



तेजपुर विश्वविद्यालय / TEZPUR UNIVERSITY
(केंद्रीय विश्वविद्यालय / A Central University)
कुल सचिव का कार्यालय / OFFICE OF THE REGISTRAR
तेजपुर-784028 :: असम / TEZPUR-784028 :: ASSAM

TENDER FOR PROVIDING HOUSEKEEPING/SANITATION SERVICES

AT

TEZPUR UNIVERSITY CAMPUS, TEZPUR-ASSAM.

ET-NIT-4351.....Dated-19-12-2019

Tezpur University invites **Online Tender** in **Two Bid System** (Technical and Financial Bid) from registered company/ firm /agency for House Keeping/Sanitation services required at Tezpur University. Detailed tender document along with other details are available in the website <http://eprocure.gov.in/eprocure/> & www.tezu.ernet.in and interested bidders are asked to submit their Bid online in the CPP Portal.

(Tender Document and BoQ are attached/uploaded separately)

General Information about the NIQ

Last date and time for submission of Bids: 27.01.2020 (2.00 PM)

Date and Time of opening of Bids: 29.01.2020 (4.00 PM)

Place of Opening of Bids: Tezpur University


**Joint Registrar
Tezpur University**



TENDER DOCUMENT

FOR PROVIDING HOUSEKEEPING/ SANITATION SERVICES

AT

TEZPUR UNIVERSITY CAMPUS, TEZPUR- ASSAM.

TEZPUR UNIVERSITY, NAPAAM

TEZPUR 78408

Tender document for providing Housekeeping/ sanitation Services at

Tezpur University, Napaam, Tezpur, Assam 784028

BRIEF INFORMATION BID DOCUMENT

Tender Name	Housekeeping Services at Tezpur University
Tender No	ET-NIT-4351-DT-19-12-2019
Published Date	19-12-2019
Bid Document Download Start Date	20-12-2019 (2.00 PM)
Bid Document Download End Date	27-01-2020 (2.00 PM)
Last Date & Time for Receipt of Bid	27-01-2020 (2.00 PM)
Date of Opening of Technical Bid	29-01-2020 (4.00 PM)
Date of Opening Financial Bid	Would be indicated later on CPP Portal
Tender Fee (Non – refundable)	₹ 5,000.00 (Rupees Five Thousand) only
EMD (Earnest Money Deposit)	₹ 3,00,000.00 (Rupees Three Lakh) only
Performance Bank Guarantee	₹ 10,00,000.00 (Rupees Ten Lakh) only
Estimated Cost	

TEZPUR UNIVERSITY,

NAPAAM, TEZPUR, ASSAM-784028

TENDER FORM FOR PROVIDING HOUSEKEEPING/ SANITATION SERVICES IN THE ENTIRE CAMPUS

INCLUDING GUEST HOUSE, BOYS & GIRLS HOSTELS OF TEZPUR UNIVERSITY

Terms & Conditions

1. ELIGIBILITY CRITERIA

- (i) A registered company/ firm/ agency having experience of at least **3 (three) Years** in Housekeeping/ Sanitation services with minimum average annual turnover of **Rs. 1 (One) Crore** during the preceding three financial years ending on **31st March, 2019** and the experience of undertaking at least one independent **ongoing project** in Housekeeping/ Sanitation Services of reputed University of Educational Institute, or any other Central Govt. Institute of repute.
- (ii) The tenderer should be registered with the competent authority and should have PAN/TAN/GST/EPF, ESI and Contract Labour Registration.
- (iii) The Tenderer should have a functional office in Tezpur or Guwahati.
- (iv) The tenderer should not have been blacklisted by any government, semi-government Department or any other Organization earlier. Self-declaration of not being Blacklisted, on letter head should be submitted with the technical bid which may be verified by the University.
- (v) Certificate of registration, registered partnership firm, Memorandum of Association, Article of Association etc. shall be attached.
- (vi) The tenderer without the eligibility criteria as mentioned in Sl No (i) to (v) above and tender without any/ all the documents mentioned above shall not be considered.
- (vii) Tenders without Tender Fee/ EMD shall be rejected. **Bidders/ tenders who are MSME/NSIC registered may claim exemption from payment of EMD only subject to submission of valid documents support of their claim. However, Payment of Tender Fee is Compulsory.**
- (viii) In case any person signs the tender document on behalf of a limited company or firm, proof of authority to sign and there by bind the company, Letter of Authority/ Resolution empowering him/her to sign the documents on behalf of company or firm shall be enclosed with the tender document.
- (ix) **Every page of the Tender document should be signed and stamped by the tenderer.**

2. SUBMISSION OF TENDER

- (i) Tenders should be submitted/ uploaded along with the scanned copies of the Drafts from any nationalized bank of (i) Rs.5000/- (Rupees Five Thousand only) towards non- refundable Tender Fee, (ii) amount of Rs. 3,00,000/- (Rupees Three lakh only) with validity of not less than 3 months beyond the validity period of tender drawn In favour of Registrar, Tezpur University, Assam towards Earnest Money Deposit. (EMD)
- (ii) The EMD of unsuccessful bidder will be returned after finalization of the contract interest shall be entertained in respect of acceptance / rejection of tender.
- (iii) Before submitting the tender, the tenderer are advised to ensure that they have strictly fulfilled all the eligibility conditions to avoid rejection of their tender. No query, verbal or written, shall be entertained in respect of acceptance/ rejection of tender.
- (iv) Tenderers are advised to carry out a survey of the University locations before quoting, so as to fully acquaint themselves with the ground/ actual conditions of the workplace.
- (v) Financial Bid/ Bill of Quantity (BoQ) of only those bidders would be considered and opened, who qualifies in the Technical Bid.
- (vi) The Registrar, Tezpur University will have full authority to reject any/ all offers without assigning any reason. Any query after submission of the tender will not be entertained.

3. SCOPE OF WORK TO BE EXECUTED BY THE CONTRACTOR

- (i) The contractor shall be fully responsible for the housekeeping /sanitation services in the entire University campus including Guest House, Boys and Girls Hostels including the outer periphery, ground, mezzanine and floor, roads, drains and laid down in the tender and any other locations of the University. The agency shall work under overall supervision and directions of authorized officer(s) of Tezpur University.
- (ii) The Manpower (Male + Female) deployment should be assessed by the Contractor including male and female supervisors to supervise the locations / area to be covered as per Scope of Work.
- (iii) Sweeping, mopping, dusting, cleaning and all other allied works have to be completed before 9.30 AM on all working days, Saturdays and holidays except 26th January, 15th August

and 2nd October. In case the work is not completed before 9.30AM on any day, then the same shall not be considered for payment for that particular day and pro – rata deduction will be made for that day damages of Rs. 1000/- per day for such delay shall also be imposed on the contractor and will be recovered from the contractor's bills. Some activities such as garbage removal, etc. shall be completed in the evening after office hours (i.e. 5:00 PM onwards), on day-to-day basis. No spillover of the above work for the next day shall be permitted under any circumstances.

- (iv) However, regular cleaning of toilets (including fixture such as WC's, urinals, washbasins regular interval as per requirement, usage and instruction given by the user department during office hours and beyond if required).
- (v) Providing of cleaning materials to be used for cleaning and other consumable shall be decided separately by the University.
- (vi) The work to be carried out under this scope of work, contractor shall provide necessary cleaning machineries which are required to be used during execution of the work.

Examples like the following,

- a) Hand / Mechanized Cart 03 Nos.
- b) Vacuum Cleaner 03 Nos.
- c) Ladder 02 Nos.
- d) Machineries/ tools for cleaning drains, sanitary pipes etc. Required based on site inspection

All the machineries used should be appropriate for the surface existing on the Site and shall in no way damage the surface/ fixture/fitting/furniture beyond normal wear and tear. In case the contractor or is/her employee cause any damage to the surface / fixtures / fittings /furniture, the University will be well within its right to recover the cost of restoring the damaged area and / or impose a penalty on the contractor. In this case, the decision of the Registrar, Tezpur University will be final and binding on the contractor.

4. DETAILS OF THE AREA COVERED UNDER THIS SCOPE OF WORK

- (i) Area details

Categories of Areas	Areas in Sq. Ft. (Approx.)
Covered Area and Internal Roads	1985351 Sq. Ft.
Toilets/ Bathrooms	99457 Sq. Ft.

- (ii) The above area details do not include computers, machines, other office equipment, internal vertical surface (Marble, glass panels and painted surface etc.), ceiling & fixtures, electric fans etc., whose cleaning is very much within the scope of this contract.
- (iii) The Periodicity with which the job is to be carried out at the site is broadly divided into four categories namely (a) Daily, (b) Weekly (c) Fortnightly and (Monthly).

5. (A) DETAILS OF WORK TO BE PERFORMED TWICE DAILY

- (i) General cleaning (sweeping, mopping, dusting and any other connected work) of the office rooms, open office halls, conference/ seminar rooms/ halls, KBR auditorium, Council Hall, if used for any purpose, Library, Hostels, Corridors Stairs, space for water coolers & toilets, parking area, all major roads inside the University and all unspecified areas/ location within/ outside the University.
- (ii) Removal of garbage from dustbins in trolley/ push pull carts with good quality rubber wheels. Garbage shall be kept temporarily in designated site only till final disposal.
- (iii) Removal of waste papers, packing material, plants leaves (waste) and any other garbage shall be dumped temporarily within the specified locations of Tezpur University only for further disposal.
- (iv) Cleaning of workstations, tabletops, chairs, almirahs, frames, panels, railings, glasses and cabin partitions.
- (v) Stains removal treatment of entire premises including stairs, area of office cabins, conference halls, Auditorium, reception, toilets, etc. and stain removing of the furniture and equipment.
- (vi) Spraying of air- freshener's in conference/ meeting rooms (if required), officer, officer's rooms, office sections once in a day and also on requirement basis as directed.
- (vii) Cleaning and dusting of lab equipment, machine, computers, keyboards, terminals, printers, Photostat machines, filing cabinets, telephones, fax, electric fans and any other equipment and machine lying on the site.
- (viii) Cleaning and dusting of painting, posters, notice-boards, etc.
- (ix) Removal of bird droppings and other dirt's on the inner walls or on the foot of doors, ventilators, balconies, busts, etc. as and when required.

- (x) The biodegradable and non-biodegradable waste shall be segregated by the contracting agency on day-to-day basis and required numbers of dustbins will have to be provided by the agency. The agency should follow the government guidelines/ act in this regard.
- (xi) Restocking of toiletries in toilets after intensive daily checking in the morning and afternoon cleaning and scrubbing of toilet, WC's urinals wash basins, floor area of toilets and cleaning and wet dusting / wiping of mirrors, frames etc. in toilet with approved material, re-filling liquid soap dispensers (on daily basis in toilet and requirement basis in officer's toilets), re-filling of toilet rolls/ tissue papers, etc.
- (xii) The cleaning of toilets (including fixture such as WC's, urinals, wash basin, etc.) lobby corridors and other area shall done continuously and regularly during office hours as per required usage and instructions given by the University during office hours & beyond if required.
- (xiii) The above-mentioned works are to be carried out on all days and also on requirement basis as directed by department. However, two sanitation workers to be kept on standby at administrative block on public holidays for the upkeep of administrative block and to attend any emergency requirement.

5. (B) WORK TO BE PERFORMED WEEKLY ARE AS UNDER:

- (i) Machine and hand scrubbing and through cleaning/washing of the entire floor area by using approved cleaning material and dry/wet mopping.
- (ii) Dusting of walls, roofs, etc. from top downward and removal of cobweb.
- (iii) Cleaning of window panes and partition door.
- (iv) Cleaning of drinking water coolers area, dustbins, buckets, etc. with detergents.
- (v) Weekly cleaning and dusting of ventilator blinds and brushing of upholstered chairs and sofas.
- (vi) Removal of irrelevant poster, banners and hoardings inside and outside the University (near Main Gate) covered in the Scope of Work of this Tender.

5. (C) WORK TO BE PERFORMED FORTNIGHTLY ARE AS UNDER:

- (i) Vacuum cleaning of upholstery of sofas and other upholstered chairs and AC grills.
- (ii) Cleaning of nameplates and painting with glass top.

5. (D) WORK TO BE PERFORMED MONTHLY ARE AS UNDER

- (i) Cleaning of floors by shifting and moving furniture such as sofa, almirahs, tables, etc.
- (ii) Removal of weeds from edges of paths/roads, paved-laid area, corners, crevices in terraces, etc.

- (iii) General cleaning/dusting of panels, posters, paintings, etc.
- (iv) Polishing of covered floor area, cleaning of sanitary/water supply fixtures, wall tiles, etc.
- (v) Removal of cobwebs in places like electrical substations, UPS room, EPABOX exchange, below staircase, etc.

6. PERFORMANCE EVALUATION

- (i) The performance evaluation of the housekeeping/ sanitation services shall be carried out by the University regularly (daily, weekly, fortnightly or monthly basis as per discretion of the University). The agency shall submit daily action plans/ reports to the University). The agency shall submit daily action plans/reports to the University (for each location including open areas on monthly basis).
- (ii) The University shall review the quality/ performance of sanitation /housekeeping agency from time to time. The agency is obliged to perform to the satisfaction of the user department and obtain user certificate from the controlling officers/ HoDs.
- (iii) The floor wise (include open area) rating for the following activities/ work (indicative list only) will be evaluated.
 - a. General cleanliness of walls and ceilings
 - b. General cleanliness of toilets
 - c. General cleanliness of window glasses/ fans
 - d. General cleanliness of furniture / sofa/ curtains/blinds
 - e. General cleanliness of WC/Urinals
 - f. General cleanliness of doors/ windows
 - g. General cleanliness of workstation, table tops, and office equipment.
 - h. General cleanliness of almirahs and racks.
 - i. General cleanliness of partition doors, paneling, etc.
 - j. Maintenance of corridors
 - k. Maintenance of roads and open spaces
 - l. Any other activity/ work identified specified by the department from time to time as per requirement

7.(A) The University reserves the right to satisfy itself about the quality of the housekeeping services provided by the tenderer. In the event the agency cannot perform satisfactorily, the tenderer/ agency is liable to be penalized by deduction in his payment ranging between Rs. 1000/- per default up to a maximum of Rs. 25000/- per month depending upon the level and duration of the continued dissatisfaction. The decision of the University will be final in this regard.

7.(B) In case the tenderer is not found to have fulfilled any of the following requirements, the entire bid is liable to be rejected without assigning any further reasons.

- (i) All the documents pertaining to the firm/ company submitted by the tenderer should bear the same name and address as recorded in the tender form. In case of any variation, it should be specially clarified as to whether the changes have been duly notified to the respective authority and proof of acceptance by such authority must be uploaded with the respective document submitted by the tenderer. All documents should be self-certified.
- (ii) Copies of EMD of Rs.3,00,000/- and Tender Fee of Rs. 5000/-
- (iii) GST Registration certificate from the concerned taxation authority.
- (iv) Income tax clearance certificate from the concerned taxation authority.
- (v) Valid registration with the Central Labour Commissioner.
- (vi) Valid PAN No. of the company / firm.
- (vii) Valid EPF/ESI Registration No. of the company/firm.
- (viii) The tenderer should give the details of clients serviced during mentioned period. Attested Copies of Performance certificate issued by the clients of the tenderer are also to be attached. The minimum qualifying rating for performance certificate is liable to be rejected. Performance certificate to be attached by the tenderer should be issued by the client of the tenderer (on client's letter head).

8. TENDER EVALUATION

Tender will be evaluated based on the Service Charge quoted inclusive of Uniform, cleaning machineries etc. and excluding of GST.

9. FINANCIAL BID (BoQ)

- (i) In the Financial Bid /BoQ, the tenderer should quote only the Service Charge in Percent upto two decimal point. The rate of the tender should be inclusive of cost of uniforms and mechanized equipment/ machinery etc. and GST (as per Rule 33 of GST) and in accordance with the provision of minimum wages Act, other statutory provisions like EPF, ESI and administrative charges.
- (ii) The supply of cleaning materials shall be decided separately by the University.
- (iii) It may be noted that the manpower demand at Tezpur University may increase or decrease depending on requirement. During summer and Winter Recess, manpower requirement would be less. The payment, for which shall be made on actual deployment of manpower each month.

10. PERIOD OF CONTRACT

The tender will be awarded initially for a period of three years from the date, the selected agency starts providing the sanitation/housekeeping services in the University Campuses, extendable up to a maximum of two more years on mutually agreed terms and conditions. **The University shall revise the minimum wages and the components of EPF, ESI after corresponding revision of minimum wages by Government of India, during the contract and/ or the extended period of the contract. However, Service Charge component shall be revised during the contract period or extended period.**

11. PAYMENT OF BILLS

- (i) Bill payment shall be made by the University within seven working days from the date of submission of the bill in respect to undisputed bills. The agency while preparing the bill for payment, will have to certify and submit documentary evidence that the wages (as per minimum wages act and other statutory liabilities) of the employees deployed onsite, for the previous month has been disbursed. GST, PAN & TIN No. should be mentioned on the body of the bill.
- (ii) Wherever any overpayment comes to the notice of University the same shall be recovered by the University from any sum due or which at any time thereafter may become due to the agency under this tender/agreement/contract, and failing that, under any other tender/ contract / agreement with the University from the performance security deposit of the tenderer.
- (iii) The University reserves the right to carry out post payment audit and/or technical examination of the final bill including all supporting vouchers, abstract etc. University further reserves the right to enforce recovery of any over payment whenever detected.
- (iv) If as a result of such audit and technical examination, any over payment is discovered respect of any work done by the agency or alleged to have been done by the University from the agency by any or all the methods prescribed above or through a Court of law as the situation warrants.
- (v) If any under payment is discovered, the amount shall be duly paid to the agency by the University as and when pointed out and found justified.
- (vi) If any under payment to staff deployed is noticed or reported action would be taken, including withdrawal of contract.

12. NOTICE OF THE UNIVERSITY

Subject to as otherwise provided in this tender, all notices to be given on behalf of the University and all other actions to be taken on its behalf may be given or taken by the Registrar, Tezpur University, Assam, or any authorized official by the University.

13. EXCLUSION OF IMPLIED OR NO LIABILITY OF THE UNIVERSITY

- (i) The University shall not provide any residential any residential accommodation to the housekeeping/ sanitation personal employed by the agency. No cooking or lodging shall be allowed in the University building for the staff engaged by the contracting agency.
- (ii) The University will have no obligation to provide employment to any of the employees of the housekeeping agency during or after expiry of contract period and the University recognizes no Employer-employee relationship between University and the housekeeping sanitation employees deployed by the contracting agency.
- (iii) The University shall not be responsible financially or otherwise for any injury to the housekeeping/sanitation personnel in the course of performing the housekeeping sanitation function as per this tender. This liability shall solely be of the tenderer/contracting company.

14. TERMINATION OF CONTRACT

- (i) If the agency at any time makes default in executing housekeeping job with due diligence and care and continues to do so, and /or the sanitation /housekeeping agency default in complying with any of the terms and conditions of tender and does not remedy it or take effective steps for remedy, or fails to complete the work as per the terms and conditions and does not complete then within the period specified in the notice given to them in writing, the University may without prejudice to any other right or remedy, which shall have accrued or shall accrue thereafter to the contracting agency, cancel the contract/agreement after three (03) month notice and security deposit will also liable to be forfeited.
- (ii) The University reserves the right to terminate the contract, without assigning any reason, by serving three (03) months' notice to the tenderer of its intent on to do so and on the expiry of the said period of notice; the contract/agreement shall come to an end. On such termination of contract, the tenderer shall remove all the machinery, equipment and housekeeping personnel within the notice period.
- (iii) If any information furnished by tenderer is found be incorrect or false at any time, the contract/agreement is liable to be terminated, after one month's notice and the security deposit will also liable to be forfeited.

- (iv) In case the agency wants to discontinue the tender/contract/agreement; it shall have to give three months' notice in advance to this effect to the University.

15. ABITRATION

In the event of any dispute arising out of this tender/contract/agreement or in connection with the interpretation of any clause in the terms and conditions of the tender/ agreement/ contract or otherwise, the matter shall be referred to the arbitrator appointed by the University.

16. OTHER CONDITIONS OF THE TENDER

- (i) Subcontracting /Change in the name of the tender during the tender process shall not be allowed under any circumstances.
- (ii) Every uploaded paper of the tender should be signed by the tenderer with seal of agency/ firm/ company.
- (iii) No change in the constitution/shareholder of the successful tenderer will be allowed under any circumstances without the prior approval of the University in writing.
- 17. The agency submitting the tender would be presumed to have considered and accepted all the terms and conditions of this tender. No verbal or written query shall be entertained in respect of acceptance / rejection of the tender.**
18. The contracting agency shall indemnify the University against all other damages / changes and expenses for which the University is held liable or pays on account of the negligence of the Agency or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
19. In case of any person signing the tender / contract/ agreement on behalf of limited Company or firm letter of authority/ resolution passed by the company/ firm shall be enclosed with the tender.
20. The agency shall provide a non-judicial stamp paper of Rs. 100/- for preparing a contract/ agreement as per the terms and conditions of the tender within one month from the issue of letter of acceptance or whenever called upon to do so by the University whichever is earlier but before commencement of the house keeping services.
21. That the agency shall have to provide any additional personnel for allocating any additional sanitation/housekeeping duty as directed by the University or any authorized officer of the University in addition to those duties/ personnel covered in this tender. The work order shall be issued for deployment of extra manpower as per contract rate.
22. The contracting agency before execution of the work shall specify the actual number of workers to be engaged for housekeeping job. The agency shall also employ supervisor(s) having minimum qualification of 10th pass to supervise the job and the supervisor(s) shall have minimum three years'

experience in the housekeeping services in reputed hotel/ reputed educational Institutions or other similar establishments so as to maintain the building to the required standard and quality to ensure workmanship of the to the entire satisfaction of the of the University. He/ She must ensure the maintenance of performance standard and periodicity of cleaning. The supervisor(s) who should be deployed round the clock by the agency shall also receive instruction from the University and/or any authorized officer of the University from time to time for carrying out the house-keeping services at the University. The entire housekeeping work in and around the campus shall be inspected by the executive/ manager of the agency on a daily basis compulsorily.

23. A complete list of the housekeeping staff, engaged by the agency for deployment in the site, shall be furnished by the contracting agency to the University department along-with the complete address and other antecedents of the staff. The agency shall deploy only those staff aged between 18 to 55 Years, whose antecedents have been verified and for whom police verification has been done and submitted by the agency. The agency should give a certificate to that effect to the department. The agency shall also submit medical fitness certificate for all the housekeeping personal
24. Each housekeeping staff engaged by the contracting agency shall wear the prescribed uniform meant for housekeeping according to season (i.e. summer uniform in summer and winter uniform in winter season) and a badge bearing his/her name and designation, while on duty. The said uniform and badge shall be provided and maintained by the contracting agency at its own cost. The uniforms and attire must be neat and clean. If the agency does not have Uniform code of its own, then the following should be provided:

Uniform summer (Men): Buttoned Shirts, Plated Trousers, Cotton Cap, Apron, two set of Black Shoes (Good Quality). Raincoats (Duck back /similar quality) to be provided to workers in outer areas.

Uniform summer (Ladies): Salwar, Kameez, Cap, Apron, two sets of Black Shoes (Good Quality)

Uniform Winters (Men & Ladies): One Full sleeves pullover and one winter jacket in addition to summer Uniform as above. *Fabric for Uniform for men and ladies to be only of good brands. Hand gloves to be provided to all.*

Housekeeping Staff found in dirty and unclean uniform shall be sent back and no payment shall be pay for that day. A penalty of Rs 1000/- may be imposed if the housekeeping staff is found in dirty or soiled Uniform.

25. University shall be at liberty to direct and to require the contracting agency to remove from the work, any person employed by the Agency, who in the opinion of University, misconducts or

- incompetent or negligent in the proper performance of his / her duties or in firm and invalid/ or indulges in unlawful activities or the like and such person shall not be again employed on the work without written permission of the University.
26. The contractor shall be required to make his own arrangements to carry the water wherever required by means of base pipes, buckets as per requirement.
 27. All the terms and conditions contained in these tender documents will be a part and parcel of the agreement/ contract to be executed by the contracting agency with the University.
 28. Canvassing in connection with the tender is strictly prohibited which may disqualify the tender. Tender must be unconditional.
 - 29. Tender not conforming to the requirements as per the terms and conditions will be rejected and no correspondence shall be entertained in this regard whatsoever.**
 30. Attendance report of all the staff deployed at University campuses shall be given to Estate office every day.
 31. No manpower other than those on duty shall be allowed to stay in the premises during the specified working hours.
 32. All requirements under various statutory laws including relevant labour act, EPF, ESI etc. must be complied with by the Agency. Any default will be the liability of the agency and the agency shall be liable to reimburse any amount paid by the University by way of default, interest and penalty. The agency will also maintain the relevant records of all payments received by the Agency and will produce to the satisfaction of the University immediately whenever asked for.
 33. The agency shall be responsible for the good conduct/ behavior and integrity of its personnel and will also be responsible for any act of omission or commission on their part.
 34. The agency will be responsible for supply the garbage bags, for collecting garbage from core and common areas of the University Campus and disposal at sites designated for this purpose. The material so collected may randomly screened / checked by the security personnel.
 35. Payment of Bills: The payment for services under this agreement shall be made on monthly basis on satisfactory completion of job contract services, through PFMS/NEFT/RTGS (online transfer). The final payment shall, however, be made only after adjusting all the dues/ claims of the University. Income Tax (TDS) as applicable at the prevailing rate will be deducted at source.
 36. The agency shall submit the monthly wages bill not later than the 7th day of every successive month duly certified by the concerned designate official of the University. University shall make necessary arrangement for payment of the Wages to the agency and the agency shall directly pay the wages to the individuals bank account (DBT) of the Housekeeping personnel. The duty schedule and

attendance register must be produced to the concerned official of the University on weekly basis for counter signature. Monthly submission of payment records of EPF, ESI etc. shall be mandatory along with the bill for successive month. Tezpur University, being the principal employer, shall have the right to ensure that payments are duly made to the personnel's bank account. In order to ensure that, a declaration is to be furnished by the Agency along with the bill for the following month. The finance Officer or his nominee shall check the relevant records, as may be deemed necessary, to substantiate the claim of payment of wages and other dues like EPF, ESI, etc. before releasing payment.

37. The contractor shall abide by and comply with the relevant laws and statutory requirements covered under labour act, minimum wages and (contract labour (Regulation & Abolition Act 1970), EPF, ESI, etc. with regard to the personnel engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, I the department and the labour department as prevalent.
38. The designated manpower on a given day may also be deployed for other services like shifting equipment/ furniture etc. apart from sanitation & housekeeping services.
39. The performance Security Deposit will be Rs. 10,00,000 (Ten Lakhs) to be submitted to the University in the form of Demand Draft / Performance Bank Guarantee/ Fixed Deposit Favoring 'Registrar, Tezpur University'. No interest shall be paid on the Performance Security Deposit amount.
40. In case the University finds that Service Charge quoted is abysmally low and is of the opinion that the Agency may not operate with such low service charge, then the University may consider Twice the amount of Security Deposit i.e. Rs. 20,00,000/- (Twenty Lakhs) before awarding such Contract.

41. REJECTION OF TENDER

- (i) The entire Tender (including Technical Bid and BoQ (financial Bid) should be complete in all respect. Incomplete Tender in any manner is liable to be rejected without assigning any reason.
- (ii) The Registrar, Tezpur University, Assam, reserves the right to reject any or all tender(s) without assigning any reason thereof.
- (iii) The agreement is subject to incorporation of any appropriate provisions by the University which will be execute by the contracting agency and the same shall be binding on the both parties to the ensuing contract/ agreement.

TEZPUR UNIVERSITY, NAPAAM TEZPUR 784028

TECHNICAL BID

PROFILE OF THE TENDERER

**TENDER FOR PROVIDING HOUSEKEEPING/SANITATION SERVICES
AT TEZPUR UNIVERSITY CAMPUS**

(Against Tender No.: _____)

SI No	Items	Details
1	Name of the Firm\Organization \Tenderer (Block Letters)	
2	Name of the Proprietor\partners \directors (provide supporting documents)	
3	Type of Organization (Whether sole proprietorship /partnership / private Limited For co-operative body etc. Attach Proof of evidence	
4	Permanent /Registered address	
5	Telephone No. / Mobile No / Email id & Name of the contact person	
6	Do you have any office at Tezpur/ If so, please provide the address, mobile No. & Name of the contact person	
7	Details of Fee Paid	
	Tender Fee (Amount, Bank Draft No., Date, Bank name and branch)	
	EMD (Amount, Bank Draft No., Date, Bank name and branch)	

Date:

Signature of tenderer, Seal & address

DOCUMENTS ENCLOSURE DETAILS

SI No.	Items	Attached (Yes/No)	Page / Appendix No/ Enclosure Number (If attached)
1	Proof of Incorporation / inception of the agency		
2	An affidavit duly certified by a Notary that the Partners of the Firm or Sole Proprietor or Company has never been black listed or changed the name of the firm and is/ are not involved in any Police case / Vigilance enquiry pending or ever been punished by any Hon'ble Court		
3	Income Tax Return (last three years) (enclose photocopies and attested by the Tenderer) 2018-19 2017-18 2016-17		
5	Proof of Financial Capacity from Bank (Solvency Certificate)		
6	Pan Certificate (Photocopy and attested by the Tenderer)		
	GST Registration (Photocopy and attested by the Tenderer)		
	EPF Registration (Photocopy and attested by the Tenderer)		
	ESI Registration (Photocopy and attested by the Tenderer)		
	Labour License Certificate Validity and number of Workers permitted in the license (Photocopy and attested by the Tenderer)		
7	Proof of Functional Office at Tezpur / Guwahati		
8	Satisfactory performance certificate from at least three organizations where the agency has provided housekeeping / sanitary service		

Date:

Signature of tenderer, Seal & address



EXPERIENCE DETAILS

Name and Address of the Organization	Telephone Number of the concerned person in the Organization	Period of Contract	Value of contract and other details	Annual numbers of personal engaged	Remarks (Enclosure serial number to support the claim)

Important Note

- Only Certificate / Office Orders issued by the clients / concerned person supervise the work in letter head with date of issue and containing requisite details will be considered.
- Details of current contracts of similar service being rendered by you and which will be available for inspection by University, if required.

Date:

Signature of tenderer, Seal & address



Checklist

1. Duly completed tender document.
2. Demand Draft / Pay order for Rs. 5000/- (Rupees Five thousand) in favour of Registrar, Tezpur University, Assam as cost of the tender document.
3. Earnest Money deposit (Demand Draft/ FDR of Rs. 3,00,000/- (Rupees Three Lakh Only) in favour of Registrar, Tezpur University, Assam.
4. Terms and conditions of the tender duly signed on each page.
5. Registration Certificate of the firm (under shops & Establishment Act) or Registration No. of the company (under Companies Act, 1956), as applicable (attach attested copy of certificate).
6. GST registration Certificate.
7. Income Tax Return of last three years
8. PAN card of firm/ Company (attached copy of PAN Card).
9. Provident Fund Account No. of firm/ Company (attested copy of certificate).
10. ESI No. of firm / Company (attach attested copy of certificate).
11. Details of the turnover for the year 2016-17, 2017-18 and 2018-19 is submitted.
12. Details of work executed by the tenderer is provided in Experience Details.
13. Performance Certificate in housekeeping / sanitation from client is provided.

Date:

Signature of tenderer, Seal & address



DECLARATION

I, son / daughter of
Shri.....Proprietor /
Partner / Director / Authorized Signature of _____ am
competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions of the above application are true and authentic to the best of my knowledge and belief. i/ we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:

Signature of Owner / Managing Partner/ Director of the Firm

Place:

Name:

Firm's Seal:

N.B.: The above declaration duly signed and sealed by the authorized signatory of the bidding Firm should be uploaded with Technical Bid.

