



TENDER DOCUMENT
FOR
PROVIDING SUPPORTING STAFF & HOUSE KEEPING SERVICES
AT

LALPUR CAMPUS, AMARKANTAK (M.P.)

Tender No. IGNTU/HK/2020/.39 Date 17.09.2020

- Cost of Tender Document: Rs 3000.00 (three thousand) only
- Earnest Money Deposit : Rs 22.00 (twenty tow lac) only
- Estimated Cost of the Tender : Rs 4.50 crores
- Last Date for submission of Tender: 08/10.../2020 (through speed post/ Registered post only)
- Date & Time for opening of Tender: 09/10.../2020 at 04.00 PM
(Technical Bid)
- Address for submitting Tender : Registrar, IGNTU, Amarkantak (M.P.)
- Location and Area : IGNTU Campus Lalpur, Amarkantak (M.P.).

A pre-bid meeting will be held on 05/10.../2020 at 04.30 p.m. at Conference Hall No. 02, Administrative Building, IGNTU, Amarkantak (M.P.) 484887, wherein the prospective bidders can seek clarification, if any.


Registrar

Indira Gandhi National Tribal University
Lalpur, Amarkantak, Distt- Anuppur (M.P.) 484887

Website: www.igntu.ac.in

कुलसचिव
डॉ. पी. रा. ज. जा. विश्वविद्यालय
अमरकंटक, जिला-अनूपपुर (म.प्र.)

Chapter – I: Instructions TO Bidders

1. Sealed tenders (Two Bid System) are invited for providing Supporting staff and House Keeping Services from reputed firms with adequate capacity, experience and sound financial standing. Interested eligible bidders may download the Tender Document from the University website: www.igntu.ac.in on payment of non-refundable fee of Rs. 3000/- through online payment in favour of "Indira Gandhi National Tribal University payable at Canara Bank, IGNTU, Amarkantak (A/C No. 6752101000027, IFSC: CNRB0006752)".
2. **This tender is a two-bid process. First, Technical Bid and Second, Financial Bid.** The **Technical Bid** shall contain the complete Technical & Commercial details. The **Financial Bid** shall contain the Rate Schedule & other financial Terms & Condition.
3. **The Technical Bid and Financial Bid shall be placed in two separate envelopes duly superscribed Technical Bid for providing Supporting staff & House Keeping Services and Financial Bid for providing Supporting staff & House Keeping Services respectively.** Further the two sealed envelopes/covers shall be put into an OUTER COVER and sealed. The OUTER COVER shall bear only the address of University i.e. The Registrar, Indira Gandhi National Tribal University Amarkantak, Lalpur, 484 887, District- Anuppur, MP & shall be **superscribed "Tender for providing Supporting staff & House Keeping Services"**.
4. The Technical Bid shall be opened in the presence of Tenderers or their authorized representatives who may wish to attend the opening of tenders, in Conference Hall No-2, Administrative Block, Indira Gandhi National Tribal University, Amarkantak, M.P.
5. The Financial Bids will be opened at a later date for only those bidders whose Technical Bid fulfils the requirements of tender documents as mentioned in the Terms and Conditions of contract and meets all technical details contained in this tender document.
6. The decision of the Competent Authority of the University shall be final and binding on the bidders.
7. The tender duly filled in and complete in all respect, along with all the above-mentioned documents duly signed on each and every page thereon should reach the **Registrar, Indira Gandhi National Tribal University, Amarkantak, Lalpur, 484 887, Distt- Anuppur, MP on or before the last date through Speed Post/Registered post only.**

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Registrar

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Chapter - 2: Conditions of Contract

Eligibility and qualification requirements of Tenderers:

- a. The agency/firm should have an **experience of satisfactory service for minimum three years** in the relevant field and must be doing such services for Central Universities/ State Universities Departments of Government of India/State Govt/Public Sector Undertakings other than IGNTU, Amarkantak M.P. of similar capacity/volume. Self attested certificate must be attached for the same.
- b. Experience of having successfully completed similar works i.e. supply of Supporting staff & Housekeeping Services during last 3 years ending last day of month previous to the one in which applications are invited should be either of the following: -
 1. Three similar completed works costing not less than the amount equal to 80% of the estimated cost. Or
 2. At least two works completed costing not less than the amount equal to the estimated cost of the present tender.
- c. The agency/firm should be **registered under ESI Act/ EPF Act** and possess **GST/ EPF/ESI/Registration** etc (copies to be attached).
- d. The agency/firm should have valid Labour License/Certificate for the number of personnel to be deployed by it and must be **registered with Labour Department.** (copy to be attached)
- e. The details of inputs/information required to be submitted by the agency in the format for Technical Bid (Annexure II).
- f. Documentary proofs of depositing the EPF/ESI contribution of housekeeping worker engaged by the Agency/Firm during the last three years are also to be submitted.
- g. **Satisfactory Performance Certificate** from at least three Universities / Govt. departments/PSU are to be submitted along with Technical Bid.
- h. The agency/firm should not have been blacklisted by any Government department or institution where it has worked during last three years and will have to submit a self-attested certificate of the same.
- i. Incomplete tender or Conditional Tenders will be rejected outright.
- j. The agency should also produce their history of legal disputes, if any, happened in the course and after the execution of contract during last three (03) years.

2. BID DOCUMENTS

The Tenderer is expected to examine carefully all instructions, conditions, forms, agreement, specifications, annexes, schedules, etc. given in the Tender document or attached therewith. Failure to comply with the requirements for submission of Tender, will be at the Tenderer's risk and Indira Gandhi National Tribal University, Amarkantak M.P. shall not be liable for any damages/claims arising thereof. Tenders, which are not substantially responsive to the requirements of the Tender document, shall be rejected. Before placing the order and during the continuing of the tender, the university reserves the right to inspect the premises of the Tenderer assess work requirement, discuss with concerned officers to ensure its compatibility / truthfulness/ capability etc.

3. ACCEPTANCE OF OFFER

Acceptance of offer will be communicated by the Tenderer, in writing by formal **“Acceptance of Tender” within ten days** of the receipt of the offer. Only on acceptance, the same shall be followed by signing of Agreement.

4. BID SECURITY (EARNEST MONEY DEPOSIT)

The earnest money of Rs.22.00 lac (Rs. Twenty Two Lakhs Only) is to be deposited in the form of Account Payee Demand Draft or payment through online in favour of “Indira Gandhi National Tribal University, payable at Canara Bank, IGNTU, Amarkantak (A/C No. 6752101000027, IFSC: CNRB0006752)”. Exemption shall be allowed as per Rule 170 of GFR 2017.

- a. Earnest money of the unsuccessful Tenderer(s) shall be **returned within 30 days** of the completion of the tendering process including award of the contract on the request of the Tenderer.
- b. EMD of successful Tenderer will be refunded on receipt of Performance Security as per rule.
- c. No interest shall be paid on Earnest Money.
- d. Earnest money shall stand forfeited
 - i. if the bid is withdrawn at any time before the validity period, or
 - ii. if the successful Tenderer fails to execute the contract and / or does not deposit the Performance Security within the stipulated period.

5. PERFORMANCE SECURITY

Successful Tenderer will have to furnish Performance Security Deposit at the rate of 5% of the estimated value of the tender in Indian Rupees in the form of Account Payee Demand Draft or payment through online in favour of “Indira Gandhi National Tribal University, payable at Canara Bank, IGNTU, Amarkantak (A/C No. 6752101000027, IFSC: CNRB0006752)”. (An agreement shall also to be signed by the Tenderer at their cost on proper stamp paper of Rs.500/-)

The Performance Security deposit shall be released by the University only after 60 days of completion of the contract and after deducting any amount due from the Tenderer against Tenderer’s performance obligations under the contract. If the Tenderer fails or neglects any of his obligations under the contract, IGNTU reserves the right to forfeit either whole or any part of the Performance Security furnished by the bidder as penalty for such failure.

6. INCOME TAX / GST

The successful bidder will have to necessarily furnish a copy of the PAN/GST and a copy of Service Tax/GST return for last 3 years.

7. PRE-BID ASSESSMENT

Bidders are advised to visit the place of work for assessing the nature and volume of work realistically before quoting the rates. The Bidder should inspect the site before submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required.

8. DUTY DAYS/HOURS

The Housekeeping exercise are to be undertaken regularly on every day (except Sunday and National holidays). Multi-skilled supporting staff to be deployed in the offices are expected to work sincerely every day except Sundays & holidays. The personnel shall remain available in the office from 8.30 AM to 5.00 PM on every working day & Saturday. In case, the services of the personnel are required on Sunday and national holidays, the charges will be paid on pro-rata basis.

9. NO TENDER SHALL BE CONSIDERED, IF:-

- a. Cost of the Tender Document not paid.
- b. Not submitted in prescribed form and not accompanied with bid security (Earnest Money Deposit).
- c. The tender is conditional and inconsistent with the terms and conditions of the Tender Document.
- d. More than one rate is quoted for each service.
- e. The Tenderer submits more than one tender or authorizes the submission of more than one tender on its behalf by one or more authorized person(s)/Company(s).
- f. The tender is received after the dead-line for submission of bid.
- g. The tender document is not signed (with date) by the Tenderer on each and every page in token of having accepted the terms and conditions of tender.
- h. If there are any legal/criminal proceedings pending/contemplated against the firm or any staff members of firm wherein the integrity of the Firm/Company or any of its staff members is under suspicion/inquiry/investigation (As the case may be) before any agency like Police, Crime Branch, Central Bureau of Investigation, Vigilance Cell, Central Vigilance Commission etc. and other such agencies empowered to do so under the existing laws.

10. RESPONSIBILITIES OF THE FIRM/AGENCY:

- i. The losses sustained to the IGNTU due to negligence of the services of the firm/agency in the form of loss/damage of property will be recoverable within 15 days from the firm/agency as per the estimation in terms of money value by the IGNTU and the decision of the IGNTU in this regard shall be final and binding on the firm/agency.
- ii. The agency/firm shall maintain the highest standards of ethics during the execution of the contract. Character and antecedents of all personnel deputed for services in IGNTU should have been verified by the Firm/Agency through Police and the verification papers be submitted to IGNTU. In case of doubt on any personnel the IGNTU reserves the right to get police verification of these personnel done if necessary and reject those not cleared by the Police.
- iii. The agency/firm shall be responsible for the behavior/conduct of persons deployed by the agency. IGNTU shall have the right to ask for removal of any person of the Agency who is not found to be competent and orderly in discharge of his/her duty.
- iv. Selected firm/agency shall make payments to its employees in strict observance of Labour Law, Minimum Wages Act and other statutory requirements with regard to ESI/EPF etc. Any failure on the part of the contract in this regard will entail termination of the contract and forfeiture of the Security Deposits in addition to other penal action as per law.
- v. The agency will have to pay monthly wages to their workmen on or before 10th of every month by ECS only and if fail to do so then a penalty of Rs 100/- per worker per day of delay will be imposed after receipt of documents i/r/o payment to workers, the University will release the payment to the agency within 10 working days.
- vi. All the consumables and disposables/material required for cleaning and housekeeping are to be procured by the agency and should be available in the university in adequate quantities throughout the month. All consumables and disposables should be eco-friendly and reputed branded item only, an indicative list of the items is as given in Table-1. Before using the consumable items, agency should get verified all the items by the committee of the university or officer appointed for the purpose.
- vii. The execution of cleaning & housekeeping and sweeping of roads & disposal of garbage must be done by uniformed workmen under hygienic conditions. Wherever mechanized equipment's are needed the same should be employed by the agency.
- viii. Plan: Manage collection, mechanized screening/segregation of dry and wet garbage in the earmarked place and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Tenderer will arrange for required

resources, including worker, machinery (engineering tools, cleaning equipments etc.), safety equipments (gloves, mask, harness, shoes etc.), disposal bags, bins where required as directed by the officer in charge and carts etc. The Tenderer will also ensure that the garbage collection/disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Tenderer to the housekeeping personnel.

- ix. Mechanized equipment's, wherever required, will be procured by the agency for housekeeping services.
- x. Agency will ensure that persons to be deployed as "Supporting Staff" should be in the age group of 18 years to 35 years and must possess education qualification equal to intermediate/graduations. Agency will ensure that more than one person from the same family shall be not deployed in the University at any time.
- xi. The tenderer will also arrange housekeeping workers if required, for special VIP visits.
- xii. Spraying room fresheners in all rooms, on a daily basis at regular intervals.
- xiii. The tenderer shall not engage/deploy the Child Labor or labor having age more than 55 years which is prohibited under Prohibition and Regulation Act 1986. Employment of such Labour and violation of the said Act will lead to the termination of the Contract and legal action deemed fit by the IGNTU.
- xiv. The tenderer shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The tenderer shall be fully responsible for the conduct of his personnel. The Agency will submit certified copies of educational qualifications of the workers to be deployed.
- xv. Ensure that their Managers/Supervisors are equipped with Mobile Phones.
- xvi. The tenderer shall provide uniform to each of its personnel (excluding office personnel) including dress/apron shoes, required equipment and also carry nameplates etc and ensure that they are properly attired and if fail to do then a penalty as decided by competent authority per day will be imposed.
- xvii. IGNTU shall not be responsible for any claim of whatsoever nature against the tenderers from third party including claims, if any, from the personnel employed by the tenderers and deployed at IGNTU offices.
- xviii. The tenderer should indemnify the IGNTU at all times against all claims, damages or compensation under provisions of Payment of Wages Act, 1936, including any amendments to the said Acts or any other law relating to such contracts made hereunder from time to time by Central or State Governments or any other Authorities. IGNTU shall not be subjected to own any responsibility under the provisions of any such Act, Law or Rules.
- xix. The agency/firm shall fulfill all the legal requirements for obtaining license from Central Govt. under Contract Labour (Regulation & Abolition) Act, 1970 at their own part and cost.

11. EVALUATION

- a. The Tenders will be evaluated on the basis of techno-commercial parameters.
- b. Any attempt by any Tenderer to bring pressure of any kind shall disqualify the Tenderer for the present tender and the Tenderer may be liable to be debarred from bidding for IGNTU tenders in future for a period of three years and EMD submitted may also be forfeited.
- c. The University reserves the right to reject or accept any/all tender(s) without assigning any reason thereof.

- d. If at any stage the firm is found black listed by any other Departments/organizations in India, the EMD / Performance Security will be forfeited and his tender will be rejected. If the firm / agency fails to comply the terms & conditions of tender document shall be blacklisted from the University and shall be debarred for future engagement.
- e. If at any stage of the tendering process, it is detected that the particulars furnished in the “Tender Document” are not correct or that substantive material information has been concealed or misrepresented therein, the EMD/Performance Security of the Firm/Company would be forfeited and the tender would be forthwith rejected.

12. EFFECT AND VALIDITY OF OFFER

- a. The Contract on the basis of this Tender will remain valid for a period of eleven months from the date of signing of The Agreement. However, the contract may be extended further for a period of eleven months or more subject to satisfactory performance on the same terms and conditions and on mutual consent by both the parties. IGNTU reserves the right to terminate the contract by giving one month notice with or without assigning any reason thereof.
- b. Validity of the financial bid shall be valid for a period of three months from the date of opening of financial bid.
- c. All the terms and conditions for the supply, acceptance, payment terms, penalty etc. shall be as those mentioned herein and no change in the terms and conditions will be acceptable.

13. SUBMISSION OF OFFER

- a. Bidders should quote the rates in the **Financial Bid**. This includes all the liabilities of the agency such as cost of proper uniform and identity cards of personnel deployed by the agency, consumables as detailed given in terms and conditions of tender. The consumables used to be purchased from reputed concern and should be ISI mark and/or WHO approved. Bills of consumable should be submitted to the University with GST No. for verification.
- b. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing or over-writings is permissible.
- c. Rate quoted shall be firm and any variation in rates, rates or terms during validity of the offer shall invite forfeiture of the EMD.
- d. Rates shall be written both in figures and words in the **prescribed format**. Where there is a difference between amounts quoted in words and figures, the amounts quoted in words shall prevail.
- e. The tenders not submitted in prescribed manner shall be summarily rejected and their Financial Bids shall not be opened.
- f. Technical Bids shall be opened in the presence of Bidders / Bidders’ representatives who may wish to be present.

14. PAYMENT TERMS

- i) **Payment:** Payment to the selected agency shall be released on monthly basis on submission of attendance record, payment of wages and deposition of EPF & ESI in respect of each engaged personnel. Necessary deduction will be effected for absence of each housekeeping personnel.
- ii) After completion of each month of work, **the pre-receipt bill in duplicate** prepared on the basis of the accepted rates should be submitted to the Registrar, IGNTU along with a copy of certificate from authorized person certifying satisfactory services for necessary action together with attendance/ satisfactory work completion certificate. The University reserves the right to carry out a post payment audit of the Tenderer’s bill including all supporting vouchers. IGNTU

further reserves the right to enforce recovery of any over-payment coming to light as a result of such audit, by any or all the methods prescribed above.

- iii) 100 % payment shall be made within 30 working days of submission of pre-receipt bills duly supported by the satisfactory performance report.
- iv) No part of the contract rate shall become due or payable until the Tenderer has delivered, the services for each month to the complete satisfaction of IGNTU. Payment shall be made subject to recoveries, if any.
- v) Bill shall be processed as per category of the workers in which he/she is deployed as per GOI norms of minimum wages.
- vi) Biometric attendance machine shall be installed by the agency in sufficient for identification of attendance of the workers for verification of the duty for payment.
- vii) TDS and any other Government levies applicable shall be deducted on bill amount as per Government of India instruction issued from time to time.

15. PENALTY

IGNTU shall be free to impose Penalty as per the amount shown against each of the following activity. The penal amount may be deducted from the monthly bills submitted by the firm/agency:

- a) Unauthorized Absence of staff : Penalty of Rs 50/- per person per day on absence
- b) Unsatisfactory performance : Rs 50/- per person per day on each occasion
- c) Non availability Or Non conformity : Rs 500/- per occasion
to standards of consumable material

In case of deficiency in service repeatedly, IGNTU reserves the right to impose a penalty @ 01% of total monthly contractual amount for each day subject to maximum 10% of total monthly payment.

- a) In case the Tenderer fails to meet any of the conditions agreed upon, the IGNTU reserve the right to take any action it may deem proper including forfeiture of part or whole of Earnest Money, Security Deposit, and /or any other amount due to Tenderer. If the Tenderer fails or neglects to observe or perform any of his obligations under the Agreement it shall be lawful for the Competent Authority, Indira Gandhi National Tribal University to forfeit either in whole or in part, in his absolute discretion, the Security Deposit furnished by the Tenderer and to arrange to make suitable alternate arrangement for the service at the risk and expense of the Tenderer after deducting all costs and other expenses that the University may have incurred and all dues and other moneys including all losses and damages which the Indira Gandhi National Tribal University, Amarkantak M.P. is entitled to recover from the Tenderer.
- b) Time and promptness are essence of the contract. The time specified for the session shall be strictly adhered to and time in this respect shall be deemed to be the Essence of the Contract. If the time schedule is not adhered to and the job is delayed for reasons other than beyond Tenderer control, the Competent Authority, IGNTU shall be entitled at his option either to Cancel the contract or make alternate arrangement on the cost of the Tenderer.

16. ADDRESS OF THE TENDERER FOR THE PURPOSE OF SENDING NOTICE AND COMMUNICATION ON BEHALF OF THE IGNTU:

For all purpose of the Contract, including legal proceedings there under, the address of the Tenderer mentioned in the tender shall be the address to which all communications addressed to the Tenderer shall be sent, letter containing no other communication to the Registrar, IGNTU. The Tenderer shall be solely responsible for the consequences of an omission or error to notify the change of address in the manner aforesaid. Communication to be sent to the University shall be addressed to Registrar, Indira Gandhi National Tribal University, Amarkantak 484 887 M.P. and be sent by Speed Post/ Registered post.

17. EXERCISE OF THE POWER OF IGNTU

Any communication or notice on behalf of the IGNTU in relation to the contract may be issued to the Tenderer by the Registrar, or by any other officer authorized by him in IGNTU and all such communications and notices may be served on the Tenderer either by Speed Post/ registered post or by hand delivery at the option of such officer, and posting of the letter will be deemed to have been served on the Contractor.

18. RESPONSIBILITY OF THE CONTRACTOR FOR EXECUTING THE CONTRACT:

The Contractor shall execute the contract in all respect in accordance with terms and conditions thereof.

19. SUBLETTING, TRANSFERRING AND ASSIGNMENT

The Contractor shall not, sublet, transfer or assign the Contract or any part thereof or any interest therein or any benefit or advantage thereof in any manner whatsoever to anyone. If at any stage it is found that the contract has been sublet, transferred, assigned the Performance Security will be forfeited and contract will be terminated further suitable arrangement for the House Keeping Services will be made at the risk and cost of the Contractor.

20. CHANGES IN THE FIRM

- a. If the Tenderer is a partnership firm, no new partners shall be introduced in the firm, except with the prior consent in writing of the Registrar, IGNTU, which will be granted only upon execution of a written undertaking by the new partner to prior the Contract and accept all the liabilities incurred by the firm under the Contract prior to the date of such undertaking.
- b. If on the death or retirement of any partner of the Tenderer firm, the said partnership firm is dissolved before the complete performance of the Contract, the Competent Authority, IGNTU, may at his option, cancel the Contract and in such case the Tenderer shall have no claim whatsoever to any compensation against the IGNTU.
- c. If the contract is determined as provided in sub-clause (ii) above, notwithstanding the retirement or death of partner of the firm, the remaining partners shall continue to remain liable under the contract for acts of the firm until a copy of the public notice given by him under section 32 of the Partnership Act has been sent by him to the Registrar, IGNTU by Regd. Post.

21. CONSEQUENCES OF BREACH

- a. In case Contractor or the firm or any partner of the firm commits breach of any of the conditions of tender document or agreement signed, it shall be lawful for IGNTU to cancel the Contract and make alternate suitable arrangement at the risk and cost of the Contractor.
- b. The decision of the Competent Authority, IGNTU with regard to any matter or anything concerning or arising out of the sub-clauses or any question whether the Tenderer firm or any of the partner(s) of the firm has committed a breach of any of the conditions contained in the sub-clause shall be final and binding on the Tenderer and the Tenderer cannot raise any objection thereto at any point of time.

22. PRECAUTIONARY MEASURES

- a. Apart from regular attendance on face recognition Biometric, the physical counting of personnel engaged on Supporting staff and House Keeping Services can be carried out by the University at any time/ any day for verification.
- b. All terms & conditions shall be applicable for all jobs should be carried out with due regard to the prescribed specifications and terms mentioned in the Contract/ Agreement.
- c. The Tenderer shall take every care to see that the work or any portion thereof does not fall into the unauthorized hands.

23. If at any time after acceptance of the tender, IGNTU for any reasons whatsoever, does not require the whole or part of the work or worker(s), the Registrar, IGNTU give a notice in writing to this effect to the Tenderer, intimating cancellation of the full or part of the contract or withdrawal of worker(s) and the Contractor shall have no right to claim any payment of compensation or otherwise, whatsoever, on account of any loss direct or indirect suffered/ to be suffered by him. The Contract can be terminated upon directions from the Competent Authority, IGNTU, at any time by giving one month notice in writing without assigning any reasons whatsoever.

24. PARTIES

The parties to the Contract are the Indira Gandhi National Tribal University (IGNTU), Amarkantak M.P. and the selected Tenderer (s).

25. Contractor All Risk Insurance shall be applicable at the work place which shall be covered by the Contractor. Drivers insurance to be borne by the agency and shall be applicable even out- side of the campus.

26 Liquidated Damages

IGNTU reserves right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right toward the contract to any other agency at the cost, risk and responsibilities of the Contractor and excess expenditure incurred on account of this will be recovered by IGNTU from Security Deposit or pending bill or by raising separate claim.

27 SETTLEMENT OF DISPUTES AND JURIDICTION

The disputes shall in the first instance be tried to resolve by mutual discussions between the both parties within a period of two months failing which Hon'ble High Court of M.P., Jabalpur will have the exclusive jurisdiction to adjudicate upon the matter. Services under the contract shall, if reasonably possible, continue during the legal proceedings and no payment due to or payable by IGNTU shall be withheld on account of such proceedings subject to submission of required documents by the Agency.

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इ.जी.ए.जी. विश्वविद्यालय
अमरकंटक, जिला-अनूपपुर (म.)

Chapter- 3: Schedule of Requirements

JOB SPECIFICATIONS AND SCOPE OF WORK (for Housekeeping Services)

A. AREA COVERAGE FOR HOUSEKEEPING SERVICES:

All Premises of IGNTU including Residential Area.

B. BROAD DETAILS OF SCOPE OF WORK:

1. Cleaning, sweeping mopping and wiping of floors, staircase on daily basis including Saturdays or as required by Officer-In-charge. **Cleaning of offices shall start in the morning at 8.30 AM so as to complete all the dusting/ cleaning/ moping work before 9.30 AM.**
2. Mopping to be done at all of the Buildings and other floors during office hours (9.30 AM to 5.00PM)
3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area minimum (two times, in the morning & during lunch hours).
4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
5. Lifting, carrying and disposing the dead birds, animals, rats, insects etc. if found in and around the campus.
6. Clearing of any choking's in the drainages, manholes etc.
7. Regular removal of beehives and cobwebs/honey webs from the building and its premises.
8. Cleaning and sweeping of open area including balconies and roof tops with brooms.
9. The bidder shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects at library and carpeted rooms, racks etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation once in three months and as and when required.
10. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder for each room in block and will be countersigned by the IGNTU' officer-in-charge at regular intervals and finally at the end of each month.
11. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by IGNTU.
12. Duties and responsibilities of supporting staffs/ sanitary workers/ housekeeping will is as per direction of the officer in-charge.
13. The supporting staff shall be responsible to perform these duties and responsibilities as per direction of the Competent Authority.
14. Any other provisions as advised by the university may be incorporated in the agreement. The same shall also be binding on the agency

C. JOBS TO BE CARRIED OUT DAILY OR AS AND WHEN REQUIRED

- i) Cleaning of general toilets with phenol and detergent etc and urinal maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets are to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.

- ii) Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier, toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water.
- iv) Cleaning & moping of pantries and electrical rooms once in a day during office hours.
- v) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, ashtray, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
- vi) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
- vii) Cleaning of carpets by soft brush.
- viii) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- ix) Cleaning of chokage in sewer and pumping lines within premises as and when required.
- x) Cleaning gulley trap and manholes within IGNTU and including the surrounding of residential flats at IGNTU on daily basis.
- xi) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xii) Cleaning/removal of any type of stains of ink/ paan masala etc. from the building premises walls and staircases.
- xiii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- xiv) Cleaning of carpets in rooms by vacuum cleaners.
- xv) Cleaning of lift walls with silver/brass liquid cleaner. Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
- xvi) Spray of scented Mosquito and cockroach killer on all floors as and when required and shall be of ISI mark. Special scented purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception conference halls lift lobby, lifts etc.
- xvii) Maintenance of lawns, surroundings.
- xviii) Collection of garbage from each residential flat before 8.00 a.m. or so daily basis & cleaning of staircase & roof and its washing at least once in a week. Shopping Complex and removal of littered garbage inside the University Campus for Road side/ outside the buildings in the residential complex/ office area.

D. JOBS TO BE CARRIED OUT WEEKLY OR AS AND WHEN REQUIRED

- i) Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.
- ii) Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherette upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.
- iii) Cleaning of brass letters by brass cleanness.

E. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS OR AS AND WHEN REQUIRED

- i) Polishing of brass items with approved brass cleaning material.
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- iii) Dusting of false ceiling etc. with soft broom and cloth.
- iv) Cleaning of sofa sets/chairs with soap water/ vacuum cleaners.
- v) Washing and cleaning of driveways, parking areas and roads within the office premises.
- vi) Lift lobby and all toilets floors and other areas, as may be directed by Officer In-charge, shall be cleaned with floor scrubbing machine.
- vii) Floor Shining & polishing on as and when required.

F. PROVIDING WORKFORCE;

The bidder has to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Officer-In-Charge. Tentative requirement of workforce to be deployed for the purpose.

G. SUPPLY OF MATERIAL AND CONSUMABLES:

All materials/consumables and other related items as listed in Table -J is to be used by the Agency has to be of ISI marked or in conformity with the specification/makes keeping in view good quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used and supply them in advance and store them at IGNTU on fortnightly basis. The stores are to be replenished at least 5 days in advance and if fail to do then a penalty as per terms and condition of the contract will be imposed.

H. WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by IGNTU.

- I. The Tenderer shall arrange for a garbage disposal cart, keep dustbins of suitable size and specification at the collection area. The Tenderer will deploy his staff for the collection/disposal work. The garbage will have to be disposed off at least twice a day. The Tenderer will also arrange for the garbage bags, prepare a flowchart indicating the method of collection/disposal etc.

J. List of Materials and Consumables proposed to be used for Housekeeping work. The consumables are to be used should be purchased from reputed concern and should be ISI mark and/or WHO approved.

S.N.	ITEMS	PROPOSED QUANTITY PER MONTH	REMARKS
1.	Toilet Cleaner	300 ltr.	
2.	Phenyl (Compound)	100 ltr.	
3.	Glass Cleaner	50 ltr.	
4.	Room Freshener	80 ltr.	
5.	Bathroom Clear	80 ltr.	
6.	HCL (Acid)	50 ltr.	
7.	Lizol multipurpose Cleaner	100 ltr.	
8.	Washing Powder	50 KG	
9.	Cob Web (Hight-20 ft.)	as per requirement	
10.	Hand wash	10 ltr.	
11.	Phool Boom	50 pcs	
12.	Hard Boom	50 Pcs.	
13.	Scrab (Magic)	50 pcs.	
14.	Dry Mop	30 pcs.	
15.	Wet Mop	30 Pcs.	
16.	Odonil	200 Pcs.	
17.	Dusting Clothes	100 Pcs.	
18.	Pocha Clothes	50 Pcs.	
19.	Hit (Red)	25 Pcs.	
20.	Hit (Black)	25 Pcs.	
21.	Toilet Brush	50 Pcs.	
22.	Wiper	50 Pcs.	
23.	Dustpan	100 Pcs.	
24.	Garbage Bag (80 Ltr.)	10 Kg.	
25.	Air Freshener	50 Pcs.	
26.	Napthin Ball	05 KG.	
27.	Dustbin (80)	As per requirement	
28.	Bucket	As per requirement	
29.	Mug	As per requirement	
30.	Casting Soda	10 Kg.	
31.	Urinal Screen Mat	As per requirement	
32.	Hand Gloves	100 Pcs.	
33.	Mask	100 Pcs.	

(Please attach extra sheet if required, duly signed with seal)

The terms and conditions contained in the Tender document are acceptable to us.

Signatures of authorized person

Name_____

Designation_____

Seal

K. Requirement of Housekeeping

Name of Service	Unskilled	Qty.	Qualification	Wages
Housekeeping Personnel	Un- skilled	60 - 83	Minimum 8 th Pass	As per Minimum wages act

Areas to be covered for execution of the services

1. HOSTELS:

S.No.	Name of Hostel	Area (Approx.) (in Sq. mtrs.)	Rooms (Approx.)	Wash Rooms (Approx.)
1	Rani Durgawati Girls Hostel	12120	236	12
2	Govind Guru Boys Hostel	12120	236	12
3	Sone Hostel (Near Old Residence Quarters)		54	06
4	OBC Boys Hostel	7500	101	12
5	OBC Girls Hostel	7500	101	12

2. ADMINISTRATION BUILDING:

S.No.	Name of Building	Area (Approx.) (in Sq. mtrs.)	Rooms (Approx.)	Wash Rooms (Approx.)
1	Administration	15236	62- Office Room 02- Compute Lab. 05- Faculty Room 12- Class Room	80

3. ACADEMIC BUILDINGS:

S.No.	Name of Building	Area (Approx.) (in Sq. mtrs.)	Rooms (Approx.)	Wash Rooms (Approx.)
1.	Academic Building	20506	48- Faculty Room 30 -Class Room 46- Laboratory	40
2.	Transit House	3755		16
3.	Journalism & Mass Communication	4121		40
4	Commerce & Management	11095		40
5.	Kendriya Vidyalaya/Model School	9700	12	08
6.	Yoga Centre		12	08
7.	Education	6336	95	16
8.	Kendriay Vidyalaya	2337	17	12
9.	Pharmacy Department	1995	18	06

10. VC RESIDENCE, VC CAMP OFFICE (Area: Approx. 350 sq. mtrs.).

11. RESIDENTIAL QUARTERS FOR STATUTORY OFFICERS(Area:Approx.1050 sq. mtrs.).

12. GUEST HOUSE

S.No.	Name of Building	Rooms (Approx.)	Wash Rooms (Approx.)
1	Guest House	02- Suite Rooms	04
		22- Guest Rooms	22
		01- Dormitory	06 (Common)

13. INDOOR SPORTS COMPLEX & OUTDOOR GROUND (Area: Approx. 44360 sq. mtrs.).

14. RESIDENTIAL QUARTERS.

15 Other Buildings, if any

Note: Workers to be deployed by the Agency shall be posted in different Departments/ Univ./Buildings etc. under the direct submission of the Officer I/c concerned and list of engaged persons should be displayed in the office of the respective sections of work places.

Signatures of authorized person

Name_____

Designation_____

Seal

L. JOB SPECIFICATIONS AND SCOPE OF WORK (for Supporting Staffs)

1. The bidder must employ adult labour only in the age group of 18 years to 35 years having minimum qualification o Intermediate or graduation. Employment of child labour will lead to the termination of the contract. The successful bidder shall engaged only such workers whose antecedents have been thoroughly verified medically fit, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prier written intimation to IGNTU.
2. Proper registers/ records for the jobs carried out on daily basis will be maintained and will be countersigned by the Officer in-charge, IGNTU regularly and finally at the end of each month.
3. The bidder has to provide workforce as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the officer In-charge. The bidders shall however, survey the Department/University and make assessment of the scope of work.
4. The bidder has to provide Face- recognition Biometric attendance machine in sufficient number to record the attendance of the engaged personnel. Attendance though Face-recognition Biometric machine only shall be considered for payment.

Official and Technical support personnel to be deployed –

Sl. No.	Name of service	Qty	Type of wages	Wages
1.	Housekeeping	60-70	unskilled	As per minimum wages Act
2.	Office Support (MTS)	50	Semi-skilled	
3.	STP Operators	10	Semi-skilled	
4.	Mali	05	Skilled	
		40	Unskilled	
5.	Electrician	06	Skilled	
		08	Semi-skilled	
6.	Plumber	04	Semi-Skilled	
7.	Carpenter	02	Skilled	
		02	Unskilled	
8.	Driver	02	Skilled	
9.	Meson	02	Semiskilled	
10.	Welder	02	Semiskilled	
11.	Cook	01	Semiskilled	
12.	Caretaker (Hostels + Guest House)	15	Semi-skilled	
13.	Helpers for different works/ trades	20	Unskilled	

Note: The above number of personnel may increase or decrease from time to time as per requirement.

1. The qualification of skilled personnel shall be preferably ITI in the related trade or as per GOI with at least three years experience in Govt./ organizations / Central or State Universities.
2. Semiskilled personnel shall have the minimum qualification of 12th pass with at least 03 years relevant experience in Govt./ organizations / Central or State Universities. .
3. Unskilled personnel shall have the qualification of 10th pass with at least 03 years relevant experience in Govt./ organizations / Central or State Universities.

Chapter – 4: Specifications and allied Technical Details

TECHNICAL BID

SUPPLY OF SUPPORTING STAFF AND HOUSE KEEPING SERVICES IN IGNTU

1.	Name of tendering company/firm	
2.	Name of owner/partners/directors	
3.	Complete address of office/offices	
4.	Work contract registration certificate details (attached)	
(A)	PAN No.	
(B)	Service Tax No./GST	
(C)	ESI/E.P.F. NO.	
(D)	Date of ISO-9001 certificates & its validity	
(E)	Details of EPF/ ESI contributions of housekeeping worker engaged during the last three years	
(F)	Details of satisfactory services from 03 (three) organisations (Copy attached)	
5.	Details of tender cost deposited (UTR No.)	
6.	Details of Earnest Money Deposit	
(A)	Amount	
(B)	D.D / P.O./ UTR No. and date	
(C)	Drawn on bank	

*** Govt. Company's/PSUs will submit a declaration that all workers employed by them will have ESI/EPF No. & will fulfill all statutory requirement required for this job.**

7. Details of Balance Sheet during last three years

S.No	Year	Income(Rs.)	Expenditure	Net Profit/Loss
(a)				
(b)				
(c)				

***Audited balance sheet by must be enclosed**

8. Work experience: (Copy of work order shall be enclosed)

S.No	Name & address of the Organization where similar work executed/continuing	Contractual period		Annual Value of Contract
		From	To	

9. List of material and consumables proposed to be used for Housekeeping work–
N.B. (The format given in Appendix-I may be filled and attached. The relevant documents for the information given above from Sl. No. 01 to 09 is enclosed herewith.

Undertaking

We hereby certify that we have inspected the site/place of work for assessing the nature and volume of work realistically before quoting the rates and fully acquainted with the scope of work and no claim whatsoever manner will be made by us for any alleged ignorance thereof. The above information submitted are true to the best of our knowledge.

Date:

Signature of the owner/Director

Name:

Place

Seal of the firm/agency

Attached list of enclosures:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Chapter – 5: Price Schedule (to be utilized by the bidders for quoting their price)

FINANCIAL BID

FOR

SUPPORT STAFF and HOUSEKEEPING SERVICES

I / We (_____) on behalf of M/s _____

_____ hereby undertake to carry out Housekeeping Services and Support Staff as specified in this tender document at IGNTU, Amarkantak as per terms and condition, scope of work and other condition for:

Sl. No.	Particulars	Amount Per Month (Rs.)
1.	<u>Service Charges* (Lump sum amount) per month</u>	Rupees (in figure) Rupees (in words)
	For Scope of Work other terms & conditions defined in the tender document including consumables, dustbin, machinery & equipment, worker uniforms, fumigation/ pest control/ insect control and incidental expenses from fulfillment of the obligation defined in the tender.	
2.	Wages of personnel, EPF and ESIC etc. shall be paid / reimbursed by IGNTU separately on the basis of actual deployment of worker and applicable minimum wages notified by Govt. of India from time to time.	
3.	GST shall be reimbursed by the University as per GOI norms.	

*** Service charge shall be quoted in round figure not in decimal.**

Note :-

) The rate per month (lump sum amount) quoted by the firm will remain fixed during the validity of contract and extended period, if any.

Signature with seal

Date:

Chapter – 6: Other Standard Forms

(Affidavit duly executed before the Notary Public on a Stamp Paper of Rs.100/-)

AFFIDAVIT

(Before Public Notary, _____)

I, _____ (Name of the Deponent), S/o _____, Aged
About: _____ years, Resident of: _____

do hereby solemnly state and affirm as under :

1. That, I am working as _____ (Designation of the Deponent) with M/s _____ (Name & Address of the Firm/ Company) since _____ years ;
2. That, I am the Authorized Signatory/ have been duly authorized to execute this affidavit on behalf of the above- named Firm / Company and as such component to swear this affidavit. The duly certified copy of the Authorization Letter / Board Resolution to this effect is enclosed an Annexure with this Affidavit.
3. That, being the Authorized Signatory I am conversant with the technical details and the overall functioning of the Firm / Company applying for the present tender.
4. That, it is submitted that the Firm / Company shall maintain utmost secrecy and take utmost care not to leak/ divulge any information of the IGNTU.
5. That, in case any such incident is noticed, penalty as imposed by the Competent Authority of the Indira Gandhi National Tribal University shall be payable by us.
6. That, I take oath and solemnly declare/ affirm that the particulars furnished in the present “Tender Form” are correct and that nothing has been concealed or misrepresented therein. That, it is submitted that all the Statements / Submissions / Declarations / Information, etc. furnished in this “Tendering Form” are true statement.
7. That, I declare that there are no legal / criminal proceedings pending/ contemplated against our firm or any staff members of our firm. It is further submitted that the integrity of the Firm / Company or any of its staff members is not under suspicion / inquiry / Investigation (As the case may be) before any agency like Police, Crime Branch, Central Bureau of Investigation, Vigilance Cell, Central Vigilance Commission, etc. and other such agencies empowered to do so under the extant laws.
8. That, I declare that the Firm / Company here-in-above mentioned has not been black-listed by any Organization’s/ Company.
9. That, I provide hereunder the following details of penalty imposed, etc. on the Firm / Company by any Organization/ Company by way of monetary penalty or any other mode:

S.No.	Details of Organization/ Company, etc.	Details of penalty imposed, etc.
1.		
2.		

10. That, I do hereby swear that my statements under Para's (1) to (9) are true and correct and that it conceals nothing and that no part of this is false. In case the contents of affidavit are found to be incorrect or false, I shall be liable for action under the relevant provision of the Indian Penal Code and other relevant laws.

DEPONENT

Place:

Date:

VERIFICATION

Verified at _____ on this _____ day of _____ in the year of _____ that the contents of Para (1) to Para (10) of the above affidavit are true and correct to the best of our knowledge and belief and nothing has been concealed there from.

DEPONENT

ATTESTED

(NOTARY PUBLIC)

Important Note: The date of issuance of Stamp-paper should necessarily be between the opening and closing dates of the Tender (Both dates inclusive).