Toilet Fresheners, Urinal Cakes, Cleaning Powder, Phenyl, Hand Wash Liquid, Toilet cleaning brush, Cleaning/Dusting cloth, Water Wipers, Dust bins, Garbage bins, Rooms spray, Scrubbing pads. Naphthalene balls, Glass cleaner etc. as required to execute the above jobs will be supplied by the Tenderer /service provider. • In the event of any question, dispute/difference arising during the course of provision of the service the same shall be referred to the sole arbitration to the Hon'ble Chancellor, RGUKT-A.P or his nominee.

SECTION-II

1) PREAMBLE:

The Rajiv Gandhi University of Knowledge Technologies (RGUKT) invites online tenders for the services of "Providing of House Keeping Services to the buildings, hostels and residential quarters in RGUKT Nuzvid campus located at Nuzvid in Krishna District, Andhra Pradesh – 521202 through E-Procurement.

2) SCOPE OF WORK

The Bidders should provide House Keeping services throughout contract period in the premises of RGUKT Nuzvid campus located at Nuzvid in Krishna District, Andhra Pradesh – 521202. The FMS (facility management services) including cleaning of Academic block class rooms, Hostel rooms, study rooms, and its Toilets, Bathrooms and surrounding including drains, roads (in and around) etc. Bidders need to use Industrial Vacuum cleaners for cleaning of Laboratories and corridors etc. If, any other work assigned by the Institute authorities from time to time.

Whenever the authorized person of concerned Institute authority wants to verify the labor & workers engaged by the contractor should able to make all the labor 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.

The Labor provided for pump operations provided by the contractor have to attend to observe the water levels in the overhead tanks, sumps and shall assist the water works staff at pump room. The firm should engage Housekeeping machinery Operators separately and the Mazdoors should not be used as machinery operators.

A. DAILY:

(i). Cleaning, Sweeping and wet mopping of entire office floors, rooms, stair cases, corridors, front yard etc.

(ii). Cleaning of all toilets, urinals and bathrooms with appropriate detergents/chemicals twice each day.

(iii). 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.

(iv). Cleaning of utensils, equipment in canteen/guest house.

(v). Sweeping of parking areas, roads and surrounding areas of the buildings.

(vi). Cleaning of all dustbins, etc., the garbage collected in the dustbins should be disposed at the specified place.

(vii). Miscellaneous services such as serving of drinking water daily and refreshments etc., during meetings/ seminars/conferences.

(viii). Lifting, carrying and disposing the dead birds, dead animals, rats, insects, etc., if found in and around the premises.

(ix). The plastics & garbage between waterline and railing of all Rooms (hostels and academic blocks) and Guest House shall be removed

(x). The HKS personal should keep the dust bins in all the rooms of RGUKT Nuzvid, floors with plastic covers and clean regularly and remove the waste material regularly.

(xi). The HKS personal should collect the waste papers, stones, any waste materials like leaves, flowers etc., from the open spaces of the Rooms and Guest House

(xii). The HKS personal should clean particulate glasses, windows glasses, window grills and grills every day.

(xiii). 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.

(xiv). The firm should apply vacuum cleaning of the carpets, sofas upholstery, curtains and Venetian blind's.

(xv). The firm should make own arrangements for washing of bed sheets/ window curtains etc.

(xvi). The firm should wash the walls surface tiles & scrubbing the toilet floor area with disinfectant

(xvii). The firm should place the Naphthalene balls, Odonil's, soaps in the Toilet Blocks and liquid mosquito repellers in all rooms of Guest House.

(xviii). Garden work and any others works assigned by the Institute Authorities from time to time

B.WEEKLY:

(a). 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.

(b). Cleaning of surface drains. Removing cob webs.

(c). Internal and external cleaning of window panes, doors, and fans/corridors

(d). Cleaning of roof tops, false ceiling, Venetian/ vertical blinds, ceilings, walls etc., with soft brooms and cloth.

(e). If, any others works assigned by the Institute Authorities from time to time.

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 overhead water tanks, underground sumps and drains should be cleaned every month.

iii. If, any others works assigned by the Institute Authorities from time to time.

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 bidders shall visit the RGUKT Nuzvid campus 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/GST 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, 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 RGUKT Nuzvid for verification.

8. <u>EARNEST MONEY DEPOSIT/SECURITY DEPOSIT</u>

8.1 The tender should accompany with Earnest Money Deposit (EMD) for Rs. Rs.5,21,442/- (Rupees: Five Lakhs Twenty One Thousand Four Hundred Forty Two only) by way of Bank Guarantee/ Crossed Demand Draft Obtained from any Nationalized Bank in favor of to the The Director, RGUKT Nuzvid payable at SBI Nuzvid.

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

8.3 The successful Tenderer will have to deposit a Security Deposit or Bank Guarantee on any nationalized bank at the time of concluding agreement.

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

9. <u>ELIBIBILITY CRITERIA</u>

9.1. The bidder should be either registered as a Company under Companies Act 1956/ 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 or a registered society under societies act as the case may be and should be in the business of providing House Keeping and Sanitation (Facility Management Services) for not less than five (05) years as on the date of issue of the tender. (Copies of work orders and satisfactory certificates to be submitted).

9.2. The bidder should have valid ISO 9001:2015, ISO 10002:2018, OHSAS 18001:2007 quality certifications issued not after 28.02.2021 and valid as on 31.06.2021. OHSAS 18001:2007 Occupational Health & Safety Management System issued not after 28.02.2021 and valid as on 31.03.2022.

9.3. The agency should be a licensee as Housekeeping Services supply agency with the Commissioner of Labor Department, Government of Andhra Pradesh (Form-II) / Any Govt. Department since last Five years.

9.4. The bidder should have satisfactorily provided House Keeping and Sanitation Services to Central/ State run Universities, Private/ Deemed to be University or any other reputed educational institutions during the last three (03) financial years 2017-18, 2018-19, 2019-20. (Copies of Work Order and Satisfactory Certificate to be submitted and also 26AS to be submitted)

9.5. The bidder should have adequate experience in handing not less than 10,00,000 sq.ft (Ten lakhs square feet) and are maintenance involving building relating to Central/ State run Universities, Private/ Deemed to be University or any other reputed educational institutions. (Copies of Work Order and Satisfactory Certificate to be submitted and also 26AS to be submitted).

9.6. Should have registered Head office in the state of Andhra Pradesh. (Copy of the telephone bill to be submitted)

9.7. Should have possessed valid registrations with the following:

- ✓ PAN Card
- ✓ Labor License.
- ✓ EPF Registration
- ✓ ESI Registration
- ✓ GST Registration

9.8. Average Annual Turnover of the Agency/Firm should not be less than 5 Crore for the last three each year's (Financial Years) viz. FY 2017-18, 2018-19 and 2019-20. A Certificate of the Bidders turnover for the years 2017-18, 2018-19 and 2019-20 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.1.50 crore to any one organization in any one year of the preceding three years (Financial Years) viz. FY 2017-18, 2018-19, and 2019-2020. Copies of agreements and work orders cannot be treated as proof of experience. Only the experience /performance certificate shall be submitted. (Form 26AS must be submitted for the period of experience claimed)

9.10. Should have minimum employees of 300 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 300 Housekeeping personnel.

9.11. Should have 300 employees under its role in FY 2017-18, 2018-19 and 2019-2020 Evidence of EPF (payment proof with TRRN details is must), and ESI Challana should be enclosed and employees contribution computerized slips copies should be produced and the Agency should have documents providing compliance of Minimum wage along with bank statement for them..

9.12. The bidders should have experience of providing House Keeping Personnel of minimum 150 employees in one organizations with the category of institutions / University / Govt., Semi Government or Public Undertaking Sectors in any two Continuous years during the three years out of last Five years (Financial Years) viz. FY 2015-16, 2016-17, 2017-18, 2018-19 and 2019-20. Proof of Experience Certificate including work order and agreement should be submitted. Copies of

agreements and work orders cannot be treated as proof of experience. (And also 26AS to be submitted)

9.13. Copies of original document defining the constitution or legal status, place of registration and principal place of business, written power of attorney of the signatory of the bid of commit the bidder.

9.14. Latest Income Tax Saral form/Returns filed (for FY 2016 -17, 2017-18, 2018-19)

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

9.16. Any false information with regards to the submission of the document will lead forfeit of the EMD.

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

10. INSTRUCTION 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 amount (Rupees) in figures and words, the price, which is least of the two, will prevail.

10.2 Bid should be strictly in conformity with the Terms and Conditions mentioned in the tender schedule.

10.3 Bidders are expected to examine all the terms and instructions mentioned in the tender schedule and prepare their proposals accordingly. Failure to provide all requisite information will be at the bidders' own risk and may result in the rejection of the tender.

10.4 All assertions made in connection with the tender are to be supported /substantiated by relevant documents. The Administrative Officer reserves the right to verify the credentials of the bidder as per the eligibility criteria.

10.5 The Administrative Officer, RGUKT Nuzvid campus will notify the bidder whose tender has been accepted.

10.6 The successful bidder shall execute an agreement with RGUKT on Non-judicial stamp paper worth Rs.100.00 agreeing to all the conditions of the contract 15 days upon intimation of acceptance of Tender. The successful bidder has to submit performance security guarantee after taking Letter of Intent but before having contract agreement. Failure on enter into an agreement within the stipulated time will result in forfeiture of the EMD.

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

11. Method of Submission

11.1 Bids shall be submitted online on https://tender.apeprocurement.gov.in Platform. The participating bidders in the tender should register themselves on e- procurement platform in the website https://tender.apeprocurement.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, RGUKT Nuzvid, Krishna (D), A.P.-521202 " by 05:00PM on 30.06.2021.

11.7 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.

11.8 The RGUKT 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 of 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 committee.

12.2 The Technical Bids will be opened on 02.07.2021. at 11.00 AM. The tenders will be evaluated so as to ascertain the capability of the bidders to provide the service within the period mentioned above and also to assess whether the bidder satisfies the eligibility criteria.

12.3 The rejection of the bidder on technical grounds will be based on the failure to meet eligibility requirements.

12.4 The committee may reject a bid for non conformance of the specifications.

12.5 The RGUKT will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.

12.6 Price Bid of only those bidders, who have fulfilled the eligibility criteria specified, will be considered and who does not fulfil the eligibility criteria will not be considered and their tender rejected.

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

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

12.9 If applicable, The University /Institute may go for reverse tendering as per norms of the University/State Government norms. (As per G.O.MS.No. 79, issued by FINANCE (HR.V- TFR) DEPARTMENT Dated: 25-08-2020)

13. DUE DATES

The important due dates are mentioned below:

Issue of tender Schedule	From
Last date of submission of sealed tenders	Up to 05:00 PM on 30-06-2021

Technical and Financial bids of tenders schedule	a. Technical Bid/Eligibility Criteria on 02-07-2021 at 11:00AM b. Price Bid of eligible tenders on 03-07-2021 at 11:00 AM.

If the date mentioned above happens to be holiday, the process will be correspondingly postponed to next working day at the same time.

14. VALIDITY OF THE TENDER

The Tender shall remain valid for a period of 25 months from the date of opening of commercial bid.

15. RATES

- 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, WCT, or any other taxes or local charges, if applicable. No extra claim on this account will in any case be entertained.

- 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.

- In the case of increase or decrease of minimum wages by the Government of Andhra Pradesh, 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 campus.

16. RESPONSIBILITES OF THE TENDERER/ SERVICE PROVIDER

16.1 The House Keeping personnel engaged by the Tenderer/Service Provider at the Employer's premises shall be the employees of the Tenderer/Service provider for all legal purpose and consequences and not of the Employer.

16.2 The Tenderer/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.

16.3 The Tenderer/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.

16.4 The branded Housekeeping material such as Housekeeping consumables shall be supplied by the Tenderer/service provider as per requirement of the Institute.

16.5 The Tenderer/Service Provider shall provide at their cost proper uniforms, including boots, belts, jerseys (for winter), whistle cords and such other items as are necessary for smart turnout of the Housekeeping personnel.

16.6 The Tenderer/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 Tenderer/Service provider and hold discussion on all matters relating to housekeeping with the authorized representatives of the Employer.

16.7 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.

16.8 The Tenderer/Service provider ensures that no House Keeping personnel shall be deployed at the premises of the Employer who are undesirable.

16.9 Antecedents of the personnel to be provided shall be thoroughly checked by the Tenderer/Service provider to the satisfaction of the Employer.

16.10 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.

16.11 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.

16.12 The Tender/Service provider shall not sublet or sub contract any of the jobs to other parties under any circumstances.

16.13 Acknowledgement of equipment, handed over by the employer to the Tenderer/Service provider, maintain 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.

16.14 The Tenderer/Service provider shall be solely responsible for any accidents/injuries/death to their personnel or to second of 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.,

16.15 The Tenderer/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 Tenderer/Service Provider's House Keeping personnel and the Tenderer/Service provider shall be solely responsible for the welfare of their Employer's premises under the various acts. Ordinance, Rules and Regulations, whether Central or state.

16.16 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.

16.17 The Tenderer/Service Provider shall no authority to make statements, representations 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 constructed as creating any partnership or joint operation between the employer and the Tenderer/Service provider.

16.18 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.

16.19 The Tenderer/Service provider needs to maintain workers attendance through BIO-METRIC system only for both in and out.

16.20 The Tenderer/Service provider can depute the sufficient manpower to clean the given area. The turnout of a worker is 8hours per day through out of a week excluding Breakfast and Lunch timings.

16.21 Shit timings

- General shift timings are 7:30 am to 4:00 pm, with half an hour lunch recess from 12:30 pm to 1:00 pm.
- In hostel shift timings are 8:30 am to 5:00 pm with half an hour lunch recess from 1:30 pm to 2:00 pm.

17 STATUTORY LIABILITIES OF THE TENDERER/ SERVICE PROVIDER

17.1 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 aments of the Tenderer/Service provider will have to be necessarily registered with the ESI and PF Authorities and other necessary authorities as required und the applicable office/Shops & Establishment Act.

17.2 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.

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

17.4 The Tenderer/Service provider shall maintain proper records, registers etc., as applicable and required under various enactments including, but not limited to, Contract labour (Regulations & 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.,

17.5 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.

17.6 The Tenderer/Service provider shall, at all times, make available to the employer authorized official records/registers required to be maintained under various laws in force and necessary certificates and licenses for reference/inspection and shall provide copy (so of any returns, statements etc., to the Employer as may be required from time to time.

17.7 The Tenderer/Service provider shall maintain all records at site regarding duty schedules, leave, salary disbursement etc., pertaining to the personnel deployed by them in the said premises.

17.8 Notice of Non-compliance: The Employer shall promptly notify the Tenderer/ Service Provider upon discovering any instance where the Tenderer/ Service Provider have failed to comply with the provisions as given in above paragraphs. On receipt of such notice, the Tenderer/ Service Provider has to reply within 3 days.

18 INDEMNFICATION BY TENDERER/ SERVICE PROVIDER

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

19 EMPLOYEES

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

20 PAYMENT TERMS

20.1 The 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.

20.2 The Tenderer/Service provider shall raise an invoice with RGUKT GST Number in an acceptable proforma and in accordance with the rates quoted in price bid

20.3 The invoices shall be raised by the 5th of each succeeding month for the service provided during the preceding month. Payment will be made within 10days of receipt of the invoice. Payment will be made by account payee cheque.

20.4 Income tax will be deducted by the RGUKT from payment made to the Tenderer/ Services 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.

20.5 At the time of signing of the agreement, the Tender /Service Provider shall submit to the RGUKT, a photocopy of his PAN identity and ID Card for record.

20.6 Service Tax, EPF,ESI, other statutory duties/levies, as applicable shall be paid by the Tenderer/Service Provider to the concerned department 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.

21 PENALTY CONDITIONS

The vendor should ensure the feedback questioner given in the Annexure-5(i) and performance certificate given in Annexure-5(ii) i.e., (a) Timeliness of service, (b) Hygienic and cleaning of the surroundings, (c) Wearing of Uniform by House Keeping Contractor Employees while on Duty, and (d) Behavior and Courtesy of contractor employees towards Students and Institute Authorities.

The Performance of the Vendor in the above House Keeping services will be assessed every month by a committee constituted for the purpose with the

University/Institute staff, and payment of bills by RGUKT- Nuzvid will be in accordance with the performance index on average weightage.

The vendor will abide by the ratings given by the 'Committee' and the schedule of payment for different penalty index is as follows:

Penalty Index:

Average Weightage (%)	Penalty (%)
91%-100%	0%
87%-90%	3%
83%-86%	5%
79%-82%	10%
74%-78%	25%

- ✓ 79-82, if it happens more than 6 times, the service contract will deemed to be cancel.
- ✓ 74-78, if it happens for more than 3 times, the tender is slipped for cancellation.

22 PAYMENTS TO BE MADE TO THE WORKERS/SUPERVISORS BY THE TENDERER/SERVICE PROVIDER

The Tenderer/Service Provider shall make payments of wages to the Workers/Supervisors employed by him before 5th of succeeding month without waiting for the payment from the payment Employer. The service provider should submit the invoices along with the performance index.

23 FORCE MAJEURE

23.1 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 of any other factor beyond the control of the Tenderer/Service Provider.

23.2 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.

24 TERMINATION

24.1 The contract can be terminated

i. By either without cause, after giving to the other party at least two calendar months written thereof

ii. 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.

25 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 Registrar(i/c), RGUKT-A.P decision shall be final on all such matters and shall be binding on the Tenderer/ Service Provider.

26 DISCLAIMER

26.1 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.

26.2 Neither the 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 Tenders 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.

26.3 The RGUKT 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.

26.4 The RGUKT 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.

27 REJECTION OF TENDERS

27.1 The RGUKT 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.

27.2 No bidder is entitled to withdrawn his offer after submission. Incase such withdrawal, EMD deposited along with the tender schedule will stand forfeited.

27.3 For breach of any of the conditions prescribed in the tender as specified by the organization from time to time, the security Deposit is liable to the forfeited. Decision of the Director, RGUKT Nuzvid campus in this regard is final and binding on the contractor.

AREA MEASUREMENT

1. RGUKT – Nuzvid.

RGUKT – NUZVID CAMPUS				
S.No	**Details of the area to be cleaned**	**Area in sq. ft**	**Frequency of cleaning& mopping**	**Effective area required to be cleaned per day in sq. ft**
1	Academic area including class rooms	1,40,715	Thrice in a Week	60306
2	Office/labs/library etc	2,25,659	Once in a Day	225659
3	Hospital	16,572	Twice in a Day	33145
4	Circulation area including corridors, staircase	481217	Once in a Day	481217
5	Toilets and bath rooms	1,86,087	Twice in a Day	372175
6	Hostel rooms& SAC	4,93,731	Once in a week	70533
7	Open areas/ roads and for gardening	53,790	Thrice in a Week	23,053
8	Independent Bungalows	13,912	Once in a Day	13,912
	Total effective area to be cleaned per day in sq. ft (A)			1280000
Manpower Requirement for above said cleaning area				
Minimum no. of House Keeping workers required for each day				160
Supervisors				10
Total no of Housekeeping& Sanitation manpower required at RGUKT-Nuzvid Campus (B)				**170**

Note: 1. The agency shall be responsible for cleaning of the entire area as above.

2. 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.

3. The agency should take in to consideration the area and manpower while quoting the price lump sum for the campus.

28 Requirements

S. No	Details	Minimum House-Keeping workers (Unskilled)	Minimum Supervisor (Semi Skilled)
1	Nuzvid :- No. of Persons required	160	10

Note: i) For 8000 sq.ft, Housekeeping workers required = 1
ii) For every 16 unskilled workers, 1 supervisor should be employed.

29. Applicable Law

The successful Agency shall comply with Governments Labor 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.

30. Canvassing

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

Annexure -1

Bidder Information

1	Name of the organization	
2	Year of establishment	
3	Complete postal address	
4	Name & Designation of Authorized person	
5	Phone No.'s	
6	Fax No.	
7	Email	
8	Nature of the firm (Proprietary/partnership/etc…)	
9	**Bank Details of the Agency:**	
	Bank Name	
	Bank Address	
	Bank Account Number	
	IFSC Code	
10	PAN No.	
11	GST No.	
12	EPF Registration No.	
13	ESI Registration No.	
15	GST Registration No.	
16	Registration with Labor 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-2
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 Housekeeping services as per the specification given by RGUKT 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 The RGUKT may imposed any action as per the rules.

Date :

Place :

Name :

Business Address :

Signature of Bidder :

Seal of the Bidder :

Annexure -3
Bidder letter form

From:
(Registered name and address of the bidder)

To
The Director
RGUKT – Nuzvid campus
Nuzvid, Krishna District
Andhra Pradesh - 521202

Sir,

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

We undertake to provide above services, as assigned to us in conformity with the said bidding documents, which may vary in accordance with the schedule of prices attached herewith and coverage options made by RGUKT.

If our bid is accepted, we undertake to:

(a). Provide services /execute the work according to the time schedule specified in the bid document,

(b). Obtain the performance guarantee from a scheduled bank in accordance with bid requirements for the due performance of the contract, and

(c). Agree to abide by the bid conditions, which remain binding upon us during the entire bid validity period and bid, may be accepted any time before the expiration of that period.

(d). We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid, and that you will not defray any expenses incurred by us in bidding.

Place: **Bidder's Signature**

Date: **Seal.**

Annexure -4
D E C L A R A T I O N (on Company Letter Head)

From:
(Registered name and address of the bidder)

To
The Director
RGUKT – Nuzvid campus
Nuzvid, Krishna District, Andhra Pradesh - 521202

Dear Sir,

Sub.: Tender for providing Housekeeping Services at RGUKT Nuzvid campus – Reg.

****

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

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

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

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

I / We here by further declare that I/we shall abide the Institute rules and regulations in terms housekeeping service at RGUKT.

YOURS SINCERELY

SIGNATURE & STAMP OF THE TENDERER

Annexure -5(i)

FEEDBACK CERTIFICATE FOR HOUSEKEEPING SERVICES

for the month of _____

I. Buildings

i. Class rooms & Toilets

1. Quality of the tasks completed by the housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
2. Timeliness of housekeeping staff's response to the inquiries and requests for service or assistance
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
3. Behaviour/Conduct of housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
4. Is trash cans are provided as per the standard protocol
   a. Yes b. No
5. Is the sufficient housekeeping staff deployed to complete assigned task?
   a. Yes b. No

ii. Hostel rooms & Toilets

1. Quality of the tasks completed by the housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
2. Timeliness of housekeeping staff's response to the inquiries and requests for service or assistance
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
3. Behaviour/Conduct of housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
4. Is trash cans are provided as per the standard protocol
   a. Yes b. No
5. Is the sufficient housekeeping staff deployed to complete assigned task?
   a. Yes b. No

iii. Office rooms

1. Quality of the tasks completed by the housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
2. Timeliness of housekeeping staff's response to the inquiries and requests for service or assistance
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
3. Behaviour/Conduct of housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
4. Is trash cans are provided as per the standard protocol
   a. Yes b. No
5. Is the sufficient housekeeping staff deployed to complete assigned task?
   a. Yes b. No

iv. Corridors

1. Quality of the tasks completed by the housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
2. Timeliness of housekeeping staff's response to the inquiries and requests for service or assistance
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
3. Behaviour/Conduct of housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
4. Is trash cans are provided as per the standard protocol
   a. Yes b. No
5. Is the sufficient housekeeping staff deployed to complete assigned task?
   a. Yes b. No

II. Open premises

1. Quality of the tasks completed by the housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
2. Timeliness of housekeeping staff's response to the inquiries and requests for service or assistance
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
3. Behaviour/Conduct of housekeeping staff
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
4. Is trash cans are provided as per the standard protocol
   a. Yes b. No
5. Is waste skips are provided on every building
   a. Yes b. No
6. Is waste skips are cleaned regularly
   a. Yes b. No
7. Is the sufficient housekeeping staff deployed to complete assigned task?
   a. Yes b. No

III. Materials

1. Quality of the material for the class rooms, hostel rooms, office rooms, corridors and premises used by the Housekeeping (Hygiene product)
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
2. Quality of the material for the toilets used by the Housekeeping (Hygiene product)
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor
3. Is housekeeping supervisor is checking expiry date of the material prior to start daily activities
   a. Yes b. No
4. Quantity of the material for the class rooms, hostel rooms, office rooms, corridors and other specified premises used by the Housekeeping
   a. Excellent b. Good c. Satisfactory d. Below Satisfactory e. Poor

IV. Attendance

1. Is Housekeeping attending to the college regularly
   a. Yes b. No
2. Is housekeeping being punctual
   a. Yes b. No
3. Is the sufficient housekeeping staff maintained in shift (If any)?
   a. Yes b. No
4. Is Housekeeping supervisor attending to the college regularly & being punctual?
   a. Yes b.No

V. Uniforms

1. Is housekeeping staff wearing clean and tidy Uniform regularly
   a. Yes b. No
2. Is housekeeping staff wearing mask and safety glows while performing tasks
   a. Yes b. No

NOTE:

a) The respective weightage listed below ranging from 11% (Min.) to15% (Max.) is applicable for the options of Questions of **I(i), I(ii), III and IV :**

i) Excellent	15% weightage
ii) Good	14% weightage
iii) Satisfactory	13% weightage
iv) Below Satisfactory	12% weightage
v) Poor	11% weightage
vi) Yes	15% weightage
vii) No	11% weightage

b) The respective weightage listed below ranging from 7.5% (Min.) to 10% (Max.) is applicable for the options of Questions of **I(iii), I(iv), II and V :**

i) Excellent	10.0 % weightage
ii) Good	9.3 % weightage
iii) Satisfactory	8.7 % weightage
iv) Below Satisfactory	8.1 % weightage
v) Poor	7.5% weightage
vi) Yes	10% weightage
vii) No	7.5% weightage

Annexure - 5(ii)

SATISFACTORY PERFORMANCE CERTIFICATE FOR HOUSEKEEPING SERVICES

for the month of _____

Sno	Performance Area	Index given by the Unit		Average Weightage (%)
		Minimum Weightage (%)	Maximum Weightage (%)	
1	Buildings - Class Rooms & Toilets - Hostel Rooms & Toilets - Office Rooms - Corridors	 11.0% 11.0% 7.5% 7.5%	 15% 15% 10% 10%	
2	Open Premises	7.5%	10%	
3	Material	11.0%	15%	
4	Attendance	11.0%	15%	
5	Uniforms	7.5%	10%	
	Total	**74%**	**100%**	

For Example: **Average weightage** for Class Rooms & *Toilets* (CRT) $= \frac{CRT_1+CRT_2+CRT_3+ \ldots\ldots\ldots + CRT_N}{N}$

*** Minimum weightage is 11%, maximum weightage is 15% for each CRT*

For Example: **Average weightage** for Office Rooms (OR) $= \frac{OR_1+OR_2+OR_3+ \ldots\ldots\ldots + OR_N}{N}$

*** Minimum weightage is 7.5%, maximum weightage is 10% for each Office Room (OR)*

Penalty Index:

Average Weightage (%)	**Penalty (%)**
91%-100%	No Penalty
87%-90%	3%
83%-86%	5%
79%-82%	10%
74%-78%	25%

- ✓ 79-82, if it happens more than 6 times, the service contract will deemed to be cancel.
- ✓ 74-78, if it happens for more than 3 times, the tender is slipped for cancellation.

Committee members:

Sno	**Name of Member**	**Position**	**Signature**
1			
2			
3			

Administrative Officer **DIRECTOR**

Bid Security (EMD) form

(To be issued by any Nationalized Bank in India and having at least one branch in Nuzvid)

Whereas……..(here in after called " the Bidder") has submitted its bid Dated……..(Date). For the execution of …….(here in after called "the Bid")
KNOW ALL MEN By these present that WE……of …….having our Registered office at ……..(herein after called the "Bank") are bound unto the Rajiv Gandhi University of Knowledge Technologies. (herein after called "The RGUKT or the University") in the sum of …….for which payment well and truly to be made to the said RGUKT itself, its successors and assignees by these presents.
The conditions of these obligations are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the RGUKT during the period of bid validity
    1) Fails or refuses to execute the contract form if required; or
    2) Fails or refuses to furnish the performance security, in accordance with the bid requirement;

    We undertake to pay the RGUKT up to the above amount upon receipt of its first written demand, without the RGUKT having to substantiate its demand, provided that in its demand the RGUKT will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

    This guarantee will remain in force up to and including 90 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Place: Signature of the Bank

Date: and seal.

AGREEMENT

This agreement made on the …… day of ……., 2021 between Rajiv Gandhi University of Knowledge Technologies, Nuzvid, Nuzvid, Krishna District, Andhra Pradesh (hereinafter referred to as " RGUKT-Nuzvid" 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 " …… (herein after, 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-Nuzvid 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:-

Payment terms	
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-Nuzvid 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. Contractor `s common seal: Place Date:	For. Rajiv Gandhi University of Knowledge Technologies, Nuzvid RGUKT- Nuzvid common seal: Place: Date:
In the presence of:..... 1. 2.	1. 2.

FINANCIAL BID

The Bidders have to strictly following the format available without any change in particulars: In case any changes made in particulars or formats then the same will not be considered for evaluation. I/we have gone through, understood fully and declare that I/we shall abide by the terms and conditions detailed in the tender document for undertaking the House Keeping Service to RGUKT.

S.No	Item	Unit	Total Area	Unit Rate per month Sq.ft @month	Total Price per month
1	RGUKT Nuzvid Institute Housekeeping and sanitation area	Sft.	12,80,000		

Note:

1. I/We have gone through the entire terms & conditions as stipulated in the tender enquiry document and confirm to accept and abide the same.
2. No other charges would be payable by the RGUKT.
3. 2% TDS & 2% -TDS on GST as per applicability shall be deducted monthly from the gross billed amount to be paid to the contractor.

Authorized signatory of the company with seal