

HIDAYATULLAH NATIONAL LAW UNIVERSITY, NAVA RAIPUR

Tender Document for “Housekeeping services for HNLU Campus, Nava Raipur



HIDAYATULLAH NATIONAL LAW UNIVERSITY, NAVA RAIPUR, ATAL NAGAR-492 002, CHHATTISGARH

www.hnlu.ac.in

Online bids are invited under a two-bid system from reputed and experienced agencies on behalf of the Registrar, Hidayatullah National Law University, Nava Raipur, for providing **Housekeeping services at HNLU, Nava Raipur** as per the following schedule.

Notice Inviting Tender (NIT) No & date	No. HNLU/2477/NIT/Housekeepingservices/2023-24 Date: 14.08.2023
Place of Supply.	Hidayatullah National Law University, Nava Raipur, Atal Nagar-492002 (C.G.)
Bid Submission Start date	14.08.2023
Last Date & Time of Submission of Bids	29.08.2023 , 15.00.00
Date of Opening of Technical Bids	29.08.2023 , 15.30.00
Tender Fee	Rs.1000/-(non-refundable)
EMD	Rs.3,00,000/-(refundable)
Contact information	Registrar Hidayatullah National Law University Nava Raipur-492002 Phone:+91-7587017804 Email: registrar@hnlu.ac.in
Proposed date to commence the Operations	01 st September2023(tentative)

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In the event of any of the above-mentioned dates being declared as a holiday / closed day, the bids will be opened on the next working day at the appointed time. Manual bids shall not be entertained. Copy of the bid document is available in e-WIZARD Portal <https://hnl.u.ewizard.in> and University website i.e. www.hnl.u.ac.in Instructions regarding submission of online bids are available at URL: <https://hnl.u.ewizard.in> Please keep visiting our website for any corrigendum/amendments and submit the bid documents accordingly. Changes made in the tender documents due to reasons beyond the control of the University will be uploaded on the website only and no additional notification will be issued in any newspaper.

Registrar (I/c)

PROCEDURE FOR SUBMISSION OF E-TENDER

The bidders are required to submit soft copies of their bid electronically on the ITI e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the ITI e-Wizard Portal. For more information, bidders may visit the ITI e-Wizard Portal <https://hnlu.ewizard.in>

1) REGISTRATION PROCESS ON ONLINE PORTAL

- a) Bidders to enroll on the e-Procurement module of the portal <https://hnlu.ewizard.in> by clicking on the link “Bidder Enrolment” as per portal norms.
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Wizard Portal.
- c) Bidders must provide the details of PAN number, registration details etc as applicable and submit the related documents. The user id will be activated only after submission of complete details. After completion of registration payment, you can also send your acknowledgement copy on our help desk mail id ewizardhelpdesk@gmail.com for activation of your account.
- d) The bidders must ensure to get themselves registered on the portal at least 1 week before the tender submission date and get trained on the online tender submission process. For tender submission and registration process bidders are advised to refer respective manuals on website. Tender inviting Authority/Department will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues like internet connectivity/PC speed/etc
- e) Bidders to register upon enrolment their valid Digital Signature Certificate (DSC: Class III Certificates with signing key and encryption usage) issued by any Certifying Authority recognized by CCA India with their profile.
- f) A bidder should register only one valid DSC. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse. Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.
- g) Bidder then logs in to the site through the secured login by entering their user ID/password and the password of the DSC / e-Token.

2) Tender Document Search

- a) Various built-in options are available in the e-Wizard Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- b) There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, a form of contract, location, date, other keywords, etc. to search for a tender published on the Online Portal.
- c) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘**Interested Tenders**’ folder. This would enable the Online Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- d) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3) Bid Preparation

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/PNG, etc. formats.

4) Bid Submission

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders must pay required payments (Form fee, EMD, Tender Processing Fee etc.) as mentioned before submitting the bid
- d) Bidder to select the payment option mode as specified in the Schedule (EMD/FORM FEE Section) to pay the form fee/ EMD wherever applicable and enter details of the instrument.
- e) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- f) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j) Kindly have all relevant documents in a single PDF file.
- k) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

5) **Amendment of bid document**

At any time prior to the deadline for submission of proposals, the institutions reserve the right to add/ modify/ delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6) **Instruction to Bidders**

- a) Process for Bid submission through ITI e-wizard portal is explained in Bidder Manual. Bidders are requested to download Bidder Manual from the home page of website (<https://hnluewizard.in>). Steps are as follows:

(Home page ⇒ Downloads ⇒ Bidder Manuals).

- b) The tenders will be received online through portal <https://hnluewizard.in>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- c) Possession of Valid Class III Digital Signature Certificate (DSC) in the form of smart card/ e-Token is a prerequisite for registration and participating in the bid submission activities through <https://hnluewizard.in>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available on the web site <https://hnluewizard.in> under the link ‘DSC help’.

Tenderers are advised to follow the instructions provided in the ‘User Guide and FAQ’ for the e-Submission of the bids online through the ITI e-Wizard Portal for e-Procurement at <https://hnluewizard.in>

- d) The bidder has to “**Request the tender**” to portal before the “**Date for Request tender document**”, to participate in bid submission.
- 7) All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
- 8) The tender document containing eligibility criteria, scope of work, terms & conditions, and draft agreement can be downloaded from the Website www.hnlue.ac.in. Those who download the tender document from Website should pay a **Tender fee of Rs 1000/- (Rupees One Thousand only)** through online transfer mode only i.e. Debit Card/Credit Card/Net Banking.
- 9) The bidder shall pay **Bid Security (EMD) of Rs. 3,00,000.00 (Rupees Three Lakh only)** through online transfer mode only i.e. Debit Card/Credit Card/Net Banking. along with the technical bid. Bids received without Earnest Money Deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc. at any stage.
- 10) Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- 11) No deviation to the technical and commercial terms & conditions allowed.
- 12) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt

of the bids

Technical Support

Tel: 011-49606060, ewizardhelpdesk@gmail.com

Tariq Anwar: 9355030608, eprochelpdesk.35@gmail.com

Saikat Pal: 9355030620, eprochelpdesk.38@gmail.com

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1. Introduction to the University

HNLU, Raipur established by the Government of Chhattisgarh under the Hidayatullah National University of Law, Chhattisgarh, Act (Act No.10 of 2003) desirous of engaging the service provider for providing “Housekeeping services for HNLU Campus at Nava Raipur, Atal Nagar -492002 Chhattisgarh”.

All the Buildings of the University are in good condition. The interested bidders must visit the campus premise to acquaint themselves with the scope of the services and other requirements.

2. Minimum Qualifications Required for Bidding

The bidder/ Company/ Firm/ Agency having following minimum qualification are eligible to apply:

a)The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered, who possess the required certificate.

b)Minimum 5 (five) years of experience in providing housekeeping services and general maintenance services etc. Preference will be given to bidders having national presence.

c)Average of the annual turnover over the last 3 financial years should be at least of Rs. 3.0 Crore. Audited Balance Sheets of preceding three years with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years.

d)Bidder shall have ISO 9001-2000.

e)Solvency certificate of Rs. 60 Lakh from any scheduled bank.

f)Executed at least 2 contracts successfully in the last 5years in providing housekeeping services to CFTI/ Central Government Universities/ Central Public Sector Companies/Central Government Departments/ Central Government funded Autonomous Bodies. Out of which at least 1 should be from an academic Institution.

g)Must have supplied at least 50 manpower in a single housekeeping contract at a single place in last 5 years.

h)Registered with the appropriate registration authorities such as: ESIC, EPF, Income Tax and GST, Registration certificate under contract labor (R&A) Act 1970; and any other registration/ license, which are mandatory for such agencies stipulated by concerned authorities from time to time.

i)Certificate (Affidavit) to be signed by MD / CEO of the company in the Court of a First Class Magistrate that they haven't been debarred or blacklisted for any services, supplies or products dealing in by any organizations and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.

j)At least 75 nos. of manpower on his payroll on the day of filing the tender. The bidders having manpower less than this may not be considered. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical Bid.

k)Valid labor license and license for providing pest control and storage of cleaning material and chemicals.

l)The bidder/Company/ Firm/ Agency should have its own Bank Account.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed and numbered on the letter head of the company and submitted with the technical bid.

The University reserves the right to withdraw/ relax the above-mentioned eligibility criteria and in such a situation bidder will be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned.

3. Instructions to Bidders

a) Bidder should take in to account notifications, corrigendum published, if any on the tender document before submitting their bids. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from the sea may lead to rejection of the bid.

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b) The bid shall be valid and open for acceptance of the competent authority for a period of 180 days from the date of opening of the bidders and no request for any variation in quoted rates and/ withdrawal of tender on any ground by bidder shall be entertained.

c) The Bidder shall give a declaration that he/she will comply with all conditions in the tender documents. For this purpose, the tender documents shall be completed in all respects and duly signed, numbered and stamped on each page by the Bidder.

d) The two-bid system will be followed for this tender. In this system, online offer should be submitted under TWO-BID System in two separate e-packets i.e. “Technical eBid” and “Commercial Bid”. Envelope I: should contain technical e-bid consisting of

a. Tender/ EMD fee details with receipt

b. Documents in support of minimum qualification required for bidding

c. Details of works of similar class completed as on the last date of submission

d. Copy of Solvency Certificate as per the format (original will be required)

e. Declaration letter, feedback form

f. Any other document required in support of bid.

Envelope 2: should contain Commercial e-Bid consisting of BoQ in xls (excel format)

e) Visiting of site is mandatory, so interested Bidders may visit on any working day between 10:00am to 3:00pm. Pre-bid meeting will be held at University to clarify any issue regarding the bidding documents, in general and the operational conditions in particular. All prospective bidders or their authorized representatives MUST attend the said meeting to acquaint themselves with the local conditions/ site survey.

f) After evaluation, the work shall be awarded normally to the bidder fulfilling all the conditions and who has got the highest composite score. In case, two or more agencies are found to have quoted the same score, the Registrar, HNLU, Raipur shall decide about the agency, to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. Such decision by Competent Authority shall be final.

g) University will pay the minimum wages as per order of Office of Chief Labour Commissioner, Government of Chhattisgarh, in force for zone and area wise as amended from time to time.

h) HNLU, Raipur reserves the right to accept or reject any or all bids without assigning any reasons. HNLU, Raipur also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

4. Scope of Work

All open and covered areas of HNLU Raipur, which includes all four hostels, VC Bungalow, Utility Center Academic Buildings, Guest House, , faculty quarters, PG Hostels and other buildings situated inside the campus of the University, sports ground and nearby areas will be in the scope of housekeeping services to be provided by the contractor. In case of additional requirement in other location/ building of University, other than the mentioned buildings, additional contract may be entered into on pro- rata basis.

General requirements and documentation

- Organizational structure and line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipment used
- Description for each category of housekeeping
- Maintaining records / details of Complaint Book
- Duty Roster / Deployment Sheet of Housekeeping Staff
- Attendance register/ Biometrics
- Inventory of Stores
- Accident / theft Register
- Logs and checklists
- Girls Hostel should be attended by female staff only

- Person engaged must undergo a prior character and antecedent check, police verification and must be medically fit.

Services required broadly are listed below:

Cleaning Services: HNLU Raipur aims to maintain a high level of a clean, hygienic campus. The contractor and his team will supervise the awarded work. The Contractor has to ensure that the staff deployed should be dressed in neat and clean uniform approved by the University. Waste shall not be transferred from one bag to another. Bags should be tied, when three-fourth full. Covered Trolleys should be used for transportation. Before final disposal/treatment, waste should be kept in specified location and in specific liners and containers. It would be the responsibility of the contractor to lift and remove the malba and garbage daily from the University.

Garbage Disposal work :After cleaning, the garbage from Canteen , housekeeping services and horticulture job should be collected at the proper place and reach the nearest Municipal Corporation Trenching Ground –Village Sakri, Raipur ON DAILY BASIS, as well as the dead animals have to be executed safely outside the premises if necessary. If the garbage is not properly segregated and disposed off as per BMW ACT and other regulations a penalty of Rs. 2000.00 per incident will be imposed.

a) Daily Services

Housekeeping/ cleaning services should be provided round the clock on all days including holidays, so that all areas are clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 AM in rooms where work starts at 9:00 AM(Tentatively). Contractor will arrange manpower for special VIP visits at no extra cost. Housekeeping staff has to do following activities for all Hostel rooms / blocks of all the departments, Vice-chancellors chamber/office, Registrar chambers/office, and Faculty rooms, Board rooms, conference rooms, stores, all washrooms, all toilets, kitchen, all corridors and all covered and open areas, Dining Hall, Gym, and other rooms of the hostels and nearby areas.

- o Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas/departments three times in a day or as per additional requirement/ direction.
- o The Contractor will provide, maintain, and refill Hand Wash / sanitizer in all the Toilets /Rest Rooms three times a day.
- o Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, kitchen, Laundry, corridors, ceilings, office rooms, training rooms three times a day or as per requirement/direction.
- o Vacuum cleaning of all upholstered furniture once in a day or as per requirement/direction.
- o Cleaning, dusting electrical switch boards, light fixtures, fans, vents, name plates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
- o Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times or as per requirement/direction.
- o The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them, when it is full.
- o Refilling, replacing and emptying of containers at all stations.
- o Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc. three times a day or as per requirement/direction.
- o Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes in toilets, etc. After daily check-ups in the morning, afternoons and on call basis, during day-time.
- o Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. or as per requirement/direction.
- o General maintenance services and repairs (electrical, plumbing, civil, carpentry etc.) to ensure the smooth functioning of basic utilities of all the buildings of HNLU Raipur.

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o The contractor shall ensure overall general maintenance, cleaning of drainage system of entire premise, regular spray of disinfectant, bleaching powder or pest control chemicals in drain chambers at no extra cost to the University. Cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco- friendly manner, using protective/closed bins), breakdowns, emergency relief and help on urgency basis. All disposal waste in accordance to local legislation. To ensure that, managers/ Supervisors should be sufficiently trained and equipped with mobile phones.

b) Weekly Services

The deep cleaning of the entire area will be done by the Contractor once a week as under:

- o Dusting of entire area including windows/ windowpanes/ doors / ledges / elevation frames etc.
- o Cleaning of ceilings and high walls, removal of stains on walls, cleaning of roofs, porches etc.
- o Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
- o Cleaning of all windows glasses and grills with detergent/ cleaning agents.
- o Washing of roads, paths etc. with High Pressure Jet machine or as per requirement/direction.
- o Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- o The Contractor will make a cleaning program and submit to Officer-In-Charge of housekeeping of University for weekly cleaning so that In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- o The Contractor will cover all the specified area in the scope of work.
- o The Contractor will provide the duty register to officials of HNLU Raipur as required.
- o The Contractor will maintain a record of all weekly services and submit.

c) Pest and Rodent Control Services

- o The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
- o The Contractor shall use chemicals that are harmless to humans and machines and treated area. Material Safety Data Sheet report of these chemical be attached. These chemicals, tools required for pest and rodent control and manpower needed has to be arranged by the contractor himself.
- o The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any Damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
- o The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of University. Frequency of the services will be as per the requirement or as decided by the Administration of the University.
- o The Contractor shall be responsible for maintaining an effective pest control services within the campus through Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repellent, or any other effective and modern and safe means etc. to control pests, shall have to be done on a regular basis and additionally, whenever required by the University. The contractor shall be responsible for maintaining a pest control log book for record keeping and checking purpose, failing which the contractor is liable for penalties as mentioned in the penalties clause of this tender document.

d) Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:

- o Toilets Checklist to be attached on the back of the toilet door. It is to be filled up by supervisor/Housekeeping staff three times a day or as per requirement/ direction.
- o Management/ Housekeeping Service Requirements/ Complaints Report to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on a computer and should be reported to Caretaker/Supervisor or any other designated official.

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o Housekeeping Services Complaint Register to be completed on the basis of information received by the Housekeeping Manager from HNLU Raipur officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/e-mail, verbal complaints from University etc. and necessary action is to be taken.

Services will be provided by presentable, neatly attired and well-mannered trained workers as per their functional designation. The personnel deployed (preferred age group: 21-45 years) of certified character and antecedents should be of Indian national and must display name badges and identity card signed by the agency/ contractor. The service provider will be responsible to ensure that its employee should be in proper uniform while on duty. However, the colour / design of the dress/uniform shall be approved by university.

e) Specific requirements for Guest house

o Bedroom linen and bathroom towels shall be changed every alternate day whenever the rooms are in use. In case of higher requirement (during high occupancy) fresh linen, towel, cleaning materials be arranged. All curtains to be cleaned every month; blankets to be dry / hot cleaned every month by the contractor at no extra charge.

o Floors of the rooms and corridors shall be cleaned daily with ISI marked floor cleaner / phenyl (eco-friendly WHO recommended materials of reputed brands such as Lysol, Dettol etc.) and will be kept clean all the time. Cleaning of sofa set, covers, curtains will be done as and when required. The contractor at his own expense shall arrange all consumables and cleaning materials for both dry & wet cleaning.

o Bathroom/toilet shall be cleaned daily and mopped with Taski products or ISI marked good quality reputed bathroom cleaner/ toilet cleaner (eco-friendly WHO recommended materials). Liquid Soap Dispenser/ Bath Soap, tissue rolls, toilet paper, room fresheners such as Odonil, Glade, etc., duster brooms and other cleaning/sanitary materials shall be provided by the contractor at no extra cost.

o Guest house are maintained with beds, cots, chairs, tables, refrigerator etc. The contractor shall maintain these items in good conditions all the time. Malfunctioning of any equipment shall not be entertained as excuse for unsatisfactory services. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill or security deposit of the contractor.

5. General terms and conditions:

a) **Duration:** The contract will be initially for a period of two year, which may be renewed annually for another three (03) years subject to satisfactory performance.

b) **Price:** The bidders must quote their price as specified in the prescribed format (BoQ).

c) **Wages:** The Contractor shall have to comply with minimum wages (i.e. for Unskilled/Semi-Skilled/Skilled/ Highly skilled) stipulated by Office of Chief Labour Commissioner, Government of Chhattisgarh in force for Zone and Area wise and other statutory dues as per rules/notifications/ order etc. with regard to payment of wages to the personnel deputed at University. As and when the rates of minimum wages are increased/decreased by the Government, the Contractor should inform the University for revision of rates to the tune of increase and decrease of Minimum wages and related statutory dues. Other statutory payment will be revised subject to production of notification/order etc., of the respective authority. All the revision will be subject to the approval of the Competent Authority of the University.

d) **Leave:** Workers Leave and other benefits will be strictly as per contract labour laws/Act and the Contractor shall be solely responsible for the same.

e) **Agreement:** The work should be taken up within a maximum of 15 (fifteen) days from the date of issue of work order. The successful bidder shall execute an Agreement with HNLU Raipur on a Non Judicial Stamp Paper of appropriate value before the commencement of work.

f) **Refund of EMD to the unsuccessful bidder:** EMD will only be refunded to the unsuccessful bidders within 60 days after finalization of Tender.

g) **Security Deposit:** The successful bidder shall, within 15 days from the date of issue of Work Order, deposit with HNLU Raipur a sum equal to 5% of the annual contract value of the accepted tender in the form of a Demand Draft/Bank Guarantee failing which University at its discretion may cancel the Work order and forfeit the earnest money deposit furnished along with the tender. The security deposit amount of 5% of the annual contract value so deposited will be refunded/ released after three months 90 (Ninety) days from the date of completion of all

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contractual obligations of the contractor duly certified by an officer designated for the purpose. In case of extension of the contract, Bank Guarantee may be suitably extended up to 60 (sixty) days from the date of completion of all contractual obligations of the contractor duly certified by an officer designated for the purpose. In addition to that in case of increase in annual contract value security deposit has to be deposited on proportionate basis.

h) Termination without compensation: In the event of violation of any terms and conditions of the Tender documents or the agreement, it would be construed as a breach of contract and University will be entitled to terminate the contract without any compensation in lieu thereof and the security deposit made by the contractor towards successful implementation of the contract may be forfeited.

i) Conditional bid: Conditional bids are liable to be rejected summarily.

j) Validity of Bids: Bids shall remain valid for acceptance for a period of 180 days from the date of opening of the price bid. Any benefit for downward reversion of prices, should be extended to the University.

k) Compliance with Laws: The contractor shall ensure full compliance with all statutory laws of the Government of India/ Government of Chhattisgarh with regard to this contract and shall be solely responsible for the same. The contractor shall indemnify or deemed to have indemnified HNLU Raipur fully for all claims and losses arising out of this contract against liability of tax, interest, penalty, etc.

l) Submission of Bills: The Contractor shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in HNLU Raipur site by 7th day of every month. Afterwards the Contractor shall submit its bill along with proof of payment, deposit challan of EPF, ESI and Wage/ Payment Sheet, attendance sheet of the previous month duly signed by him/them etc. to the office of the Registrar after that thoroughly verified by the Purchase Committee Office. HNLU Raipur will release the payment by 15 working days after submission of bills, if complete documentary evidence in respect of the above are submitted.

m) Income Tax: Income Tax at source as per Income Tax Act shall be deducted from the contractor's bill at the prevailing rates of such sum as income.

n) GST: HNLU Raipur will pay GST and deduct TDS on GST as per GST Rule or any amendment thereof from the Contractor's bill at the prevailing rates.

o) Acceptance of bids & withdrawals: The right of final acceptance of the tender is entirely vested with the Registrar, HNLU Raipur who reserves the right to accept or reject, any of the bidders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of HNLU Raipur to communicate with rejected bidders. After acceptance of the tender, the bidder shall have no right to withdraw his tender. The tender acceptance authority may also reject all the bidders for reasons such as change in scope of work, lack of anticipated financial resources, court orders, accident, calamities etc. and other unforeseen circumstances.

p) Tender Evaluation Criteria: The Technical Evaluation committee of HNLU Raipur will prepare a list of firms participated in the tender based on compliance of terms and conditions of the tender. The bidders, which do not conform to the conditions stated in the tender, shall be rejected. Price bids of only eligible bidders will be opened on a later date to be notified on Tender wizard Portal.

q) Manpower: The University reserves the right to suggest suitable manpower with respect to various requirements related to technical skills like plumbing, carpentry, electrical and masonry works etc. The contract shall have to engage such manpower as suggested by the university.

r) Alterations/Modifications: HNLU Raipur reserves the right to make alterations in the number of personnel deployed as per actual requirement. The contractor shall deploy such personnel also at the rate as agreed to in the Work Order/ Letter of Intent/ Agreement.

s) Performance of Contractor: In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, HNLU Raipur reserves the right to impose penalty as deemed fit.

t) The contractor shall not allow or permit his/ her/their workers to participate in any trade union activities or agitation in the University, violation of which may result in the termination of the contract immediately.

u) All personnel/employees/workmen employed by the contractor shall be adults with good health and sound mind.

v) The personnel of the contractor shall be liable to security search by the Security Staff/Agencies deployed by HNLU Raipur.

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- w) The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor. The contractor shall appoint fully qualified competent and trained workers in their payroll, supervisors and employees/workmen to ensure that the services rendered by them and the responsibility and obligations undertaken by them are carried out to the satisfaction of the HNLU Raipur. The contractor shall submit the list of manpower engaged for the contract; any changes/ transfer/ suspension/ termination of manpower shall be informed to the University, and will be made effective only after receiving the University permission to do so. It is also mandatory that the contractor keeps a complete record of background, origin, and contact information of their employees on payroll and shall be produced to University officials on demand.
- x) Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by the Competent Authority of HNLU Raipur, and the same shall be deducted from the monthly bill of the contractor.
- y) Leaves of the contract employees of the contractor should be strictly as per the statutory norms. Any unauthorized leave availed or unauthorized absenteeism of worker without proper justification would be subject to penalty to the contractor. Nothing prevents HNLU Raipur to even advise the contractor on issues which warrants urgent action, in the interest of work and its fast disposal to the extent to issue a written warning/ show cause notice to such workers for their erratic patterns of attendance and uninformed absence from work.
- z) No items will be taken out of the University without written permission of the competent authority of HNLU Raipur. Normally no inventory shall be shifted from one room or placed in another, without approval and making valid entry in the stock register of the inventory.
- aa) HNLU Raipur shall not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay role and submit a proof to this effect.
- bb) HNLU Raipur shall not be under any obligation for providing employment to any of the worker of the contractor during and after the expiry of the contract. HNLU Raipur does not recognize any employee-employer relationship with any of the workers of the contractor.
- cc) In case the contractor is required to (or decide otherwise) discontinue the contract, he/she should give at least three months' notice to HNLU Raipur and shall remain essentially working for the said period of notice or till alternate arrangements are made.
- dd) The contractor shall maintain all records about the statutory compliance as per the state of Chhattisgarh rules and regulations at their premises. HNLU Raipur will have the right to verify each and every document.
- ee) Compliance of policy regulation viz. Payment of Minimum Wages Act, the Workmen Compensation Act, Industrial Dispute Act, Employee State Insurance Act, Provident Fund Act, Employment of Child Act, Bonus Act, or legislation brought from time to time, which may govern the nature of the contract as may be applicable from time to time as to the workers engaged by him/her for performance of this contract.
- ff) The contractor will indemnify HNLU Raipur from any claim/ statutory non-compliance/ damage/compensation etc. arising out of this contract.
- gg) The Contractor shall comply with all requirements under central and local taxes laws / GST and shall be responsible for payment of all taxes and other statutory payments to the respective authorities.
- hh) Any liability arising on the University shall be deducted from the bills of the Contractor first and if the full amount is not recovered then the same will be recovered from the Security deposit of the Contractor. ii) Expenses on external telephone used by the contractor and his men shall be borne by the contractor.
- jj) The Facility manager deputed by the contractor should report to University office on daily basis with feedbacks on daily operations. The facility manager will act as an authorized representative of the service provider at the University and shall be responsible for day to day operations even beyond his normal duty hours and shall personally lead his team on all major events of this University, he will receive the instructions from the University officials from time to time, all such instructions received by the Facility manager on behalf of service provider shall be deemed to have been received by the service provider within the scope of the contract. The facility manager should have the authority to take instant decision on part of the service provider as and when

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required for smooth operation. The Facility manager deputed by the contractor must take prior written approval from University before leaving the station and after handing over the charge to a reliever of same cadre.

kk) The contractor must ensure to maintain the approved number of manpower to meet the contractual obligation and also arrange a pool of standby housekeeping staff/ supervisor to meet the needs of services during any unwanted situation such as mass absenteeism. In case any housekeeping staff is absent from the duty the reliever of equal status shall be provided by the contractor. If the deputed manpower is less than the approved number or provided reliever is of lower status penalties may be imposed by HNLU Raipur.

ll) Terms of Payment:

i. The contractor will be paid as per approved bid (award of contract/work order on monthly basis for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities) after invoice entry and certification that the satisfactory services have been rendered during the month.

ii. The computer generated attendance sheet, with signature/attendance status of persons deployed and verified shall be enclosed with the bill. Copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the contractor, with the monthly bills. A certificate that previous month claims of the employees under the contract and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement. It is mandatory that all such disbursements be done by bank e-transfer. The monthly bill of the service provider will not be processed if documentary evidence in respect of the above is not submitted along with the bill. Cash payment to manpower by the contractor shall not be entertained.

iii. The service provider should submit its monthly bill by 7th date of every month. Monthly payment will be made within 15 working days of submission of bills, in favour of the contractor (in the name of the firm/Contractor, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, GST, surcharge, loses, penalties, other deductions etc.) through NEFT/RTGS after receipt of invoice/bills. However, any increase/decrease in total payment will be given effect to if revision as notified by Govt. of India/Chhattisgarh in respect of statutory dues such as rate of minimum wages, EPF, ESI etc.

iv. The contractor need to provide details of his Bank Account number, name and address of the Bank, Branch, Branch Code and IFSC code, to facilitate payment through NEFT/ RTGS.

v. If the scope of service increases, same will be extended on mutual terms and condition.

vi. The service provider shall abide by the reviewed decision of HNLU Raipur. University shall have the right to inspect the books of accounts of the firm/ service provider as and when required.

mm) Termination of Contract:

i. If the services of the contractor are not found satisfactory, they will be issued one-month notice for improvement by the HNLU Raipur. If satisfactory improvement is not found even after this notice, a final two months' notice will be issued to the contractor by the HNLU Raipur authority to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.

ii. In case the contractor is required to (or decide otherwise) discontinue the contract, he/she should give at least 3 months' notice to HNLU Raipur and shall remain essentially working for the said period of notice, till alternate arrangements are made.

iii. In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving one-month notice.

iv. The University in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.

v. In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.

vi. At any time during the period of the contract, if it comes to the notice of the University that the service provider has misled this University by way of giving false/ incorrect information which has been material in

award of the contract, the contract shall be liable to termination without any notice besides other legal actions as per law.

nn) Damages and Losses:

- i. All the equipment and the items at site stand at the risk and sole charge of the contractor who shall deliver in proper condition. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the contractor. The contractor or his representative shall be present during the stocktaking. If the contractor or his representative does not make them available, the stock taking shall be conducted in their absence, and which will be binding on them.
- ii. The service provider shall be liable to pay compensation for any loss and damage caused to visitors' belongings by their workers deployed at site.

oo) Complaints: It will be obligatory on the part of the successful contractor to keep a suggestion book to record any suggestion/complaints, on performance of services by the University for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their reoccurrence. The contractor shall attend to all the complaints and address as early as possible to the satisfaction of the University.

pp) Misbehavior of employees: The employees of the contractor shall maintain strict discipline and not use any violent, absence or offensive languages while inside the premises. Smoking, consuming intoxicating substance and alcohol inside the premises are strictly prohibited. In the case of misbehavior, HNLU Raipur has the right to penalize or terminate the contract. It will be mandatory for the contractor to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents the HNLU Raipur to even advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fact disposal. Any personnel deployed by the Contractor, refuses work or creates indiscipline would have to be immediately replaced with the consent of the designated officer. HNLU Raipur reserves the right, to ask the Contractor to terminate the services of any of the Contractor's employee immediately on grounds of non-compliance of duties or if found guilty of misconduct. HNLU Raipur will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Contractor. In case, the person employed by the Contractor commits any act of omission/ commission that amounts to misconduct/indiscipline/ incompetence/ security risks, the Contractor will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which It would be assumed as breach of contract which may lead to cancellation of contract. The service provider shall be solely responsible for the conduct of his / her workers and in any case of any complaint against any of his staff, the service provider will be under obligation to change the worker concerned when instructed by University. The contractor shall observe all the relevant laws and will be responsible for any prosecution or liability arising from breach of any of those laws. The University will not and cannot hold any responsibility with regard to workers on the pay roll of the service provider what so ever. The contractor and his / her workers shall follow the rules and regulations of the University in force and instructions issued from time to time.

qq) Personal Hygiene: Contractor shall ensure that staff deployed in all services is free from any infection or communicable disease and arranged their regular health check-ups from Medical officer at their own cost. The staffs should trim their nails regularly and smoking, eating or chewing pan/tobacco/zarda /gutka /mawa etc., spitting are strictly prohibited.

rr) Breakage: All damages/breakage to the equipment/inventory in the charge of the contractor, if caused due negligence of the contractor's employee, the cost or repair/replacement of the equipment will be borne by the contractor. Whether the damage/breakage has been caused due to negligence or normal wear and tear shall be heard and will be decided at sole discretion of University.

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ss) Penalties: Deduction on account of unsatisfactory service will be made from the monthly bill. The recovery will be decided by the designated officer. The methodology for deduction will be as under:

i. If the contractor fails to maintain minimum number of manpower on daily basis. For any shortage in minimum number of manpower on a particular day, an amount proportionate to a day's salary will be deducted from the monthly bill of the contractor.

ii. In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the contractor. Further each occurrence of absenteeism in excess of 20% per shift for 3 continuous days will entail a penalty of 1.5% in the service charges charged by the contractor subject to a maximum of 10%. Stern disciplinary action and a fine would be levied if manpower shortage continues for more than two days.

iii. Unavailability of complaints and other registers or discouraging the complaints would impose to a fine of Rs 1000 per incident.

iv. Non-compliance of the general safety norms will invite a fine of Rs 1000/- per offence.

v. Employees without uniform / with untidy uniform will impose a fine of Rs. 500/- per staff per day.

vi. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @Rs. 1000/-per event etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the University.

vii. In case of unforeseen or peculiar circumstances, the decision of the University, so far as imposition of penalty is concerned, shall be final.

viii. If the work is found unsatisfactory and below the expected standard in a particular area University will have the right to get the same done by another contractor. The charges on account of this shall be deducted from the contractor's bill. Decision of the University shall be final in this regard.

ix. In case of non-maintenance/lack of cleanliness of rooms, common toilets and other common areas such as reception, office, public area or lapse of services, a fine of Rs 1000/- per case will be imposed.

x. Non-compliance with toiletries items or Insufficient supply of room amenities as per contract will entail a fine of Rs 1000/- per incident.

xi. Negligence in reporting of non-functioning of Equipment/Machinery and other amenities will attract a penalty of Rs.500 per day.

xii. In case of ineffective pest control i.e. presence of mosquitoes, lizards, cockroaches, flies etc., a fine of Rs 1000/- per case will be imposed per day.

xiii. In case of any imposed penalty by any Statutory Authority, for non-compliance of any statutory obligation by service providing agency as per the Statutory Acts & Rules. The same shall be over and above the contractual clauses.

xiv. For any violation in the agreement a fine of Rs 5,000/- will be imposed.

xv. The service provider must endorse the penalty/ proposed deductions on account of non-compliance of the above in a proper form/ format on the same day of such happenings, deductions for the above will be made from the monthly bill of the service provider. HNLU Raipur may at its discretion, recover penalties. In the event of appeal, the decision of Registrar, HNLU Raipur shall be final and binding upon the Contractor.

tt) Scope of extension of contract: In the event of HNLU Raipur is satisfied with the working and the performance of the contracting firm/agency, it may consider and seek their consent/option to extend the services, as deemed fit and considered compatible for purpose of unification of services or reasons, considered therein fit by the University at the same rate.

uu) Settlement of disputes: It is incumbent upon the bidder to avoid litigation and disputes during the tenure of the contract. However, if such disputes take place between the parties, efforts shall be made to settle at the level of HNLU Raipur. The bidder shall make request in writing to the University for Settlement of any disputes within 30 days of arising of the cause of dispute failing which no disputes / claims shall be entertained by University. The decision of the Registrar, HNLU Raipur will be final and binding on the parties, if differences still persist.

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vv) Jurisdiction: The local court of Raipur in the state of Chhattisgarh only will have the jurisdiction to deal with and decide any legal matters or disputes whatsoever arising out of this contract.

6. Other Conditions:

- a) The tenderer submitting the tender would be deemed to have considered and accepted all the terms and conditions of the contract. No verbal or written enquiry will be entertained in respect of acceptance or rejection of the tender.
- b) Notwithstanding the sub-division of the documents into separate sections or otherwise, every part of each section/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
- c) Each page of the tender document should be signed, numbered and stamped by the tenderer in acceptance of terms and condition, laid down by the University.
- d) The contractor should not sublet the work to any other agency/contractor.
- e) No child labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check, police verification and must be medically fit.
- f) University reserves the right to withdraw/relax/interpret any of the terms and condition mentioned hereinbefore; in such situation the tenderer shall be given sufficient time to take the change into account.

7. Bid Evaluation Scheme:

Evaluation will be based on a composite score. The composite score will be calculated as described below. The technical evaluation will carry a maximum mark of 60. The maximum marks for each activity of technical and financial bid on the basis of submitted documents is as under:

S. No.	Particulars	Max Marks	Allocation of Marks	Remarks
01.	Background of the agency			
a)	Experience of the agency in years for the similar services			
	5 Years –7 years	5	1	
	> 7 Years –10 years		3	
	> 10 Years		5	
b)	Average of turnover of the agency in the last five years			
	≥ 3.00 crore but < 5.00 crore	5	1	
	≥ 5.00 crore but < 7.50 crore		3	
	≥ 7.50 crore		5	
c)	Number of manpower on the payroll on date of filing the tender with relevant experience (supported by copy of payroll)			
	75 – 150	5	1	
	150 – 300		3	
	> 300		5	
d)	Experience of providing housekeeping services to CFTI/ Government Universities/ Central Public Sector Companies/ Central Government Departments/ Central Government funded Autonomous Bodies during last ten (10) years (a maximum of 3 marks for each contract subject to maximum of 21 (with in a period of preceding 10 years i.e. ending the Financial year 2022-23) (performance certificate for each contract needs to be provided) Any ongoing contract with a minimum service of six	21	00000	

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	months may be considered for the below evaluation. A contract with multiple extensions will be considered as single contract. For each contract with total contract value (equals to sum of the annual contract values for a contract and its extensions)			
	≥0.50 crore but <1.50 crore		1	
	≥1.50 crore but <3.00 crore		2	
	≥ 3.00 crore		3	
e)	Experience in number of annual housekeeping contract in the last 5 years where at least 50 manpower are deployed at a single place. (3 marks for each such contracts over and above the requirement of minimum eligibility criteria mentioned in Section 2 (g) Minimum Qualifications Required for Bidding, subject to a maximum of 9 marks)	9		
f)	The bidder should submit 2 performance feedback certificates from CFTI/ Government Universities/ Public Sector Companies/ Government Departments/ Government funded Autonomous Bodies as per the format ‘feedback form’ from the organizations, where they have provided/ providing the similar services in last 5 years. They should have at-least served for a period of six months. Average of marks (out of 10) of feedback forms will be considered for evaluation.	5		
	≥4points but < 6 points		1	
	≥ 6points but < 8.5 points		3	
	≥ 8.5 points		5	
02.	Presentation and demo (Detailed plan for manpower, equipment and consumables etc. organizational structure, Proposed work plan, Ability to extend quality service etc.)	10		
03.	Max Score of Technical Evaluation (01+02) (TS)		60	
04.	Max Score on Financial Proposal (FS)		40	
05.	Max Combined Score (03+04)		100	

1. Bidders clearing the minimum eligibility criteria will only be considered for further evaluation.
2. After the technical evaluation, a technical score (TS) shall be awarded out of 60 based on the documents submitted in support of the bid and the financial bids of all bidders will be opened. The bid evaluation will be done under Combined Quality cum Cost Based Systems and the bidders who scores highest marks will be selected.
3. The financial bid shall be given a financial score (FS) out of 40 points. The financial score (FS) of a bidder will be determined using the formula: $FS = 40 * FP / F$, in which FP is the lowest financial bid, and F is the Financial bid of the particular bidder. Scores obtained on financial bid will be added to scores obtained on technical bid to get a consolidated score (CS) according to the formula: $CS = TS + FS$. Bidder with the highest consolidated score will be selected. If there is a tie in the highest consolidated score, the bidder with the higher score for the financial bid will be selected.
4. Further discussions related to the awarded scores by the committee will not be entertained.

8. Resource Requirement:

Following cleaning material, soap solutions, room fresheners, disinfectants, deodorants, any other articles/solution/chemicals as mentioned below will be provided per month by the Contractor.

SN	Items	Qty.	SN	Items	Qty.
1	Dust Control refill	20 no.	9	Cleanzo/Phenyl	150 Ltr
2	Kent mop refill	200no.	10	R1 (Bathroom Cleaner)	50 Ltr
3	Detergent	50 kg	11	R2 (Bathroom Cleaner)	50 Ltr
4	Multi cleaner Solution	30 Ltr	12	R4 (Furniture Cleaner)	50 Ltr
5	Room Spray (Premium)	20Bottles	13	R6 (Toilet Cleaner)	50 Ltr
6	Auto Spray	50 no.	14	D7 (Stainless Steel Polish)	5 Ltr
7	Odonil	200	15	Dettol Anti-septic	125Ltr
8	WHO approved toilet freshener	10 kg	16	Garbage Bags (Small, medium & big)	50 kg

- Aforesaid items and quantities are not exhaustive and may vary depending on requirement. If the above item sand quantities are not able to ensure an effective, efficient and timely housekeeping service management in the University, the Contractor will have to provide additional items as per requirement. No extra payment whatsoever will be made for these additional quantities. Therefore, before quoting the price for the material in price bid, bidder may assess the actual volume of work to be done.
- Uniforms of housekeeping staff, I-Cards, covered trolleys, sponge, brushes, safety gear etc. to be provided by the Contractor as per requirement.
- The cleaning material and aids for a month shall be procured by the Contractor and shall be stored in the store room and issue to the staff on daily basis, as per requirement. The consumables to be used are to be got approved by HNLU Raipur. Records and bills shall be maintained which shall be opened to the inspection by HNLU Raipur.

Following equipment, tools and tackles their accessories /refills pertaining to housekeeping services will have to be provided by the contractor.

Sr. No.	Description	Minimum Number Required (mandatory)
1	Scrubbing Machine (Small & Big)	02
2	Wet/Dry Vacuum Cleaner	06
3	High Pressure Jet	03
4	Wringer Trolley	10
5	Caddy Basket	10
6	Glass Cleaning Kit	04
7	Wet Mops Kentucky	Minimum 10
8	Wet Mops Round (For Bath Rooms)	Minimum 10
9	Sweeping Brush (Dry Dust Control Mops)	Minimum 10
10	Hard Brooms For Ground Sweeping	Minimum 10
11	Pick and ship spin bucket	Minimum 10
12	Nylon scrubbers, dusters, hard and soft brooms, buckets, jugs, squeezers, Toilet Brush, microfiber duster, Rubber gloves, dustbin, floor mat, dustpan, buckets, jugs, squeezers, wiper etc.	As per requirements

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13	General horticulture equipment (Spade, Spud, Scissors, Muddle, grass cutter and other essential tools etc.)	As per requirements
14	Equipment for Pest Control and Rodents Control	02 (As per standard guideline)
15	Aluminum Ladder (18 feet and 12 feet)	02
16	Single disc scrubbing machine	03
17	Fogging Machine	02
18	Grass cutting machine (at least two motorized)	03

- The items and minimum Numbers of items given above is to be kept maintained by replacement whenever required. In case if these equipment are not able to ensure an effective, efficient and timely housekeeping management in the University the Contractor will have to increase the numbers as per the requirement, no payment whatsoever will be made for these additional quantities.
- The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force deployed at the HNLU, Raipur. Teaching and training to the Housekeeping staff has to be done by the contractor. The man and all materials needed for the management of the house keeping staff will be the responsibility of the contractor. The University will only pay the management fee or service charges.
- For Pest and rodent control, the contractor has to procure manpower, equipment and chemicals.
- The number of Manpower may be increased or decreased as per requirement of the University, but the service charge will remain the same as per financial bid.

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PROFORMA FOR THE FINANCIAL BID (PER MONTH)

S. No.	Description	Manager (P)	Supervisors (Q)	Semi- skilled Workers(R)	Unskilled Workers(S)
A.	Number of required manpower (n)*	1	2	10	50
B.	Daily wages (Minimum Wage as per the notification of State of C.G. as				
C.	Monthly wages (AxBx26)				
D.	Total monthly wages (sum total of C)				
E.	EPF (13%) on D (as on				
F.	ESI (3.25%) on D (as on				
G.	Total charges for providing manpower per month {D+D*E+D*F}**				
H.	Service charges (in percent) on G				
I.	Grand Total (in Rs.) {G+G*H}				
J.	Cost of providing resource requirement (in Rs.) along with consumables, machines, tools, equipment per month				
K.	Monthly charges (in Rs.) for lifting and removing the malba and garbage daily from the University				
L.	Monthly charges (in Rs.) for providing pest control treatment				
M.	Total Monthly charges(I+J+K+L) for entire services(F) (in Rs.)				

Important note: GST shall be payable by the University as per rule amended from time to time.

*The number of unskilled, semi-skilled, skilled and highly skilled workers are given as a benchmark for tender evaluation only. Actual numbers will be worked out as per the requirements and that number will be used for payment purpose. The number of Manpower may be increased or decreased as per requirement of the University, but the service charge will remain the same as per financial bid.

**The basic rate of the wages, EPF, ESI etc. is given for tender evaluation only, however HNLU Raipur will reimburse the wages and other statutory benefits as per Government Rules amended from time to time on actual basis. A maximum of 26 (Twenty-Six) days per month has to be taken for quotation purpose. However, the reimbursement claims shall be admitted based on the actual basis.

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TECHNICAL DATA SHEET CUM CHECKLIST

Details of Organization/Service Provider

S. No.	Description	Checklist (Yes/No)	Page No
1.	Name of the Firm		
2.	Year of Establishment		
3.	Complete Address with contact number and e- mail id.		
4.	Name & Designation of the contact person with mobile number and e-mail id.		
5.	The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered, who possess the required certificate.		
6.	Minimum 5 (five) years of experience in providing housekeeping services and general maintenance services etc.		
7.	Average of the annual turnover over the last 3 financial years should be at least of Rs. 3.0 Crore. Audited Balance Sheets of preceding three years with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years.		
8.	Bidder shall have ISO 9001-2000.		
9.	Solvency certificate of Rs. 60 Lakh from any scheduled bank.		
10.	At least 2 contracts successfully in the last 5 years in providing housekeeping services to CFTI/ Government Universities/ Public Sector Companies/ Government Departments/ Government funded Autonomous Bodies. Out of which at least 1 should be from an academic Institution.		
11.	Must have supplied at least 50 manpower in a single housekeeping contract at a single place in last 5 years.		
12.	Registered with the appropriate registration authorities such as: ESIC, EPF, Income Tax and GST, Registration certificate under contract labor (R&A) Act 1970; and any other registration/ license, which are mandatory for such agencies stipulated by concerned authorities from time to time.		
13.	Certificate (Affidavit) to be signed by MD/ CEO of the company in the Court of a First Class Magistrate that they haven't been debarred or blacklisted for any services, supplies or products dealing in by any organizations and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.		
14.	At least 75 nos. of manpower on his payroll on the day of filing the tender. The bidders having manpower less than this, may not be considered. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical Bid.		
15.	Valid labor license and license for providing pest control and storage of cleaning material and chemicals.		
16.	Proof for payment of Income Tax return for the three financial years: 2020-21, 2021-22 & 2022-23		
17.	Copy of the last three months' challan (say, for May 2023 to June 2023) in support of the deposit of the contribution made both with the ESIC, and the EPFO		

Declaration: I hereby certify that the information furnished in this document is complete and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not be allowed to have any dealing with HNLU Raipur.

Date:

Signature of the tenderer with seal

Financial Information

HIDAYATULLAH NATIONAL LAW UNIVERSITY, NAVA RAIPUR

Tender Document for “Housekeeping services for HNLU Campus, Nava Raipur

Financial Analysis–Details to be furnished duly supported by figures in Balance Sheet/Profit and Loss Account for 3 (three) years ended on 31st March 2019 in Lakhs and certified by the Chartered Accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached).

S. No.	Details	Financial Years		
		2020- 21	2021 - 22	2022 - 23
1	Gross annual turnover (Rs. in Lakh)			
2	Profit/Loss (Rs. in Lakh)			

Financial arrangements for carrying out the proposed works.

Signature of the tenderer with seal

Solvency Certificate
[Format for Solvency Certificate]

(On Bank’s letter head)

To

The Registrar
Hidayatullah National Law University, Nava Raipur
Atal Nagar, Raipur

Solvency Certificate

This is to certify that to the best of our knowledge and information, M/s.....
(address) a customer of our bank is respectable and be treated as good for an engagement up
to a sum of

Rs..... (Solvency amount) only as on..... (Date of Certificate).

This Certificate has been issued without any risk and responsibility on the part of the Bank or any of its
officers. This certificate is issued at the specific request of the customer.

Yours faithfully,

For..... Bank

Bank Officer with designation

HIDAYATULLAH NATIONAL LAW UNIVERSITY, NAVA RAIPUR

Tender Document for "Housekeeping services for HNLU Campus, Nava Raipur"

Feedback form

(to be furnished by Vendor)

Name of Service Provider : _____

No. of Staff Deployed : _____

Duration of Contract : _____

Annual Contract Value : _____

S.N.	Description	Marks Obtained* (Out of 10)
1	Quality provided by House-Keeping Services	
2	Behaviour of the Staff deployed	
3	Response towards complaints	
4	Cleanliness, Hygiene & Waste disposal	
5	Promptness in services	
Total Marks Obtained [X] (out of 50)		

Marks (out of 10) for evaluation will be calculated as per formula: $X/5$ [i.e. (Total Marks Obtained)/5]

*Excellent - 10 points, Very Good 8 points, Good 6 points, Average 4 points, Poor 2 point, Very Poor 0 point.

Please choose only among the above mentioned points.

Overwriting, cuttings, erasing in the feedback form or incomplete feedback form may lead to rejection of form and should be avoided. Any error arising on this account shall be the responsibility of the bidder.

Seal and Sign of the Client

Declaration Letter

To,

The Registrar,
Hidayatullah National Law University
Nava Raipur, Chhattisgarh-492 002.

Sub: Enquiry regarding Housekeeping services for HNLU Campus, Nava Raipur.

Sir,

With reference to the above, I / We am / are offering for rates for the above Services.

I / We hereby reconfirm and declare that I / We have carefully studied the tender document including instructions, terms & conditions, specifications, and all the contents stated therein.

Further I / We accept all the terms and conditions of the tender documents in bid form and this acceptance shall prevail over any other conditions, if any given in our bid.

The rates quoted are inclusive of all taxes and any other incidental cost of services in the HNLU Raipur campus situated at Nava Raipur, Atal Nagar-492002. Raipur.

I / We will be liable for forfeiture of my / our “SECURITY DEPOSIT /EMD” to HNLU Raipur.

In case I / We could not execute the awarded work. I / We will execute the work as per the rates quoted in the attached schedule for the entire period of contract and are also bound to undertake work by the date specified in the letter of intent/ work order/ agreement.

I / We have not been blacklisted by any of the firm / government agency.

(Signature of Bidder with seal)

Name:

Seal:

Address:

Phone (O):

Email:

Encl: As stated

FORMAT OF AGREEMENT

(To be made on Rs 100.00 Non Judicial Stamp Paper)

This agreement is made at Raipur on the _____ day of _____ between Registrar, HNLU Raipur, having its office at HNLU Raipur, Campus, Nava Raipur– 492002 (hereinafter called ‘Client’ which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the First Part.

And

M/s _____ having its registered office at _____ (hereinafter called the ‘Agency’ which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the Second Part.

WHEREAS the ‘Client’ is desirous to engage the ‘Agency’ for providing housekeeping Services for HNLU Raipur at Nava Raipur on the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI, WCP etc. relating to manpower deployed in HNLU Raipur. The ‘Client’ shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/ medical/ health related liability/ compensation for the personnel deployed by it at HNLU Raipur site. The ‘Client’ shall have no liability in this regard.
3. Any violation of instruction/ agreement or suppression of facts may attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by the ‘Agency’ by giving three-month notice and be terminated by the ‘Client’ by giving two-month notice.
5. In case of non-compliance with the contract, the ‘Client’ reserves its right to: a) Cancel / revoke the contract; and/ or b) Impose penalty as prescribed in the penalty clause of tender.
6. Security Deposit equal to 5% of the Annual Contract Value (refundable without interest after two months of termination of contract) in the form of Bank Guarantee shall be furnished by the ‘Agency’ at the time of signing of the Agreement.
7. The agency shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in HNLU Raipur site by 7th day of every month. Afterwards the agency shall submit its bill along with proof of payment, deposit challan of EPF, ESI and Wage/ Payment Sheet, attendance sheet of the previous month duly signed by him/them etc. to the University for Verification every month. HNLU Raipur will release the payment by 15 working days after submission of bills, if complete documentary evidence in respect of the above are submitted.
8. The manpower provided by the ‘Agency’ will not claim to become the employees of HNLU Raipur and there will be no Employee and Employer relationship between the personnel engaged by the ‘Agency’ for deployment in HNLU Raipur site.
9. There would be no increase in rates/ service charge payable to the ‘Agency’ during the contract period except reimbursement of the statutory wages revised by the Govt.
10. The ‘Agency’ also agrees to comply with annexed Terms and Conditions and amendments there to from time to time.
11. Decision of ‘Client’ in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the ‘Agency’.
12. The ‘Agency’ shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The ‘Agency’ shall keep ‘Client’ fully indemnified against liability of tax, interest, penalty etc. of the ‘Agency’ in respect thereof, which may arise.
13. In case of any dispute between the ‘Agency’ and ‘Client’, ‘Client’ shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Raipur.

HIDAYATULLAH NATIONAL LAW UNIVERSITY, NAVA RAIPUR

Tender Document for “Housekeeping services for HNLU Campus, Nava Raipur

This Agreement will take effect from _____. The period of contract will be valid for one year and it may be further extended on mutual agreement subject to the satisfactory performance by the service provider.

IN WITNESS WHEREOF both the parties here to have caused their respective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year mentioned above in Raipur in the presence of the witness:

For and on behalf of the ‘Agency’
Signature of the authorized Official
Name of the Official
Stamp/Seal of the ‘Agency’

For and on behalf of the ‘HNLU Raipur’
Signature of the authorized Official
Name of the Official
Stamp/Seal of the ‘HNLU Raipur’

In presence of witnesses

(Name)

Sign:

Address:

On behalf of the ‘Agency’

(Name)

Sign:

Address:

on behalf of the ‘HNLU Raipur’