



**INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY**  
**AMARKANTAK (M.P.)**  
(A National University established by an Act of Parliament)

Tender No. IGNTU/HK/2016/807

Date:15.07.2016

**TWO BID SYSTEMS**

**TENDER DOCUMENT FOR HOUSEKEEPING THROUGH OUTSOURCING**

**ANNUAL RATE CONTRACT FOR HOUSE KEEPING THROUGH OUTSOURCING**

Form No. \_\_\_\_\_ Date of Issue: \_\_\_\_\_

Rate Contract form issued to: \_\_\_\_\_

- Rs.3, 00,000/- EMD to be deposit in the university Bank Account Through online mode.
- Closing Date & Time of submission of Rate Contract Form: - 05.08.2016 up to 2.00 p.m.
- Date & Time of opening of Technical Bid:- 05.08.2016 on 3.00 p.m.
- Date & Time of opening of Price Bid :- will be notified to the short listed bidder

Note:-

1. This tender document contains 09 pages and bidders are requested to sign on all the pages, tender without signature will be summarily rejected.
2. This tender document can be downloaded from the website - [www.igntu.ac.in/Amarkantak](http://www.igntu.ac.in/Amarkantak) and The tender fee Rs. 1000/- (non-refundable) and Rs.3,00,000/- EMD may be remitted at the time of submission of tender through online University Bank Account No.3262189064, IFSC Code: CBIN0284695, Central Bank of India, Branch Lalpur, IGNTU, Amarkantak Branch (04695) Anuppur, M.P. Pin No. :484887, the Receipt of the payment (UTR No./Deposit receipt copy with date to be enclosed with the form.
3. The Technical bid & Financial Bid should be sealed by the bidder in separate covers duly Super-scribed and both these sealed covers are to be put in a bigger cover which should also be sealed and Super-scribed "Tender for Housekeeping" to Registrar, Indira Gandhi National Tribal University, Amarkantak, Anuppur - 484887 (M.P.)
4. EMD (to be deposited through online as per details given above at sl. No 2) should be kept either in separate cover or along with Technical Bid and should not be kept in Financial Bid cover.

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**INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY, AMAKRKANTAK (M.P.)  
(A CENTRAL UNIVERISTY)**

**TERMS AND CONDITIONS**

1. Tender shall be submitted in prescribed tender form available at university website (www.igntu.ac.in) only. If submitted in any other form the same shall be summarily rejected.
2. Tenders received without a non-refundable fee of Rs. 1000/- (one thousand) and prescribed Earnest Money shall not be considered.
3. The sequence of prescribed documents issued with the form of tender listing the services to be rendered must not be deviated as mention in the technical bid guidelines by the tenderer. Any modifications/alterations of the schedule considered necessary by the tenderer should be in the separate letter accompanying the tender.
4. An Individual / Organization can not submit more than one tender document.
5. The name and address of the tenderer shall be clearly written in the space provided and no overwriting, correction, insertion shall be permitted in any part of the tender. The tender should be filled in and submitted in strict accordance with the instructions laid down herein; otherwise the tender is liable, out rightly to be rejected.
6. Individual signing the tender or other documents connected with the tender must specify whether he signs as;
  - (i) A sole proprietor of the concern or constituted attorney of such sole proprietor.
  - (ii) A partner of the firm, if it is a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a registered power of attorney, duly executed by the partners of the firms.
  - (iii) Director or Principal Officer duly authorized by the Board of Directors of the company.
7. The tender submitted in sealed envelopes mentioning "Annual Contract Tender for the provision of Housekeeping" should be addressed to the Registrar, INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY, AMAKRKANTAK (M.P.) – 484886 through Speed-Post / Registered Post only. **Last date** for receipt of tenders in the office of the **IGNTU Amarknatak**, will be **2.00 p.m. on 05.08.2016**. The Technical Bid **will be opened at 3.00 p.m. on the same day** in the presence of the tenderers or their representatives present and opening of the Financial Bid will be notified to the short listed bidders only.
8. A Payment of Rs.3,00,000/- (Rupees Three lakh only) is required to be deposited through online as Earnest Money Deposit (EMD). The EMD will be refunded to all the unsuccessful tenderer as per the rules. The Earnest Money deposit of the successful tenderer shall be liable to be forfeited, if he does not fulfill any of the following conditions:
  - (i) An Agreement is to be signed by him in the prescribed form within 10 (Ten) days of the receipt of letter awarding the contract.
  - (ii) The Housekeeping Service will commence from the date notified by IGNTU in the letter, awarding the contract.

The EMD of successful bidder will be converted as a part of the security deposit on request in writing. In the case of successful tenderer the EMD Deposited will be adjusted in the head of "Security Deposit" (the reaming amount shall be paid separately through online mode as prescribed towards security deposit) for the entire period of contract and the deposit so retained shall not bear any interest during the period of retention.
9. The bid will be valid for 6 months.
10. IGNTU reserves the right to accept or reject any or all the tenders and is not bound to accept the lowest bid since due weightage shall be given to several factors besides the Financial Bid.
11. The Contractor shall be responsible for engaging adequately trained manpower required for providing Housekeeping Service in IGNTU satisfactorily. The housekeeping agency should

- deploy only trained housekeeping workers. No child laborers/workers can be deployed under any circumstances.
12. The Contractor will, prior to the commencement of the operation of contract, make available to IGNTU the particulars of all the employees who will be employed, such particulars inter-alia should include age, date of birth, permanent address and the police verification report of the employees, should be enclosed. The contractor shall not change the Housekeeping workers / Supervisors, etc., frequently without the prior consent of IGNTU. The contractor shall provide Identity Card to all employees at the time of deployment for IGNTU services, the same to be possessed by every staff of the contractor during working.
  13. The Contractor shall be responsible for the payment of wages and allowances as per Minimum Wages Act of Central Govt. / Madhya Pradesh whichever is higher in force and all statutory dues to the persons employed by him for providing the Housekeeping. The Contractor shall be further responsible for proper discipline of the employees engaged by him and their work besides observing other obligations. Further the contractor shall be responsible to pay all the dues of employees in time though bank and any compensation related to injuries arising out of in the course of employment, as well as statutory dues applicable risk insurance benefits under labor laws. The Housekeeping service contract shall remain valid initially for a period of one year, subject satisfactory operation.
  14. The Contractor shall be liable with regard to compliance of all the laws, regulation, rules and directions given by any statutory authority with regard to safety, labor laws or any other laws both Central & State in force in the State of Madhya Pradesh including registrations with Provident Fund, Employees State Insurance, M.P. sales tax, municipal registrations etc. An attested copy of all such statutory registrations shall be enclosed with the tender.
  15. The Contractor shall be responsible to maintain the equipment's and other articles supplied by the IGNTU in good condition. In case of any damage, he shall be responsible to carry out the repairs without any delay to avoid any interruption in service. Cost of repairs shall be borne by the Contractor him-self. In case of theft or loss/damage, contractor shall replace items lost, broken or damaged with items of the same quality at his own cost and expense.
  16. IGNTU shall in no way be responsible for any default with regard to any statutory obligation and the Contractor will indemnify IGNTU in case of any damage or liability, which may arise on account of action of contractor.
  17. Dispute, if any, arising out of the Housekeeping contract shall be settled by mutual discussion or arbitration by sole Arbitrator to be appointed by the Registrar, IGNTU at Amarkantak as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and the Rules framed there under. Any Arbitrator appointed shall not have the jurisdiction to pass any interim awards, or to grant interest higher than 8% charged simply on the award amounts, or amounts payable to IGNTU.
  18. Tender shall be accompanied by the relevant documents including the following:-
    - I. Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the Contractor is currently providing/has provided Housekeeping.
    - II. Work-plan indicating the requirement of staff and the deployment pattern of staff proposed and other details for the efficient satisfactory performance of the contract.
    - III. Certificates in support of all statutory registrations.
  19. On the termination of the agreement, the contractor will hand over all the related equipment's/articles as supplied by the IGNTU in good working condition back to IGNTU.
  20. The Contractor will liaise with the designated officers of IGNTU and report to them as and when required to make checks on day to day activities of the Housekeeping Service. The Contractor shall extend full co-operation to the designated officer from time to time.
  21. All work shall be carried out with due regard to the convenience of IGNTU. The orders of the concerned authority shall be strictly observed.
  22. The Contractor will work in close co-operation and co-ordination with other agencies working in the IGNTU Campus.
  23. The Contractor has to deploy and work round the clock including during holidays and Sundays as well according to the requirement and convenience of IGNTU and the occupants, while ensuring weekly offs of his / her employees as per statutory requirements. Sufficient

number of “relief workers” shall be employed in place of persons who go on leave / weekly holiday or weekly off.

24. The Contractor shall be fully responsible for the conduct of his employees and shall ensure that their behavior with the students, resident students, officers, faculty, IGNTU colony inmates and staff are always good and cordial. If it is found that the conduct or efficiency of any person employed by the contractor is unsatisfactory, the contractor shall have to remove the person concerned immediately and engage a new one within 48 hours of intimation. The decision of the Designated Officer in this regard shall be final and binding on the contractor.
25. IGNTU is not bound to provide any mode of transport in respect of men or material required for the contract.
26. The minimum wages to the employees shall be paid by the Contractor through Bank and a copy of monthly salary / wages statement shall be forwarded to the concerned department of IGNTU duly endorsed by the Contractor to the university in every 1<sup>st</sup> week of the month.
27. All statutory obligations under various laws from time to time will have to be met by contractor for which payment shall be made to him during the contractual period, as per Madhya Pradesh State / Central Govt. Minimum Wages Act whichever is higher & other statutes in force.
28. The contractor shall at all times indemnify and keep indemnified the Principal Employer, The Head of the office and its officers, servants and agents for and against all third party claims whatsoever, (including time not limited to property loss and damage, personal accident, injury or death of/or property or person of any sub-contract and or the servants or agents of the contractor any sub-contractor(s) and or the owner and the contractor shall at his own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act/Fatal Accident Act, Personal Injuries, Employees State Insurance Act, PF Act and/or their Industrial Legislation from time to time in force.
29. The payment shall be released on monthly basis after satisfactory completion of the job and for the work actually done on submission of bills in duplicate by the contractor after payment of wages to the housekeeping workers.  
The bills should be accompanied by same certificate as IGNTU may prescribe from time to time. Income Tax (TDS) as applicable at prevailing rate will be deducted at source. The Liquidated damages will be deducted up to 10% of the value of such incomplete performance of contract.
30. The Contractor shall deposit Rs.6,00,000/- (Six lakh) through online mode as Security Deposit with IGNTU.(details of bank account etc. are mention that page no.1 note S.no.2) of No interest shall accrue on this deposit, which will be returned after the successful completion of contract and after adjusting dues if any.
31. As per IGNTU policy, payments and receipts to Government and Semi Government Agencies would be rounded off to the nearer higher rupee and in other cases the rounding off will be to nearest i.e. paise 50 or above will be rounded off the near higher rupee and paise less than 50 will be ignored.
32. The workmen employed by the contractor shall be directly supervised and controlled by the Contractor, and shall have no relation whatsoever with INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY, AMARKANTAK (M.P.). IGNTU shall have no power to control or supervise such workmen or to take any action against them except as permissible under law. Such workmen shall also not have any claim against IGNTU for service or regularization of services by virtue of being employed at IGNTU against any temporary or permanent posts at IGNTU.
33. The work executed shall be to the satisfaction of the Registrar of IGNTU, Amarkantak.
34. The contractor shall ensure that either he himself or his representative is available for proper Administration and supervision at the works.
35. The contractor will be solely and exclusively responsible to adhere to meet out all statutory obligations under Indian law in respect of compliance of all the rules, regulations and directions given by any statutory authority with regard to safety, labour laws or any other prevalent laws both of Central & State Enactments and submit an undertaking and proof of payment to its employees as per minimum wages rates, PF & ESI remittances to IGNTU each month along with claim/bills for payment. The outsourcing agency will have to furnish details of P.F remitted to all the housekeeping workers employed by them before one month of termination of their contract with IGNTU.

36. IGNTU shall in no way be responsible for any default with regard to any statutory obligations and the contractor will indemnify IGNTU in case of any loss or damage or liability, which may arise on account of action of the contractor.
37. The contractor shall be responsible for the payment of wages and allowances as per Minimum Wages Act of Central Govt. / Madhya Pradesh Govt. whichever is higher and all statutory dues to the persons employed by him for providing the services. The contractor shall be further responsible for proper discipline of the employees engaged by him and their work, besides observing other obligations.
38. The jurisdiction of Legal formalities, if any, in case dispute arises is Distt.-Anuppur (M.P.).
39. If any relative of the tenderer is an employee of the IGNTU the name, designation and relationship of such employee shall be intimated to the Registrar, IGNTU in writing while submitting the tender.
40. The Contractor should deploy Lady housekeeping workers at the round the clock service at IGNTU – Girls Hostel/Women Cell/wherever is required.
41. The Contractor shall be bearing 5% of material cost related to sanitation / housekeeping works in accordance to the monthly bill raised by the housekeeping agency. This is mandatory on the part of the Contractor that the sole responsibility of the contractor to provide sanitation / housekeeping material and IGNTU has not responsible for purchasing any such materials.

## SCOPE OF WORK

During continuance of the contract, housekeeping agency so appointed shall take over the responsibility for providing total housekeeping in the IGNTU, Amarkantak Campus including Buildings, Staff Quarters, Gardens, Girls Hostels, Open Areas, Play Grounds, Machinery and Equipment including DG sets, Auditorium, etc.

The scope of services to be rendered under this agreement includes:

1. To ensure housekeeping work of movable and immovable property of IGNTU against theft or damage. They should take full responsibility on thefts and losses of properties and take immediate action to restore the articles or damages.
2. To keep proper records by the Supervisor of the Housekeeping Agency to facilitate services through incoming and outgoing materials by Maintaining a proper register.
3. To facilitate Housekeeping Services the Supervisor will respond the phones/calls of the concern authority of IGNTU during duty hours or during day, before and after office hours on emergency basis. A record of such phone calls received shall be maintained by them.
4. Housekeeping agency shall verify character, antecedents of housekeeping workers and before deployment in IGNTU Campus and shall furnish names of housekeeping workers and with photographs, local address and permanent address for record by IGNTU and shall notify any change in their address.
5. Housekeeping workers will not be changed by agency so frequently until and unless so warranted and permitted by the University.
6. Housekeeping worker shall be in position in full and proper uniform wearing identity cards, badges, etc.
7. Sub-letting of contract shall not be permitted.
8. IGNTU will not be responsible to provide any residential accommodation to housekeeping worker deployed by agency.
9. If any of the housekeeping workers would be found involved in any kind of theft or sabotage or pilferage, the housekeeping agency shall be responsible for recovery of stolen articles and value thereof shall be deducted from the Bill. In addition, penalty of 10% of the bill shall also be recovered from housekeeping agency.
10. Housekeeping agency shall ensure compliance of all statutory laws and obligations under M.P. State Govt./Central Govt. Enactments.
11. Each monthly bill shall be supported by an attendance sheet and remuneration remittance sheet for service rendered by Housekeeping agency and shall produce documentary proofs of PF/ESI /Service Tax etc. deposited to Govt. in respect of housekeeping worker deployed at IGNTU. PF/ESI Number shall be provided by housekeeping agency to IGNTU. Proper attendance register of all the supervisors for all shifts at different locations will be maintained.
12. Housekeeping agency shall disburse wages to its workers deployed in IGNTU Campus as per the prevalent minimum wages fixed by Central Govt./Madhya Pradesh Govt. whichever is higher through bank.
13. The agency may require to coordinate/liase with local authorities such as M.P. Police/Traffic Police etc. in connection with the Housekeeping as per requirement of prevailing legislation in such matters as called for.
14. It is the responsibility of the Security Officer and Concern Supervisors to maintain all the registers of housekeeping such as Inward, Outward, Gate Pass, attendance of other service providers like, Landscaping etc. In case of any tampering or alterations of records found, the IGNTU management has reserves the right to deduct one day salary of the concerned Supervisors.

**INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY, AMAKRKANTAK (M.P.),  
TECHNICAL BID FOR HOUSEKEEPING**

<b>1.</b>	Name of the Tenderer's firm	
<b>2.</b>	Office Address	
<b>3.</b>	Telephone No. / Cell No.	
	Fax No.	
	E-mail Address	
<b>4.</b>		

1. \_\_\_\_\_ :
2. \_\_\_\_\_ :  
 \_\_\_\_\_ :  
 \_\_\_\_\_ :  
 \_\_\_\_\_ :
3. Name of authorized representative(s) \_\_\_\_\_ :
4. Registration Certificate copies enclosed for
- i) P.F. Regn.No. \_\_\_\_\_ :
- ii) E.S.I. Regn.No. \_\_\_\_\_ :
- iii) Service Tax Regn.No. \_\_\_\_\_ :
- iv) Labour License (Central) Regn.No. \_\_\_\_\_ :
- v) PAN CARD No. \_\_\_\_\_ :
- vi) License under the Private Housekeeping Agencies (Regulation) Act – 2005:  
 \_\_\_\_\_ (Please enclosed copies of the same).

5. Annual Gross Turnover during the last 3 consecutive years should be produced for each financial year i.e. for 2012-13, 2013-14 & 2014-15. The Organization should provide required documentary proof in support thereof such as IT –

Return, Audited Balance Sheet for the above:

Name of the year	Turnover in Rupees:
2012-2013	
2013-2014	
2014-2015	

6. Earnest Money Deposit of Rs. 3, 00,000/- (Rupees Three lakh) through online and proof of the same attached herewith.  
 Details of Transaction: UTR..... Dated.....
7. Details of experience in State and Central Government / Public Sector undertaking / Registered Societies / Universities / Research Institutions / Educational Institutions / IT Industries / Private Sectors as per the attached format (Please use separate sheet). (Minimum 3 years' experience is essential).

Year	Name of the Employer & Address with Telephone Nos.	Type of Institution/ Industry	Details of Experience, Period of Contract with Dates of Commencement and termination covering last 3 years	Total No. of Housekeeping Supervisors	Total No. of Housekeeping Workers (Trained)	Nature of Work

8. The agency must provide the certificates from at least 2 heads of Institutions (Central / State Govt. / Reputed Private) where they are providing Housekeeping work certifying that their services are professional and to their satisfaction. Tender will be summarily rejected from the vendors who do not provide original certificates from 2 heads of institutions (Central/State Govt./ Reputed Private).
9. **Validity:** The quotation shall be valid for a period of at least three calendar months from the date of opening of the tenders for the purpose of evaluation of tender. However, the rates quoted in the tender should be valid for the period of contract one year.
10. Position held by the Supervisor must be (minimum 50%) from back ground of Army/Navy/Para military Force. Hence, the details of supervisor's previous employment should be attached with the TECHNICAL BID.
11. Agency shall compulsory provide Mobile Phones to the Housekeeping Supervisors.
12. Existing No. of man power deployed in Housekeeping \_\_\_\_\_.
13. Income Tax acknowledgements for last 2 years with gross taxable income of individual / firm / companies / cooperative Societies.
14. Round the clock Trained Lady Housekeeping workers are to be providing in the girls hostels.
15. Agency shall arrange minimum 30 male/female Trained Skilled workers, 100 male/female unskilled workers and 03 Supervisors. IGNTU has every right to reject technical bids without filling-up of the correct details from S.No. 1-15 & without proper documentary evidence.
16. IGNTU reserves all rights to reject technical bids without any reason thereof.

(Full Signature of the Contractor with seal)



**FINANCIAL BID FOR HOUSEKEEPING**

- i) The total numbers of Supervisors required **03 (Three)**. And the total number of skilled workers required is **30 (male/female)** and required is **100 nos. (male/female) of unskilled workers**. as per the requirement and deployment plan furnished.
- ii) The Company should quote for service charges separately in % of total amount which will be valid for the initial contract and the extended contract period if any..
- iii) The payment shall be made with reference to the actual nos. of Supervisors/Workers deployed/ required on actual basis.
- iv) My quote is Rupees(in total)\_\_\_\_\_ Per Supervisor for 8 Hrs. and Rupees(in total) \_\_\_\_\_ per Housekeeping skilled worker for 8 Hrs. and unskilled worker \_\_\_\_\_ duty including all statutory levies and as per Central Govt. / Madhya Pradesh State Minimum Wages Act whichever is higher as detailed below:

<b>Particulars For Housekeeping</b>	<b>Rate per Supervisor per month (₹)</b>	<b>Rate per Skilled Worker per month (₹)</b>	<b>Rate per Unskilled Worker (₹)</b>	<b>Remarks</b>
1. Basic rate				
2. Provident Fund (specify__ % on basic rate)				
3. Employees State Insurance (specify __% on basic rate)				
4. Others (to specify nature of payment)				
<b>Total</b>				

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(Full Signature of the Contractor with seal)

