

BID DOCUMENT

E-Procurement

Open Competitive Bid (OCB)

for

Providing of Housekeeping Services on Outsourcing Basis through Agency

at

**RGUKT-Nuzvid Campus
(Located at Nuzvid, Eluru District)**

Proprietary & Confidential



RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES

**RGUKT-Nuzvid
Eluru District,
Andhra Pradesh,
Pin: 521202**

Newspaper advertisement

Hindu Paper Advertisement



Rajiv Gandhi University of Knowledge Technologies - Nuzvid
Mylavaram Road, Nuzvid-521 202, Eluru Dist., A.P.

Tender Notice

Dt.: 01.10.2025

No.2/RGUKT-NZD/Tenders/2025-26.

Online tenders are hereby invited through e-procurement portal towards:

1. Providing of Housekeeping Services on Outsourcing Basis through Agency. 2. Selection of Service Provider for providing Outsourcing Manpower. 3. Providing of Security Services on Out Sourcing Basis through Agency, 4. Providing 2GBPS Internet leased line, and Access Points on rental basis.

For further details please visit website www.rguktn.ac.in or <https://tender.apecurement.gov.in>

Eenadu Paper Advertisement



Rajiv Gandhi University of Knowledge Technologies - Nuzvid
Mylavaram Road, Nuzvid-521 202, Eluru Dist., A.P.

Tender Notice

Dt.: 01.10.2025

No.2/RGUKT-NZD/Tenders/2025-26.

Online tenders are hereby invited through e-procurement portal towards:

1. Providing of Housekeeping Services on Outsourcing Basis through Agency. 2. Selection of Service Provider for providing Outsourcing Manpower. 3. Providing of Security Services on Out Sourcing Basis through Agency, 4. Providing 2GBPS Internet leased line, and Access Points on rental basis.

For further details please visit website www.rguktn.ac.in or <https://tender.apecurement.gov.in>

Section - I
Tender Call notice

Time schedule of various tender related events

Bid calling date	01.10.2025
Bid document downloading start date	01.10.2025 at 05.30 AM
Pre bid meeting at I3 Block-Room No: G38	08.10.2025 at 11.00 AM
Bid document downloading last date	15.10.2025 at 05.00PM
Last date & time for uploading of documents online	15.10.2025 at 05.30PM
Technical bid (PQ stage) opening date & time	16.10.2025 at 09.30AM
Price Bid opening date & time	16.10.2025 at 10.00 AM

Note:

1. Submission of Hard copies of technical bid and financial bids are not mandatory.
2. **Bidders are advised to participate in the tender only after the Pre-Bid meeting.**
3. After participating in the tender, acknowledgement mail should be sent to ao@rguktn.ac.in, procurement@rguktn.ac.in as format specified in the Annexure IX.

Note: The dates stipulated above are firm and under no circumstances they will be relaxed unless extended by an official notification or happen to be Public Holidays. For the assistance in the online submission issues, the bidder may contact the help desk of M/s. VUPADHI (<https://tender.apecurement.gov.in>) at their e-mail address: contact@vupadhi.com , Phone: 08645-246370/71/72/73/74.

For any clarification and further details on the above tender please contact: 7670905562

CLARIFICATIONS:

- i. Queries if any can be made through e-mail only on ao@rguktn.ac.in or before xx.xx.2025. 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-Nuzvid website i.e. www.rguktn.ac.in as well as on e-procurement platform <https://tender.apecurement.gov.in> .
- iii. The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/ amendments issued if any.

Sd/-
Administrative Officer,
RGUKT-Nuzvid

Section I
INVITATION FOR BIDS

Subject: Providing of Housekeeping Services on Outsourcing Basis through Agency at RGUKT-Nuzvid

INVITATION FOR BIDS: -

1. Bids are invited on the e-procurement platform from the Registered Suppliers/contractors/Service Providers for Housekeeping Services on Outsourcing Basis through Agency at RGUKT located at Nuzvid in Eluru 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.apecurement.gov.in>.
2. In-order to participate in the tender, bidders have 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.50,000/-** through AP e-procurement portal.
4. The bidder/s shall furnish, as part of the bid, the Bid security (EMD) a for an amount of **15,00,000/-** (Rupees Fifteen Lakh Only) Online transfer only through E-procurement site.
5. The RGUKT-Nuzvid will consider only the bids submitted through on-line over the copies of the paper-based bids.
6. The RGUKT-Nuzvid will not accept the tenders from blacklisted companies or undependable Suppliers whose past performance with RGUKT-Nuzvid 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:**7670905562** or Email: ao@rguktn.ac.in

Sd/-
The Administrative Officer,
RGUKT-Nuzvid.

SECTION-II**STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID**

S. No	Item	Description
1	Name of the work	Providing of Housekeeping Services on Outsourcing Basis through Agency at RGUKT Campus located at Nuzvid in Eluru District.
2	Bid Document fee	Rs. 50,000/- (Non-refundable)
3	EMD	Rs.15,00,000/- (Rupees Fifteen Lakh Only) (No interest will be payable).
4	Bid Validity Period	180 days from the date of opening of commercial bid
5	EMD Validity Period	90 days from the date of opening of commercial bid
6	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.
7	Variation in personnel	RGUKT-Nuzvid reserves right to increase or decrease the personnel and designations.
8	House Keeping Workers (Un Skilled) + House Keeping Supervisor (Semi-Skilled) Zone-II (including Relievers)	210+10
10	Housekeeping consumables and Materials	Housekeeping Consumables and materials will be supplied by the Institute as per requirement.
11	Period for furnishing performance Security	Within 14 days from date of receipt of Letter of Intent.
12	Performance security value	10 % of annual contract value (No interest will be payable)
13	Performance security validity period	60 days beyond contract period
14	Period for signing the order Acceptance	Within 14 days from date of receipt of notification of award
15	Bid submission	Online only
16	Procedure for Bid Submission	Bids shall be submitted online on https://tender.apecurement.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.apecurement.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. - 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. - 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.	
17	Other conditions	- The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation. - The University will not hold any risk and responsibility regarding non-visibility of the scanned and uploaded documents. - 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/EMD will be forfeited.	
18	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.	
19	Placing work order	The University/Institute will place work order on identified successful bidder. The decision of the Registrar /Director RGUKT is final in this regard The University Institute 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.
20	Payment Terms: After Commencement of work	Monthly payment will be released based on the attendance particulars certified by the concerned authorities and along with performance certificate. The Payment will be made/done Via Treasury/APCFMS/ RGUKT-Nuzvid.
21	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 university 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 university staff, and payment of bills by RGUKT - Nuzvid will be in accordance with the performance index on a 100-points scale. 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 90-100-----No penalty 86-89-----3% 80-85-----5% 70-79-----10% 60-69-----25% 50-59-----30% 5) 70-79, if it happens for more than 6 times the service contract will deem to be cancelled. 6) 60-69, if it happens for more than 4 times the tender is deemed for cancellation. 7) 50-59, if it happens for more than 3 times the tender is deemed for cancellation. 8) If it is below 50, Institute reserves the right to decide the penalty and reserves the right to terminate the contract.
22	Payment terms	Monthly payment will be released based on the day wise biometric attendance particulars and performance certificate certified by the concerned authorities.
23	Note	1. The existing staff should be given preference in the process of filling the posts. 2. The Agency should provide a qualified representative at their own expense to process the

		salary bills, EPF, ESI for every month and he/she shall be responsible in resolving all the related queries. 3. RGUKT Nuzvid shall not be made responsible in the processing of bills. 4. Failure to provide a duly authorized representative shall result in the non-issuance of the Work Satisfactory Certificate by the Institute and may further constitute grounds for termination of the contract.
--	--	---

SECTION-III

1) PREAMBLE:

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

2) SCOPE OF WORK

The Bidders should provide House Keeping services throughout contract period in the premises of RGUKT, located at Nuzvid in Eluru District. The FMS (facility management services) including cleaning of Academic block class rooms, Hostel rooms, study rooms, and its Toilets, Bathrooms including blockages 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 be 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 Labour provided for pump operations provided by the contractor have to attend to observe the water levels in the overhead tanks, sumps and shall assist the water works staff at pump room. The firm should engage housekeeping machinery Operators separately and the Mazdoors should not be used as machinery operators.

Nature of Duties:

- 1) Cleaning, Sweeping and wet mopping of entire office floors, rooms, stair cases, corridors, front yard, academic blocks etc.
- 2) Cleaning of all toilets, urinals and bathrooms with appropriate detergents/chemicals twice each day.
- 3) 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.
- 4) Cleaning of utensils, equipment in canteen/guest house.
- 5) Sweeping of parking areas, roads and surrounding areas of the buildings.
- 6) Cleaning of all dustbins, etc., the garbage collected in the dustbins should be disposed at the specified place.
- 7) Miscellaneous services such as serving of drinking water daily and refreshments etc., during meetings/ seminars/conferences.
- 8) Lifting, carrying and disposing the dead birds, dead animals, rats, insects, etc., if found in and around the premises.

- 9) The plastics & garbage between waterline and railing of all Rooms (hostels and academic blocks) and Guest House shall be removed
- 10) 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.
- 11) 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
- 12) The HKS personal should clean particulate glasses, windows glasses, window grills and grills every day.
- 13) 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.
- 14) The firm should apply vacuum cleaning of the carpets, sofas upholstery, curtains and Venetian blinds.
- 15) The firm should make own arrangements for washing of bed sheets/ window curtains etc.
- 16) The firm should wash the walls surface tiles & scrubbing the toilet floor area with disinfectant
- 17) The firm should place the Naphthalene balls, room fresheners, and soaps in the Toilet Blocks and liquid mosquito repellents in all rooms of Guest House.
- 18) Garden work and any others work assigned by the Institute Authorities from time to time.
- 19) 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.
- 20) Cleaning of surface drains. Removing cob webs.
- 21) Internal and external cleaning of window panes, doors, and fans/corridors
- 22) Cleaning of roof tops, false ceiling, Venetian/ vertical blinds, ceilings, walls etc., with soft brooms and cloth.
- 23) 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.
- 24) The terraces and water tanks, underground sumps and drains should be cleaned.
- 25) If, any others work 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 campus Nuzvid 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 financial bid 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) EARNEST MONEY DEPOSIT/SECURITY DEPOSIT

- 8.1 The tender should accompany with Earnest Money Deposit (EMD) for Rs. 15,00,000/- through online only.
- 8.2 The EMD will be returned to unsuccessful Bidders, whereas in the case of successful Bidders, it will be retained.
- 8.3 The successful Bidder 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 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) ELIBIBILITY CRITERIA

- 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 14001:2015, ISO 45001:2018, SA 8000-2014 & ISO 27001:2022 valid as on 01.09.2025.

- 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 Facility Services / House Keeping and Sanitation Services to Central/ State run Universities, Private Companies/ Deemed to be University or any other reputed educational institutions during the last **three (03) financial years 2022-23, 2023-24, 2024-2025**. (Copies of Work Order and Satisfactory Certificate to be submitted and also 26AS to be submitted)
- 9.5. The bidder should have adequate experience of 03 Years in maintenance involving buildings relating to Central/ State run Universities, Private Companies / Deemed to be University or any other reputed educational institutions. (Copies of Work Order and Satisfactory Certificate to be submitted). (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:
 - 9.4.1 PAN Card
 - 9.4.2 Labor License.
 - 9.4.3 EPF Registration
 - 9.4.4 ESI Registration
 - 9.4.5 GST Registration
- 9.8. Average Annual Turnover of the Agency/Firm should not be less than 4.0 Crores for the last three each year's (Financial Years) viz. FY **2022-23, 2023-24, 2024-2025**. A Certificate of the Bidders turnover for the years **2022-23, 2023-24, 2024-2025** 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 services not less than Rs.60 LAKHS to any TWO organization of the preceding three years (Financial Years) viz. FY **2022-23, 2023-24, 2024-2025**. 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 / Facility 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 EPF and ESI challans (payment proof with TRRN details should be enclosed for FY 2022-23,2023-24,2024-2025)
- 9.11. The bidders should have experience of providing 10 YEARS OF EXPERIENCE/SERVICE in one organization with the category of institutions / University / Govt., Semi Government or Public Undertaking Sectors / Private Companies viz. FY 2009-2010 - 2024-25. AND ANY ONE Rs. 1 (one) CRORE OR TWO Rs. 60 LAKHS (SIXTY LAKHS) WORK ORDER in any institutions / University / Govt., Semi Government or Public Undertaking Sectors in any 3 (THREE) Continuous years during the three years out of (Financial Years) viz. FY 2009-2010 - 2024-25. Proof of Experience Certificate should be submitted.

Copies of agreements and work orders cannot be treated as proof of experience.

- 9.12. 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.
- 9.13. Latest Income Tax Saral form/Returns filed (for AY **2022-23, 2023-24, 2024-2025**)
- 9.14. List of Present Clients with contract address & telephone numbers.
- 9.15. 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 copies 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, RGUKT Nuzvid-A.P. reserves the right to verify the credentials of the bidder as per the eligibility criteria.
- 10.5 The Administrative Officer, RGUKT-Nuzvid 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 Administrative Officer, RGUKT Nuzvid reserves the right to issue instructions / modifications at any point of time before award of contract.
- 10.8 The firm/agency shall invariably furnish 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 Bidder. Department will not take any responsibility for any delay or non-receipt of tenders.
- 10.9 The documents that are uploaded online on e-market place will only be considered for bid evaluation. Any other condition regarding receipt of tenders in conventional method appearing in the tender documents may please be treated as not applicable.

- 10.10 Even though the firm/agency meets the above qualifying criteria, they are subjects to be disqualified if they have made misleading or false representations in the forms, s and attachments uploaded/ submitted in proof of the qualification requirements; and/or record of poor performance such as abandoning the services, not properly, providing Services, litigation history, financial failures etc.
- 10.11 His address shall be given. If it is made by a firm, it shall be signed with the co-partnership name by a member of the firm, who shall also sign his own name and the name and address of each member of the firm shall be given, if the tender is made by a corporation, it shall be signed by a duly authorized officer who shall produce with his tender satisfactory evidence of his authorization. Such tendering corporation may be required before the contract is executed, to furnish evidence of its corporate existence. Tenders signed on behalf of G.P.A. holder will be rejected.
- 10.12 The Bidder / Agency quotes agency Commission / Service Charges **"Nil"** / **"Abnormal Low Charges"** as their service charges to become the lowest bidder (L1), their bid will be considered unresponsive and will not be entertained and the bid will invariably be rejected vide O.M No. 29/2024-PPD Dt.28-01-2014 of Ministry of Finance, Govt. of India.
- 10.13 In case of tie in the prices quoted by the bidders (i.e. if more than one bidder quotes least price) the short listing will be done by giving points in the following aspects. The firm which gets highest points will be awarded contract.
- 10.14 Agency is solely responsible for any loss incurred in the Institute when such loss is caused by gross negligence of outsourced personnel engaged, the Department is entitled to recover such loss from the agency.
- 10.15 Agency should comply with all instructions issued by Government from time to time including for the welfare of Housekeeping Personnel
- 10.16 As per Government guidelines, two more service providers are to be kept in reserve, apart from the successful Bidder, 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 have to be terminated.
- 10.17 The Service Provider/Contractor shall abide by the rules and regulations of the Institute in regarding payment of wages and rule of reservation as per 100point roster system which is available in social welfare department, A.P. Government while providing the housekeeping personnel.
- 10.18 Agency has to furnish remuneration bill to the Institute by 1st of every month so as to ensure payment to Housekeeping personnel on 5th of every month. Agency should ensure payment to the personnel by 6th of every month, even if there is any delay in remittance of amount to them from the Institute in a particular month.
- 10.19 Payment shall be credited into bank accounts of the respective individuals and the agency shall produce an acquaintance every month. Agency has to produce proof duly showing remittance of EPF, ESI as per Acts and Rules every month separately for the personnel outsourced. Only upon production of proof of remittances of wages/payment and all other statutory deductions of previous month, payment bill for the succeeding month will be cleared. Any statutory revision of taxes will be allowed by the Institute.

- 10.20 Agency will be responsible as employer of Housekeeping Services to maintain personnel records such as pay rolls, attendance sheets, leave records, service records etc., which shall be readily available for scrutiny / inspection by the officials of the Institute.
- 10.21 Agency has to submit list of EPF / ESI Account numbers of all employees engaged in the Department and it is the responsibility of the agency to provide identity cards of EPF / ESI to them.
- 10.22 Agency is alone responsible to meet any claims of the Security Personnel supplied by it under any of the Labour Enactments such as Workmen's Compensation Act, etc.
- 10.23 The EMD will not yield any interest and will be refunded after satisfactory completion of contract period. EMD of unsuccessful bidders will be refunded after finalization of Tenders.
- 10.24 Any excess deductions made by agency in violation of Government instructions shall result in stringent action including termination of contract. In case of any excess payment made to agency, the same shall be recovered from the agency in the subsequent bills or from the EMD made available with the Institute.
- 10.25 Agreement made with agency is a time-bound one and there would be no commitment to extend it beyond the contractual period. However, contract can be modified with mutual consent only. Termination of agreement before contractual period can be done by giving one month's notice from either side.
- 10.26 Agency shall not enter into sub-contracts or appoint any other agent to perform obligations arising under the outsourcing agreement which leads to the termination of the contract
- 10.27 The Agency must have a full-fledged functional office at Vijayawada/Amravati or at any district of AP with valid Address Proof to be submitted.
- 10.28 Before submission of the tender, Bidders are required to make themselves fully conversant with terms and conditions, so that no ambiguity arises at a later date in this respect.
- 10.29 At any time prior to the deadline for submission of proposals,
- 10.30 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 Bidders 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.
- 10.31 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 In case of refusal or delay or failure leading to the withdrawal of providing manpower by the approved agency, the EMD shall be forfeited.
- 10.33 Any disputes arising out of this agreement shall be subject to the jurisdiction of the Courts at, RGUKT-Nuzvid - AP is located.
- 10.34 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

- 10.35 The Administrative Officer, RGUKT Nuzvid-AP has full right to reject/cancel/postpone/negotiate the tenders without assigning any reasons.
- 10.36 The entire tender document should be duly signed & sealed by the bidder.
- 10.37 The requirement of housekeeping personnel services will be purely need based. Therefore, the number of Contractor's workers may be increased or decreased anytime.
- 10.38 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.
- 10.39 BID should be strictly in conformity with the Terms and Conditions mentioned in the tender schedule.
- 10.40 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 this details/information to RGUKT-Nuzvid as and when called for. The Agency should provide ID card to the individual as decided by the Institute
- 10.41 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.
- 10.42 No person below the age of 18 (Eighteen) years shall be employed at RGUKT-Nuzvid.
- 10.43 All the employees of the contractor will have to be covered under insurance against any personal accident by the Agency/Service Provider and RGUKT-Nuzvid AP will not be liable for payment of any compensation on the account
- 10.44 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.
- 10.45 No wage/remuneration will be paid to deployed persons for the days of absence from duty.
- 10.46 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.
- 10.47 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.

10.48 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 shall submit their technical bids, price bids as per the standard formats available at the e-procurement portal.

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 acknowledgement (annexure-9) should be sent to ao@rgukt.ac.in.

11.7 Failure to furnish any of the uploaded documents, certificates, will be entitled in rejection of the bid. The University 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 shortlisting 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 Administrative Officer, RGUKT Nuzvid 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 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-Nuzvid 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 University reserves the right to accept or reject any / or all the tenders without assigning any reasons whatsoever. The Administrative Officer, RGUKT Nuzvid also reserves the right to cancel the selection process for award of the contract at any time. The decision of The Administrative Officer, RGUKT-Nuzvid is final and binding.

12.9 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. even after if it is tie based on presentation of handling project, the tender will be awarded by the decision of the Director RGUKT Nuzvid. The Director is the final authority.

12.10

Weightage of Technical Bid to be filled by the Agency/Contractor Weightage-50Marks						
S.No	Description	Maximum Marks	Awarding Criterion		Obtained Marks	Proof attached Yes or no
			Marks	Criterion		

1.	Outsourcing Service (OS) License and ISO Certification	5	1	OS of Andhra Pradesh		
			2	ISO 45001:2018 certificate		
			2	ISO9001:2015 certificate		
2.	Years of Experience in the Outsourcing Services	15	15	Above 15		
			10	Above 10 to 15		
			5	Above 5 to 10		
3.	Average turnover (in INR Cores) for the preceding three financial years	10	10	Above 10		
			8	Above 7 to 10		
			6	Above 5 to 7		
			4	Above 4 to 5		
4	Total number of workers continuously on rolls for last 3 financial year, will be verified from EPF Portal	10	10	Above 300		
			8	250-300		
			6	200-250		
			4	150-200		
5.	1 MAN POWER Contract (with annual value above 100 lakhs) or 2 MAN POWER Contracts (with annual value above 50 lakhs)	10	10	7- 10 years		FORM 26AS AS PROOF
			5	5-7 years		
			2	3-5 years		

13. VALIDITY OF THE TENDER

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

14. RATES

- The payment minimum wages (Outsourcing) will be paid as per the rates prescribed by the COMMISSIONER OF LABOUR, A.P, Govt. of. A.P, VIJAYAWADA may be adopted.

The payment of minimum wages will be paid as per the rates prescribed by the COMMISSIONER OF LABOUR, A.P, Govt. of. A.P, VIJAYAWADA AND THE COMPETENT AUTHORITY UNDER MINIMUM WAGES ACT, 1948 from time to time.

- The rates indicated in the Price Bid shall remain firm and fixed and no additional amount shall be paid during the period of contract, except increase / decrease on GST, EPF & ESI made by the Government

15. RESPONSIBILITIES OF THE BIDDER/ SERVICE PROVIDER

- 16.1 The House Keeping personnel engaged by the Bidder/Service Provider at the Employer's premises shall be the employees of the Bidder/Service provider for all legal purpose and consequences and not of the Employer.
- 16.2 The Bidder/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 Bidder/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 Housekeeping material such as housekeeping consumables will be supplied by the Institute as per requirement of the Institute.
- 16.5 The Bidder/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 Bidder/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 Bidder/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 Bidder/Service provider as deemed by the Employer, but such inspection shall

not absolve the responsibilities and obligations of the Bidder/Service provider enumerated under these presents.

- 16.8 The Bidder/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 Bidder/Service provider to the satisfaction of the Employer.
- 16.10 The Bidder/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 Bidder/Service provider shall not supply or provide any services of the staff/employees provided by the Bidder/service provider to the employer at the estate of any other company/client, who are not connected with the employer.
- 16.12 The Bidder/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 Bidder/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 Bidder/Service Provider.
- 16.14 The Bidder/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 Bidder/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 Bidder/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 Bidder/Service Provider's House Keeping personnel and the Bidder/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 Bidder/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 Bidder/Service provider alone shall take the responsibility.
- 16.17 The Bidder/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 Bidder/Service provider.
- 16.18 The Bidder/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 Bidder/Service provider needs to maintain workers attendance through BIO-METRIC system only for both in and out.
- 16.20 The Bidder/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.

17 STATUTORY LIABILITIES OF THE BIDDER/ 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 and Gratuity etc., as amended from time to time will be met by the Bidder/Service Provider only. The Bidder/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 Bidder/Service provider will have to be necessarily registered with the ESI and PF Authorities and other necessary authorities as required and the applicable office/Shops & Establishment Act.
- 17.2 The Bidder/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 Bidder/Service provider will keep the Employer indemnified against all such risks.

- 17.4 The Bidder/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 Bidder/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 Bidder/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 Bidder/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 Bidder/ Service Provider upon discovering any instance where the Bidder/ Service Provider have failed to comply with the provisions as given in above paragraphs. On receipt of such notice, the Bidder/ Service Provider has to reply within 3 days.

18 INDEMNIFICATION BY BIDDER/ SERVICE PROVIDER

The Bidder/ Service Provider at all times will keep the Employer indemnified against all costs, damages, losses claim 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 Bidder/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 Bidder/Service Provider.
- 20.2 The Bidder/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 The Payment will be made/done Via Treasury/APCFMS/RGUKT.
- 20.5 Income tax will be deducted by the RGUKT from payment made to the Bidder/ 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.
- 20.6 At the time of signing of the agreement, the Bidder /Service Provider shall submit to the RGUKT, a photocopy of his PAN identity and ID-Card for record.
- 20.7 Service Tax, EPF, ESI, other statutory duties/levies, as applicable shall be paid by the Bidder/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.
- 20.8 Service Provider should deploy a representative at institute level to address the issues related to EPF, ESI of the employees.

21 PENALTY CONDITIONS

The vendor should ensure (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 service will be assessed every month by a committee constituted for the purpose with the university staff, and payment of bills by RGUKT-Nuzvid will be in accordance with the performance index on a 100-points scale.

The vendor will abide by the ratings given by the committee and the schedule of payment for different ratings are as under

Penalty index	
90-100-----	No penalty
86-89-----	3%
80-85-----	5%
70-79-----	10%

60-69-----25%

50-59-----30%

70-79, if it happens for more than 6 times the service contract will deem to be cancelled.

60-69, if it happens for more than 4 times the tender is deemed for cancellation.

50-59, if it happens for more than 3 times the tender is deemed for cancellation.

If it is below 50, Institute reserves the right to decide the penalty and reserves the right to terminate the contract.

1. RGUKT shall be entitled to impose any penalty to the extent of Rs.10,000/- (Rupees ten thousand only) on the first occasion upon the agency in the event of breach, violation contravention of any of the terms and conditions contained the agreement brought to the notice. If the lapse is repeated again, the extent of penalty will be doubled on each such occasion. The decision of the Director, RGUKT Nuzvid in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below, but these are not exhaustive but illustrative and penalty may be imposed on any violation/breach or contravention of any of the terms & conditions as well assigned duties and responsibilities.
 - a) If the personnel are not found in proper uniform, and not displaying photo identity card.
 - b) If the personnel found indulging in smoking/Drugs/drinking alcohol while on duty.
 - c) If any personnel found performing the duty by submitting a fake name and address.
 - d) If the personnel deployed are found absent from duty or sleeping or found engaged in irregular activities.
 - e) If the personnel deployed are found involving in any gaming activities/heavy usage of smart phones during duty hours.
 - f) If the personnel deployed are found misbehaving with staff, students, and residents in any illegal/unethical activities.

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

The Bidder/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 Bidder/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 Bidder/Service Provider.

23.2 No liability shall be attached to the Bidder/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 Bidder/Service Provider fails to fulfill their tasks to the satisfaction of the Employer. Such failures constitute a breach of the Bidder/ 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 Administrative Officer(i/c), RGUKT Nuzvid-AP decision shall be final on all such matters and shall be binding on the Bidder/ 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 Administrative Officer, RGUKT-Nuzvid-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.
- 26.4 The Administrative Officer, RGUKT Nuzvid-AP reserves the right to change any or all of the provisions of this tender. Such changes would be intimated to all parties procuring this Request for Proposal.

27 REJECTION OF TENDERS

- 27.1 The Administrative Officer, RGUKT Nuzvid 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 Administrative Officer, RGUKT Nuzvid-A.P.in this regard is final and binding on the contractor.

28 Requirements:

S. No	Details	Minimum House-Keeping workers (Unskilled)	Minimum Supervisor (Semi Skilled)
1	Nuzvid: - No. of Persons required	220	00

***- Including relievers.**

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.

AREA MEASUREMENT

1. RGUKT - Nuzvid.

S. No	Item	Unit	Total Area	Total Area
1	Academic Clusters	Sft.		18,00,000 Sqft
2	Lectures Halls	Sft.		
3	Boys Hostels	Sft		
4	Girls Hostels	Sft.		
5	Corridors	Sft.		
6	Open Area	Sft.		
7	Library	Sft		
8	Student Activity Centre	Sft.		
9	Administrative Blocks	Sft.		

10	Labs			
11	Toilets and Wash Rooms			
12	Open area i.e grass removal roads cleaning,			

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

Annexure-I
Technical Bid Check List

S. No	Description	YES/NO	Remarks
1	Payment receipt for Bid Processing Fee of Rs 50,000/-		
2	Payment receipt for EMD/ Bid Security of Rs. 15,00,000/-		
3	Bidder Letter Form (Annexure II)		
4	Bidder Information Sheet (Annexure III)		
5	Valid Registration certification of the Agency/Firm Company under Companies Act 1956/2013 / LLP / Partnership under Act 1932 / Registered Society		
6	Proof of in business of Housekeeping & Sanitation (Facility Management Services) for ≥ 5 years (as on tender issue date).		
7	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.		
8	Should have registered Head office in the state of Andhra Pradesh. (Copy of the telephone bill to be submitted)		
9	Tender document, duly signed and stamped in token of acceptance of all the terms and conditions of the tender schedule.		
10	Valid GST registration certificate		
11	Valid ISO 9001:2015 Certificate.		
12	Valid ISO 14001:2015 Certificate		
13	Valid ISO 45001:2018, Certificate		
14	Valid ISO 27001:2022 Certificate		
15	Valid SA 8000-2014 Certificate		
16	PAN Card		
17	Registration with EPF and its contribution		
18	Registration for ESI and its contribution		
19	Registration No. under AP State Shops & Establishment Act		
20	The bidders shall demonstrate proof of experience of Supply of Similar services of not less than Rs.60 LAKHS to any TWO organization of the preceding three years (Financial Years) viz. FY 2022-23, 2023-24, 2024-2025 . 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).		
21	The bidders should have experience of providing 10 YEARS OF EXPERIENCE/SERVICE in one organization		

	with the category of institutions / University / Govt., Semi Government or Public Undertaking Sectors / Private Companies viz. FY 2009-2010 - 2024-25. AND ANY ONE Rs. 1 (one) CRORE OR TWO Rs. 60 LAKHS (SIXTY LAKHS) WORK ORDER in any institutions / University / Govt., Semi Government or Public Undertaking Sectors in any 3 (THREE) Continuous years during the three years out of (Financial Years) viz. FY 2009-2010 - 2024-25. Proof of Experience Certificate should be submitted. Copies of agreements and work orders cannot be treated as proof of experience.		
22	Should have minimum employees of 300 members in Housekeeping Services / Facility 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 EPF and ESI challans (payment proof with TRRN details should be enclosed for FY-2022-23,2023-24,2024-2025		
23	Average Annual Turnover $\geq$ 5 Crores in each of the last 3 FYs (2022-23, 2023-24, 2024-25). CA certified turnover certificate enclosed.		
24	Income Tax Saral form>Returns filed (for AY 2022-23, 2023-24, 2024-2025).		
25	Self-declaration stating that "Firm has not been barred/blacklisted by any organization into doing business with them" (Annexure-VI)		
26	List of major customers whom which the similar service Executed		
27	Evaluation Matrix		
28	Any other relevant Documents.		

Annexure II
Bidder Letter Form

From:
(Registered name and address of the bidder)

To
The Director,
RGUKT-Nuzvid Campus
Nuzvid Andhra Pradesh-521202

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to Providing of Housekeeping Services on Outsourcing Basis through Agency 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 -III
Bidder Information

1	Name of the organization	
2	Year of establishment	
3	Registered Office Address	
4	PAN No	
5	GST No	
6	EPF Registration No.	
7	ESI Registration No.	
8	Registration with Labor Dept.	
9	Registration No. under AP State Shops & Establishment Act	
10	Name & Designation of Authorized person:	
11	Phone No.	
12	Email-ID	
13	Nature of the firm (Proprietary/partnership/etc...)	
14	Total number of branches in AP	
15	Bank Details of the Agency:	
16	Bank Name	
	Bank Address	
	Bank Account Number	
	IFSC Code	

Annexure-IV
List of Major Customers

S.No.	Costumer full address with Phone number and mail id	Year of Supply	Services

Annexure-V
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:

Name:

Place:

Business Address:

Signature of Bidder:

Seal of the Bidder:

Annexure-VI
DECLARATION (on Company Letter Head)

From:
(Registered name and address of the bidder)

To
The Director,
RGUKT-Nuzvid Campus
Nuzvid Andhra Pradesh-521202

Dear Sir,

Sub.: Tender for providing Housekeeping Services at RGUKT-Nuzvid campus (Andhra Pradesh) – Reg.

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

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

YOURS SINCERELY

SIGNATURE & STAMP OF THE BIDDER

Annexure-VII

AGREEMENT

This agreement made on the day of,2025 between Rajiv Gandhi University of Knowledge Technologies, Nuzvid, Eluru District, Andhra Pradesh (hereinafter referred to as "RGUKT-Nuzvid" which expression shall unless repugnant to the context or meaning thereof include its Administrative, successors and assigns) of FIRST PART.

And M/s....., incorporated under the provision ofand having its registered office at "..... (Hereinafter, referred to as "Contractor" which expression shall unless repugnant to the context or meaning thereof include its Administrative, 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

For the Vendor.

Contractor 's common seal:

Place

Date:

In the presence of:

1.

2.

Signed, and delivered by

For. Rajiv Gandhi University of

Knowledge Technologies, Nuzvid

RGUKT- Nuzvid common seal:

Place:

Date:

1.

2.

Annexure-VIII

Evaluation Matrix for Award of Contract.

(Tie Resolution)

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	05	5	Private Limited/ Limited Company/ Corporation		
			4	Partnership Firm		
			2	Proprietary firm		
2.	Private Security Agency (PSA) License and ISO Certification	05	1	PSA of Andhra Pradesh		
			1	PSA of Any Second State		
			1	ISO 45001:2008		
			1	SA 8000:2014		
			1	ISO 9001:2008 certificate		
3.	Year of Experience in the Security Services	05	5	Above 15		
			4	Above 14-15		
			3	Above 12- 14		
			2	10-12		
4.	Average turnover (in INR Cores) for the preceding three financial years	05	05	Above 10		
			03	Above 07 to 09		
			02	Above 05 to 07		
			01	Above 5 Cores		
5.	FEEDBACK SCORE as per Annexure -5 (point ten scale)	05	5	9 or above feedback score achieved in three or above contracts		
			4	8.5 feedback score achieved in two or above contracts		
			3	8 to 8.49 feedback score achieved in two or above contracts		
			1	7 to 7.99 feedback score achieved in two or above contracts		
6.	Total number of workers continuously on rolls for last 12 months, will be	05	05	Above 750 Below 1000		
			04	Above 400 Below 750		
			02	Above 300 Below 400		

	verified from EPF Portal					
7.	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		
08	Existing contracts (from Central/State Government, Gov-Educational Institutions, Pvt. Companies, Universities, and reputed educational institutions etc.	10	10	5 or above contracts		
			07	4 contracts		
			03	3 contracts		
			01	1 contract		

FINANCIAL BID

Price Bid Format

Security Services	Percentage
Agency commission in percentage on remuneration (excluding all statutory obligations) to be paid to the outsourcing employees.	

1. 2% TDS & 2% TDS on GST as per applicability shall be deducted monthly from the gross billed amount be paid to the contractor.
2. As per the ministry of Finance OM No. 29/2014-PPD, dated 28-1-14, bids quoted **NIL service charges shall be treated as non-responsive.**
3. Variation of personnel (high/low) may be decide based on necessity of the institute and payment will be paid as per the actuals.
4. Commission shall not exceed 5%.
5. All applicable payments and contributions to the employees shall be paid as per norms without any deviation and the contractor is liable for any violations of the applicable laws.

(Quote in the e-procurement portal only)

Annexure-IX
Acknowledgement E-Mail format

The following confirmation mail should be sent to procurement@rguktn.ac.in

E-mail Subject: Confirmation of bid submission for “Providing of Housekeeping Services on Outsourcing Basis through Agency” to RGUKT-Nuzvid, AP.

Body:

Dear Sir,

We would like to inform you that, we have participated in the tender for “Providing of Housekeeping Services on Outsourcing Basis through Agency” to RGUKT-Nuzvid, AP against your tender reference number: RGUKT/NZD/E-Proc./Services/Providing of Housekeeping Services on Outsourcing Basis through Agency /T44/2025.

This is for your kind information.

With regards,
Company name