

MAULANA AZAD NATIONAL URDU UNIVERSITY
GACHIBOWLI, HYDERABAD 500032
(A Central University established by an Act of Parliament in 1998)



TENDER DOCUMENT
For PROVIDING HOUSEKEEPING SERVICES
AT
MAULANA AZAD NATIONAL URDU UNIVERSITY, GACHIBOWLI, HYDERABAD
[Through e-procurement (CPPP) only]

TENDER DOCUMENT
For providing Housekeeping services on outsourcing basis

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TENDER DOCUMENT AT A GLANCE

1.	Work/Service	Providing Housekeeping Services (Cleaning & Sweeping) at MANUU CAMPUS, Gachibowli, Hyderabad.
2.	Authority inviting tender	Registrar, Maulana Azad National Urdu University, Hyderabad.
3.	Duration of contract	12 months from the date of signing of contract (further extendable for one year on mutual consent)
4.	Estimated cost of contract	Rs. 2,40,00,000/- (Rupees Two Crore Fourty Lakhs only)
5.	Last date and time of submission of bids	19th November 2018 before 03:00pm
6.	Authority to whom bids should be submitted	Online on Central Public Procurement Portal (CPPP) of NIC, Government of India.
7.	Date and time of opening of technical bids	After 24 hours from the last date and time of submission of bids.
8.	Date and time of opening of financial bids	Intimated through CPPP / updated on CPPP
9.	Bid Security (EMD)	Rs. 4,80,000/- (Rupees Four Lakh and Eighty Thousand only)
10.	Validity of Bid	90 days from the last date of submission of bids
11.	Total number of pages of Tender Document	36 pages

SECTION -1

NOTICE INVITING TENDER

Maulana Azad National Urdu University (MANUU), Hyderabad (a Central University established by an Act of Parliament) invites online bids under e-procurement method under two bid system (technical and financial) from the registered companies engaged in for providing Housekeeping Services on outsourcing basis for its main campus at Hyderabad.

The document can be downloaded from the Government of India, Central Public Procurement Portal (CPPP) website www.eprocure.gov.in or from the University's website www.manuu.ac.in.

Sealed bidding documents (technical bid and financial bid) duly filled-in as per the instructions contained in Section 2 of this document (Instructions for Bidders) along with the scanned copies / copy of required documents and Demand Draft / Bankers Cheque / FD / BG for Rs. 4,80,000/- drawn/made in favour of Finance Officer, Maulana Azad National Urdu University towards bid security (EMD) must be uploaded on CPPP on or before 19th November 2018 upto 03:00pm. The original instrument of EMD and declaration of '*non black list of the firm by any authority*' in original on Rs. 50/- Non-Judicial stamp must be submitted to the Joint Registrar, Admin & Estate, MANUU before 20th Nov 2018 up to 03.00 PM (i.e. next day of closing date of submission of bids by online) by hand or through post.


REGISTRAR

SECTION - 2

INSTRUCTIONS TO BIDDERS

2.1 General Instructions

- 2.1.1 For the bidding/tender documents purposes, 'Maulana Azad National Urdu University' (MANUU) shall be referred to as 'Client' and the bidder/successful bidder shall be referred to as 'Contractor' or 'Bidder' or interchangeably.
- 2.1.2 The bidder shall necessarily be a legally valid entity in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidders in the form of Joint Ventures (JV) / Consortium, Proprietorship and Partnership are not permitted.
- 2.1.3 The bidding documents (technical bid and financial bid) must be uploaded on CPPP only.
- 2.1.4 While all efforts have been made to avoid errors in preparation of tender documents, the bidders are advised to check the same carefully. Discrepancies if any may be brought to the notice of the Authorities on or before the Pre-Bid Meeting. No claim on account of any error detected in the tender document shall be entertained.
- 2.1.5 The duly filled-in technical bid along with scanned copy / copies of requisite supporting documents and financial bid should be uploaded online on CPPP as required under e-procurement method of Government of India. Non-receipt of any of the required documents or bid with incomplete details will lead to rejection of tender.
- 2.1.6 Any person signing on behalf of a bidder must attach copy of the authorization letter/ Power of Attorney from the actual bidder as the proof of authorization for signing on his/ her behalf.
- 2.1.7 Each bidder shall submit only one bid against this invitation of tender.
- 2.1.8 Bid containing conditional offers or offers with deviation from the conditions of contract, the bids not meeting the eligibility criteria, technical bids not accompanied with Bid Security (EMD) of requisite amount/format or any other requirements stipulated in the tender documents are liable to be rejected.
- 2.1.9 The Tenderer may submit / modify any number of times before closing date as specified. Once the last date & time is over bidder cannot alter /withdraw his tender.
- 2.1.10 No bid shall be withdrawn in the interval between the closing date for submission of bids and expiration of the period of bid validity.
- 2.1.11 The bidding company should have either its Headquarters or a well established Branch Office within GHMC area.
- 2.1.12 A bidder shall not have conflict of interest with other bidders. The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:
- a) they have controlling partner(s) in common;
or
 - b) they receive or have received any direct or indirect financial stake from any of them;
or
 - c) they have the same legal representative/agent for the purpose of this bid;
or

d) They have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder.

2.1.13 A prospective bidder may seek clarification from the Client on the tender documents well before the pre bid meeting of bid.

2.1.14 At any time prior to the date of submission of bids, the Client may, whether at his own initiative or in response to a clarification sought by a prospective bidder, amend bid documents by using corrigendum which shall be notified on the Client's official website /CPPP.

2.1.15 In case the amendments in the tender document require revision in the bids already submitted by that time and there being inadequate time to revise the bids by the notified last date and time for submission of revised bids by the bidders, the date and time of submission of bids will be suitably extended at the discretion of the Client. In such a situation, the bidders shall also be required to extend the validity period of their bid security/EMD.

2.2 **Bid Security (Earnest Money Deposit)**

2.2.1 Each bid must be accompanied by a Bid Security (Earnest Money Deposit) of Rs. 4,80,000/- (Rupees Four Lakhs Eighty Thousands only) in the form of an Account Payee Demand Draft/Banker's Cheque/Fixed Deposit Receipts/Bank Guarantee of any nationalized bank drawn/made in favour of Finance Officer, Maulana Azad National Urdu University, Gachibowli, Hyderabad payable at Hyderabad. However, Micro & Small Enterprises (MSEs) as defined by MSE Procurement Policy issued by Government of India or those registered with DGS&D, Government of India are exempted from paying the Bid Security. However, scanned copies of documents of such exemption shall have to be uploaded.

2.2.2 Scanned copy of financial instrument mentioned in para 2.2.1 above should be uploaded along with the technical bid and the bid security / EMD in original must be submitted to the Joint Registrar Admin and Estate, MANUU.

2.2.3 The Bid Security should remain valid for a period of 90 days beyond the final bid validity period.

2.2.4 No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Client in respect of any previous services/work shall be entertained.

2.2.5 A bidder's Bid Security will be forfeited if the bidder withdraws or amends its offer or impairs or derogates from the tender in any respect within the period of validity of the tender.

2.2.6 In the case of a successful bidder, the Bid Security will be forfeited, if the bidder fails to
(i) furnish the required Performance Security within the specified period;
(ii) honour his/her own quoted prices for the services or part thereof;
(iii) sign the contract in accordance with the terms of the tender document.

2.2.7 Bid Securities of unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity period and latest by 30th day after the award of contract.

2.2.8 In the case of successful bidder, the Bid Security will be refunded on receipt of Performance Security.

2.3 **Minimum eligibility criteria**

2.3.1 The minimum eligibility criteria for a bidder to be declared as technically qualified shall be as below:

- (a) The bidder shall necessarily be a legally valid entity in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidders in the form of Joint Ventures (JV)/Consortium, Proprietorship and Partnership are not permitted;
- (b) The bidder must be registered under appropriate authorities of GST, Income Tax, Employees Provident Fund (EPF), Employees State Insurance Corporation (ESIC) and must hold valid license under or any similar Act/Rules promulgated by the Government of Telangana.
- (c) The bidder should upload audited balance sheet and Profit & Loss Account of the firm for the preceding three years i.e. 2015-16 to 2017-18;
- (d) Average annual financial turnover of the bidder in providing Housekeeping services during the preceding three years (2015-16 to 2017-18) should be at least Rs.1,20,00,000/-
- (e) The bidder must have at least three years experience ending 31st March, 2018 of providing Housekeeping services to Central/State Governments/Public Sector Undertakings/Autonomous Bodies/Nationalized Banks/Reputed Large Commercial Organizations.
- (f) The bidder must have successfully provided Housekeeping Services over the preceding three financial years as below and be providing the same in the current financial year as well:
 - (i) Three similar executed services costing not less than Rs. 96,00,000/-
or
 - (ii) Two similar executed services costing not less than Rs. 1,44,00,000/-
or
 - (iii) One similar executed services costing not less than Rs.1,92,00,000/-
- (g) The bidder must not have been declared ineligible or blacklisted by any authority. A consistent history of litigation against the bidder may also be treated as disqualification.
- (h) Only those bidders shall be treated as eligible to participate in the bidding process who, through their letter of submission of bid (Bid Cover Letter), declares as under:
 - (i) No benefit shall be offered to the employees of the Client's organization which are not legally available to them and also no offence shall be committed under Prevention of Corruption Act, 1988 or Indian Penal Code, 1860;
 - (ii) No undisclosed agreement or understanding with other bidders shall be entered into with respect to prices, certifications etc.;
 - (iii) The Housekeeping services, as required in the tender document herein, have not been and will not be made available to other entities at prices lower than the bid price;
 - (iv) No payment has been made to any agent/broker or any other intermediary for this bidding;
 - (v) No transgression has been committed in the past with any other organization in India or abroad that may impinge on the anti-corruption principle.

2.3.2 In proof of having fulfilled the minimum eligibility criteria mentioned at para 2.3.1 above [except sub-para (h)] the requisite scanned copies shall be uploaded along with the bid.

- (a) Scanned Copy of Certificates of Incorporation issued by the Registrar of Companies;
- (b) Scanned Copies of PAN, GSTIN, EPFO & ESIC registration;

- (c) The bidder should upload audited balance sheet and Profit & Loss Account of the firm for the preceding three years i.e. 2015-16 to 2017-18;
- (d) Scanned Copies of audited Balance Sheet and Profit & Loss Account of the firm for the years 2015-16 to 2017-18;
- (e) Scanned Copies of work orders with agreement and experience certificates in support of information required at para 2.3.1(e) above;
- (f) Scanned Copies of documents in support of information required at para 2.3.1(f) above;
- (g) An affidavit on non-judicial stamp paper for Rs.50/- declaring that the Company had never been blacklisted by any authority;

2.3.3 Non-submission of any of the aforesaid document shall entail rejection of technical bid.

2.3.4 Bidder should not have suffered any financial loss for more than one year during the preceding three years ending 31st March, 2018.

2.3.5 This Request for Proposal (RFP) is issued with no financial commitment and the MANUU reserves the right to change or vary any part thereof or foreclose the procurement process at any stage. The MANUU also reserves the right to disqualify any vendor, if warranted, at any stage.

2.4 **Validity of bids**

2.4.1 Bids shall remain valid and open for acceptance for a period of 90 (ninety days) from the last date of submission of bids.

2.4.2 The University may, without assigning any reason, request for extension of bid validity for another period of 30 (thirty) days without any modification in the bid already submitted.

2.5.1 **Technical Bid**

2.5.1 Technical Bid should be submitted online on Government of India's Central Public Procurement (CPP) Portal in the form prescribed at Annexure-II of this tender document.

2.5.2 The following documents shall comprise the Technical Bid:

- a) Technical Bid Submission Letter (Bid Cover Letter) in the form prescribed at Annexure-I inter alia containing the declaration required at clause 2.3.1(h). The letter should be printed on company's original letter head and signed by the authorized signatory.
- b) Duly filled-in and signed Annexure-II containing information required in clause 2.3.1 (a to g).
- c) Scanned Copy of All the supporting documents as required in clause 2.3.2.
- d) Scanned Copy of Bid Security (EMD) as required in clause 2.2.1 In the case of Bid Security being furnished through Bank Guarantee, the same should be furnished in the form prescribed at Annexure-V.

2.6 **Submission of Financial Bid**

2.6.1 Financial Bid should be submitted online (CPP Portall) in the 'Price Schedule' Form prescribed.

2.6.2 Financial Bid should be as per the Online CPPP Format Only.

2.6.3 Bidders must quote in Annexure-III as per terms stipulated in Section 6 keeping in view the requirements in Section 3 of this tender

2.7 Submission of Technical bids

2.7.1 Bids will be opened online only. The technical bids received through CPPP /Online shall be opened on next day of the closing date after 03:00 P.M. by the duly authorized Committee.

2.7.2 In case, the date fixed for opening of bids is subsequently declared as holiday by the Government / University, the bids will be opened on next working day.

2.7.3 After opening of technical bids, a preliminary scrutiny would be conducted to ensure that EMD of requisite amount and other documents as required in clause **2.5.2** are furnished. The bids found deficient in these requirements shall be declared invalid and such bids will not be considered further for technical evaluation.

2.7.4 The bidders whose technical bids are otherwise found valid shall be termed as responsive bidders. The detailed evaluation of technical bids of such responsive bidders will be carried out later.

2.8 Technical Bid Evaluation

2.8.1 The technical bids shall be evaluated based on the available documents uploaded by the bidders in totality as required under clause 2.3.2 above. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, seek any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be in writing.

2.8.2 If a bidder does not provide clarifications of its bid by the date and time set in the Client's request for clarification, its bid may be rejected.

2.8.3 Client also reserves its right to seek confirmation/clarification on the supporting documents submitted by the bidder from the agency(ices) issuing such document(s).

2.8.4 Notwithstanding all the requisite documents being made available by the bidders, the Client may, if required, visit the firms' offices to authenticate the veracity of information/ documents submitted by the bidders.

2.8.5 Client shall intimate the technically qualified bidders through uploading / updating on CPPP.

2.8.6 The online bid opening, evaluation, award of contract etc will be made through CPPP.

2.9 Opening of Financial Bids

2.9.1 The financial bids of all the technically qualified bidders shall be opened online e-procurement method (CPP Portal) on the appointed date and time through the authorized officials.

2.9.2 Mere becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the lowest bidder to claim that he is successful in the bidding process. The successful bidder (L1) shall be decided only after following due procedure.

2.10 Financial Bid Evaluation

- 2.10.1 Maulana Azad National Urdu University, Hyderabad being a Central University follows the Acts/Regulations/Rules etc. issued from time to time by the Government of India. Accordingly, the minimum wages fixed for unskilled persons on six monthly basis under Minimum Wages Act, 1948 by the concerned Central Government authorities for the State of Telangana/Hyderabad shall be treated as the basic price.
- 2.10.2 The financial bids quoting the wages for required categories of Housekeeping personnel below the current basic wage rate shall not be considered.
- 2.10.3 The financial bids not quoting the prescribed current rates of EPF and ESI contributions for the respective categories of Housekeeping personnel to be deployed shall not be considered for evaluation.
- 2.10.4 The evaluation of financial bids shall be made on the basis of quoted daily minimum wages including VDA, EPF, ESI contributions (not below that stipulated in clauses 2.10.1 and 2.10.3 above) plus Service Charges.
- 2.10.5 The bidder whose financial bid is found to be overall lowest in terms of clause 2.10.4 above shall be declared as successful.
- 2.10.6 In case of two or more companies quoting the same lowest rates all such firms only will be asked to submit fresh /revised financial quotations for such items only on short notice.

2.11 Right of Acceptance

- 2.11.1 Maulana Azad National Urdu University, Hyderabad reserves the right to accept or reject any bid and to cancel the bidding process and reject all bids (including the lowest) at any time prior to the award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders for the Client's action. The decision of the competent authority of the University in this regard shall be final and binding.
- 2.11.2 In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency that has been awarded the contract, the competent authority of the Maulana Azad National Urdu University reserves the right to award the contract to the next higher bidder. The defaulter agency's EMD will be forfeited and / or the firm will be blacklisted for a specified period.

2.12 Notification of award by issuance of 'Letter of Acceptance/Award

- 2.12.1 After determining the successful evaluated bidder, Client shall issue a Letter of Acceptance in duplicate to the said successful bidder, who will return one copy to Client duly acknowledged, accepted and signed by the authorized signatory, within three (3) days of receipt of the same by him.
- 2.12.2 The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be a binding to the contract.
- 2.12.3 After submission of performance guarantee in the prescribed format mentioned on para 4.2.1 letter of award of contract will be issued.

SECTION - 3
SCHEDULE OF REQUIREMENTS & SCOPE OF WORK

3.0 Attending housekeeping works in MANUU, Gachibowli, Hyderabad complete for all buildings as per list of buildings mentioned below:

- 3.0.1 Sweeping, cleaning and mopping of floors in all rooms, common areas, staircases, corridors etc. in all buildings at all floor levels including cleaning of walls, partition walls, doors and windows including glass panes and fixtures etc., complete.
- 3.0.2 Cleaning of Toilets/Wash rooms including floor/ wall tiles and toilet fittings, fixtures etc., complete.
- 3.0.3 Sweeping of Roads, Paved footpaths, Courtyards etc., complete.
- 3.0.4 The manpower shall be engaged on all working days and Saturdays/ Sundays and Holidays, if required, for carrying out the housekeeping activities as per periodicity mentioned below.
- 3.0.5 Cleaning material required for housekeeping shall be brought by the contractor and maintain the stock register and submit monthly stock position for verification of site incharge/ supervisor of MANUU.
- 3.0.6 The work shall be executed as per the direction of Officer - In Charge as per following schedule including collection of garbage and disposal of the same as per GHMC norms. Cleaning activities shall start by 8.00 AM especially sweeping /dusting /moping of office buildings so as to complete by 9.00 AM before start of Office hours. The rest of the work shall continue to be attended till the end of the day.

3.1 Operation to be carried out Daily

- 3.1.1 Sweeping, cleaning and mopping of floors in all rooms, common areas, staircases, corridors etc. in all buildings at all floor levels.
- 3.1.2 Cleaning of toilets/wash rooms in all Administrative & Academic buildings, Hostels, Guest houses etc.
- 3.1.3 Dusting of doors, door mats, windows, cleaning of fire extinguishers
- 3.1.4 Removing of pan peek (Splitting) from the walls and floors.
- 3.1.5 Sweeping of Roads, Paved footpaths, Courtyards etc complete.
- 3.1.6 Collection of garbage and its disposal to GHMC dust bins
- 3.1.7 Disposal of dead speaces of birds/rodents/rats snakes/reptiles or any other animals etc., if found within the Campus.

3.2 Operation to be carried out weekly

- 3.2.1 Washing and wet cleaning with chemicals all toilets/wash rooms including floor & walls tiles and sanitary & water supply fittings and fixtures.
- 3.2.2 Cleaning of glass panes of doors, windows ventilators, mirrors, floors with glass cleaning chemicals all the buildings.

3.2.3 Cleaning and removing of cobwebs from the rooms, corridors, common areas, staircase etc.

3.3 Operation to be carried out monthly.

3.3.1 Cleaning of terraces of all buildings.

3.3.2 Scrubbing of corridors/common area floors with scrubbing/grinding. Cleaning of carpet by using vaccum cleaner without causing any damage to the carpets.

3.3.3 Cleaning of water coolers installed at various buildings in the Campus.

3.3.4 Cleaning of main gate and all other gates within the campus.

3.4 Other Services to be attended:

3.4.1 Removal of garbage/paper scrubbing and any other waste material from all the rooms/halls/kitchen/dining and other common/circulation area on daily basis.

3.4.2 Cleaning of toilets/washrooms/pantries including fixtures twice a day (with detergent).

3.4.3 Cleaning of dustbins, and buckets with detergent at least once a week and as and when required during the week.

3.4.4 Polishing of floors at least once a month or as and when required and directed by client
Washing the floors with detergent once a week.

3.4.5 Cleaning of carpet once in a week or as and when required.

3.4.6 Cleaning of brass door/handles/knobs and name plates with brasso once in a week.

3.4.7 All auditoriums of DDE, CPDUMT, Library, Conference Hall, Committee Room and Open Air Theatre should be cleaned at least once a week or as per schedule given by the site incharge of Estate Section.

3.5 Any other work related to above cleaning activity will be informed by the site in - charge as and when required.

3.6: Schedule of Requirement

3.6.1 Work to be done under University Administration and Academic Buildings details

S.No.	Name of the Building	Type of The Building	No. of Toilets	Total Area(Sq.Mt)	Housekeeping & Cleaning work to be attended in a week	Timings
1.	Administrative Building	G+3	72	7644.00	Monday to Friday	8:00 AM to 4:30PM
2.	Directorate of Distance Education	G+2	13	3390.00	Monday to Friday	8:00 AM to 4:30PM
3.	School of Arts & Social Sciences	G+3	55	3756.00	Monday to Friday	8:00 AM to 4:30PM
4.	Central Library	G+1	20	3166.10	Monday to Friday	8:00 AM to 4:30PM
5.	Instructional Media Centre	G+2	23	3119.16	Monday to Friday	8:00 AM to 4:30PM
6.	UGC-HRDC Academic Block	G.F.	8	320.36	Monday to Saturday	8:00 AM to 4:30PM
7.	UGC-Human Resource Development Centre	G+1		468.02	Monday to Saturday	8:00 AM to 4:30PM
8.	Main Entrance Gate	G+1	1	122.00	All Days	8:00 AM to 4:30PM
9.	Engineering & Maintenance Section	G.F.	1	110.00	Monday to Friday	8:00 AM to 4:30PM
10.	University Health Centre (Block-A)	G+1	6	450.24	Monday to Saturday	8:00 AM to 4:30PM
11.	University Health Centre (Block-B)	G+1	5	282.04	Monday to Saturday	8:00 AM to 4:30PM
12.	CPDUMT Building	G+1	13	1773.60	Monday to Friday	8:00 AM to 4:30PM
13.	Information Center (DSW Office)	G.F.	3	96.03	Monday to Friday	8:00 AM to 4:30PM
14.	University Canteen Surrounding areas	G.F.	---	410.20	Monday to Friday	8:00 AM to 4:30PM
15.	Center for Urdu Cultural Studies (Urdu Museum)	G+1	7	1851.00	Monday to Friday	8:00 AM to 4:30PM
16.	Open Air Theater	G.F.	4	1436.00	Once in a week / As and when required	8:00 AM to 4:30PM
17.	ITI Building	G+1	8	583.00	Monday to Friday	8:00 AM to 4:30PM
18.	Polytechnic Building	G+2	46	10761.00	Monday to Friday	8:00 AM to 4:30PM
19.	School of Education & Training	G+2	36	6524.00	Monday to Friday	8:00 AM to 4:30PM
20.	School of Languages	G+2	69	6689.62	Monday to Friday	8:00 AM to 4:30PM
21.	Sports Complex	G+1	10	2328.00	Monday to Saturday	8:00 AM to 4:30PM
22.	CSE Coaching Academy	G+1	13	3466.32	Monday to Friday	8:00 AM to 4:30PM
23.	Digital Resource Center	G+1	---	2454.00	Monday to Friday	8:00 AM to 4:30PM
24.	Deccan Studies	G+1	10	2072.00	Monday to Friday	8:00 AM to 4:30PM

3.6.2 Hostels Plinth Area

S. No.	Name of the Building	Type of the Building	No. of Toilets	Area (Sq.mts.)	Housekeeping & Cleaning work to be attended in a week	Timings
1.	Boys Hostel-I	G+2	24	3176.00	All days	8:00 AM to 4:30PM
2.	Boys Hostel-II	G+2	49	6211.13	All days	8:00 AM to 4:30PM
3.	Boys Hostel-III	G+2	30	3640.00	All days	8:00 AM to 4:30PM
4.	Boys Hostel IV (CPDUMTHostel)	G+2	42	2535.00	All days	8:00 AM to 4:30PM
5.	Girls Hostel-I	G+2	180	5454.00	All days	8:00 AM to 4:30PM
6.	Gulzar Hostel	G + Part 1st floor	33	3650.77	All days	8:00 AM to 4:30PM

3.6.3 Guest House Plinth Area

S. No.	Name of the Building	Type of the Building	No. of Toilets	Total Area (Sq.mts.)	Housekeeping & cleaning work to be attended in a week	Timings
1.	University Guest House	GF	39	731.00	All days (depending upon the occupancy of the guest / officials)	8:00 AM to 4:30PM
2.	University Guest House (Extension Block-A)	G+1		408.00		8:00 AM to 4:30PM
3.	University Guest House (Extension Block-B)	G+2		814.00		8:00 AM to 4:30PM
4.	UGC Guest House	G+2	36	1933.20		8:00 AM to 4:30PM

SECTION 4

GENERAL CONDITIONS OF CONTRACT (GCC)

4.0 **Other Terms and Conditions**

4.1 **Confidentiality**

4.1.1 The Contractor shall take all precautions not to disclose, divulge and/or disseminate to any third party any confidential information, proprietary information related to Client's academic and non-academic activities or arrangements (including but not limited to the assignment instructions, Schedules and other subsequent agreements). The obligation is not limited to any scope and the contractor shall be held responsible in case of breach of the confidentiality of Client's information.

4.1.2 If the Contractor receives inquiries from any person or outside agencies including Press/Media, the same shall be referred to by the Contractor to Client immediately on receipt of such queries.

4.2 **Performance Security**

4.2.1 The successful bidder within fourteen days of the acceptance of the LoA shall furnish a Performance Security in the form of an Account Payee Demand Draft/Fixed Deposit Receipt from a commercial bank or Bank Guarantee issued/confirmed from any of the commercial bank in India in the form prescribed at Annexure-VI for a sum equal to 10% of the total cost of outsourcing of services calculated per year drawn in favour of Finance Officer, Maulana Azad National Urdu University, Hyderabad payable at Hyderabad.

4.2.2 If the contractor is called upon by the competent authority of the University to furnish Performance Security and the contractor fails to provide the said security within the period and in the form specified at clause 4.2.1 above, such failure shall constitute a breach of the contract and Bid security shall on stands forfeited.

4.2.3 The Performance Security so furnished should remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the contractor.

4.2.4 The performance security will be forfeited and credited to Client's account in the event of any breach or negligence or non-observance of any terms/conditions of contract or for unsatisfactory performance or for non-commencement of work after issue of 'Notice to Proceed'.

4.2.5 On due performance and completion of the contract in all respects, the Performance Security will be returned to the contractor without any interest on presentation of an absolute No Demand Certificate. However, such portion of the said Performance Security, as may be considered by the University sufficient to cover any incorrect or excess payment made on the bills to the firm, shall be retained until the final report on the account of firm's bill has been received and examined.

4.3 **Signing of contract agreement**

4.3.1 The Client shall provide a draft Contract Agreement, as prescribed at Annexure-VII, to the successful bidder along with LoA. The bidder shall, along with Performance Security, return the duly concurred and signed Contract Agreement printed on the non-judicial stamp paper

of Rs.100/- adjudicated by the Registrar of Stamps of Telangana State within seven working days of the issue of LoA.

4.3.2 The competent authority of the Client shall sign the Contract Agreement and return a copy of the same to the successful bidder.

4.4 Validity of contract

4.4.1 The contract shall be valid for a period of one year from the date of its signing by both the parties subject to continuous satisfactory performance by the contractor.

4.4.2 The period of contract may, in the exigencies of work requirement, be extended beyond one year for any period not exceeding further one year with mutual written consent on the same terms and conditions as agreed to under this contract except periodical revision of minimum wages as notified by the Government.

4.5 Contractor's obligations

4.5.1 The contractor shall provide Housekeeping services in Client's premises as per the requirements to be read with other conditions of contract mentioned herein in this document within 03 (three) days of the contract agreement made effective.

4.5.2 The requirements may be modified without effecting financial implications during the contractual period and the contractor shall be bound to provide Housekeeping services as per modified requirements.

4.5.3 The personnel of the contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.

4.5.4 The contractor shall be solely liable to meet all the claims of Housekeeping personnel deployed by him and all statutory liabilities (such as ESI & PF etc.) shall be paid by the contractor.

4.5.5 A Service Log Book shall be maintained at the Client's premises and daily record of the actual services provided shall be kept. All matters relating to deficiencies in the availability and standards of service shall be entered in the Log Book and the contractor shall forthwith rectify all the deficiencies pointed out and record compliance in the Log Book.

4.5.6 The contractor shall be responsible to remit the EPF/ESI contributions in respect of the Housekeeping personnel deployed at Client's premises through a single challan.

4.5.7 The contractor shall have to furnish the statements of remittances made in each month along with the bills for subsequent month containing names of only those persons who are deployed at Client's premises.

4.5.8 The contractor shall make provisions for medical reimbursement/insurance to the employees not covered under ESI.

4.5.9 Contractor shall be solely responsible for any indiscipline, theft, loss or damage to any persons/property at the Client's premises on account of acts of omission and commission by the personnel deployed by him.

- 4.5.10 The contractor shall cover its personnel for personal accident and death while performing the duty and the Client shall own no liability and obligation in this regard.
- 4.5.11 The contractor shall issue identity cards/identification documents to all its employees who will be instructed by the Contractor to display the same at all times.
- 4.5.12 The Personnel of the contractor shall be subject to detailed direction and control of the Client in relation to manner and model of performance of duties, as agreed to vide this contract.
- 4.5.13 The contractor shall ensure that all personnel deployed by him are fully conversant with the Client's premises.
- 4.5.14 The contractor shall exercise adequate supervision to ensure proper performance of Housekeeping Services in accordance with the requirements.
- 4.5.15 In the event of the personnel having been provided by the Contractor not performing duties as per expected standards in whatsoever manner or in case the personnel behave in an unacceptable manner, the Contractor shall, on intimation of the Client, remove the said personnel and provide a suitable substitute in his/her place within three days failing which the Client may get the services performed by other means at the risk and cost of the contractor.
- 4.5.16 Contractor must employ adult experienced personnel only. Employment of child labour or persons below the age of 18 years shall lead to the termination of the contract at the risk and cost of the contractor.
- 4.5.17 Contractor shall deploy/engage reliable persons at Client's site after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities.
- 4.5.18 Contractor shall keep a record of the details like name, age, parentage, photograph address (residential as well as permanent) of all Housekeeping personnel and shall submit such record on demand of the Client.
- 4.5.19 The persons deployed by Contractor shall be properly trained, have requisite experience and skills for carrying out the Housekeeping related tasks assigned at Client's office.
- 4.5.20 The authorized representative of the bidder shall report to the Joint Registrar, Admn. & Estate Section / concerned official of the University twice a week for review of the Housekeeping system at the Client's site.
- 4.5.21 The contractor have to engage **90 personnel** (60 sweepers+30 cleaners) daily for various Housekeeping works specified in the tender document. The strength of the workers can be enhanced or decreased on the discretion of the University based on the functional requirement. However, payment shall be made based on the actual no. of workers engaged on day to day basis.
- 4.5.22 The Contractor should be capable of providing any additional number of persons required for any allied works unskilled or semi skilled workers for seasonal/occasional/intermittent in nature on need basis requirement for a specific period during the period of contract. The University will pay minimum rate of wages + service charges + GST applicable from time to time.

- 4.5.23 Collection of wet and dry garbage from various offices/hostels/and garbage pots at residential buildings on daily basis should be disposed daily by mechanical transport to the nearest Municipal dumping yard by strictly follow the rules and regulations of the GHMC / local administration and without causing any public nuisance or obstruction anywhere. The agency is fully responsible for any adverse consequences arising out of the disposal of garbage etc. due to any negligence on their part in adhering to the rules of the local administration.
- 4.5.24 Equipment's and Tools as per Annexure – VIII and cleaning materials as per Annexure - IX shall be arranged / brought by the contractor.
- 4.5.25 The contractor shall be solely responsible to tackle the matters in case any of its personnel deployed under this contract falls sick or is injured or goes on strike/unfair activities etc. during performance of his/her duty. It shall indemnify Client in all respects under this contract.
- 4.5.26 The contractor shall submit wages sheet showing monthly wages paid to its personnel and shall disburse wages on or before 10th of every month irrespective of receipt of wages/payment from the University.
- 4.5.27 All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Client.
- 4.5.28 The contractor shall not sub-contract or sublet, transfer or assign the contract or any other part thereof. In the event of the contractor contravening this condition, Client shall be entitled to place the contract elsewhere on the contractor's risk and cost and the contractor shall be liable for any loss or damage, which the Client may sustain in consequence or arising out of such replacing of the contract.
- 4.5.29 A penalty of the Rs. 20,000/- shall be imposed on the contractor per day for boycotting of work and going on strike by the workers for the lapses on the part of the contractor.
- 4.5.30 If the contractor engages less than 50% workers on any day a penalty up to Rs. 10,000/- per day shall be levied.

4.6 Client's obligations

- 4.6.1 The Client shall make all endeavor to make payments against the monthly invoice complete in all respect is submitted by the contractor in respect of monthly wages of Housekeeping personnel within 10 (ten) days from the date of the receipt of the said invoice.
- 4.6.2 The Client shall to the extent feasible and deemed necessary fulfill the genuine requests made by the contractor in writing in connection with the performance of the services within the ambit of this contract.
- 4.6.3 The Client shall notify the contractor of any dishonest, wrongful or negligent acts or omissions of the contractor's employees or agents in connection with the services as soon as possible after the Client becomes aware of them.
- 4.6.4 To enable the contractor to provide the Housekeeping services, the Client shall ensure that its staff is available to provide such assistance.
- 4.6.5 The University shall not provide any accommodation to any of the Housekeeping Personnel deployed by the contractor.

4.6.6 The Client shall not be under any obligation for providing empanelment to any of the personnel of the contractor after the expiry of the contract.

4.6.7 The Client may also assign Housekeeping related duties as and when required to the Housekeeping personnel deployed by the contractor which are otherwise not mentioned in clause 3.0 above or elsewhere in this contract.

4.7 Payments

4.7.1 After selection of the successful bidder as contractor, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the contractor by the Client for the housekeeping services.

4.7.2 The service charges quoted by the bidders in the Price Schedule shall be exclusive of any Service Tax/GST, any type of cess, or any other applicable taxes as may be levied by the Government from time-to-time and the same shall be charged in addition to the applicable rates.

4.7.3 No price escalation, other than revision in minimum wages as notified by the Government from time to time, shall be admitted by the Client during the contract period including the extended period, if any.

4.7.4 The contractor shall raise invoice every month and submit the same along with the following documents to Client by 5th of every following month:

- (a) Attendance Sheet of Housekeeping personnel deployed during the month at Client's premises duly authenticated by the Joint Registrar, Admn. & Estate Section or any authorized official of the University.
- (b) Statement of wages paid in the preceding month to Housekeeping personnel deployed in their respective bank accounts.
- (c) Statements of remittances made in the preceding month towards EPF and ESI contributions in respect of Housekeeping personnel deployed at Client's premises.
- (d) Declaration regarding compliance of labour laws in terms of clause 5.2

4.7.5 All payments by the Client to contractor shall be made by means of NEFT/RTGS in the bank account of the contractor within 10 days if the invoice/bill in order.

4.7.6 Client shall make deductions in accordance with applicable tax laws, Income Tax or shall make other deductions as made applicable by the laws promulgated by the Government of India or the State Government of Telangana, as the case may be, from any payments made to the contractor, and the amount so deducted shall be deemed to be a payment made to the contractor. Client shall provide a statement/certificate detailing the deductions so made.

4.7.7 Neither payment shall be made in advance nor shall any loan from any bank or financial institution be recommended by the Client in favour of the contractor on the basis of the order of award of work.

4.8 Disclaimer

4.8.1 The relatives/near relatives of employees of the Client are prohibited from participation in this bid. The near relatives for this purpose shall be one who is related to the other in the manner as husband, wife father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law).

4.9 Governing laws and settlement of dispute

4.9.1 This contract shall be governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Hyderabad.

4.9.2 Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this contract) arising out of, or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by discussions as aforesaid within a period of 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Client in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and rules made there under including any modifications, amendments and future enactments thereto. The venue for the arbitration will be Hyderabad and the decision of the arbitrator shall be final and binding on both the parties.

4.10 Termination of Contract

4.10.1 This contract may be terminated forthwith by either party by giving written notice to the other if the other party is in material breach of its obligations under this Agreement or in the case of such breaches capable of being remedied, fails to remedy that breach within thirty days of receiving notice of such breach.

4.10.2 The contract may be terminated forthwith by the Client by giving written notice to the contractor, if the contractor:

- a) does not provide Housekeeping services satisfactorily as per the requirements of the Client or as per the Schedule of Requirements;
- b) goes bankrupt and becomes insolvent.

4.10.3 In case of breach of any of terms and conditions of the contract by the contractor, the competent authority of the Client shall have the right to cancel the contract without assigning any reason thereof and nothing will be payable by the Client and in that event the Performance Security shall be forfeited and encashed.

SECTION 5

SPECIAL CONDITIONS OF CONTRACT

The Special Conditions of Contract shall supplement the "Instructions to Bidders" and "General Conditions of Contract" as contained in Sections 2 and 4 respectively.

5.1 Indemnification

5.1.1 The contractor shall be liable to completely indemnify and keep the Client indemnified against all liabilities, losses, damages, penalties, awards, decrees arising out of litigation/claims/application initiated against the Client on account of any acts of omission/commission attributable to the Housekeeping personnel deployed by the contractor or the contractor himself and which are punishable under the provisions of various Central Labour Laws and the Labour Laws enacted by the State Government of Telangana (or the erstwhile State of Andhra Pradesh in the absence of Telangana laws) including the attended Acts/ Rules as amended from time to time.

5.1.2 Client shall be vested with sole discretion to determine damages/loss suffered on account of wrongful act or negligence by the contractor or any of its employees engaged in Housekeeping services and deduct the same from the dues payable from performance security or monthly bills or from the property owned by the firm/company by way of initiating suitable legal action against the contractor at any point of time.

5.2 Compliance to Labour Law

5.2.1 The contractor shall abide by and comply with EPF Laws, ESIC Laws, Income Tax Act/Rules, Minimum Wages Act, 1948, Minimum Wages (Central) Rules, 1950, Industrial Disputes Act, 1947, Contract Labour (Regulation & Abolition) Act, 1970, Contract Labour (Regulation & Abolition) Central Rules, 1971 or any other law in force from time to time.

5.2.2 The engagement, deployment and payment of wages to Housekeeping personnel as per the above laws shall be the sole responsibility of the contractor and any breach of such laws shall be deemed to be breach of this contract.

5.2.3 The contractor shall be liable for any legal dispute/case/claims that may arise or may arise during currency of the contract due to non-compliance of labour or other related laws.

5.3 Penalties

5.3.1 In the event of the Contractor not providing a suitable substitute Housekeeping personnel within the specified period as stipulated in clause 4.5.15 of Section 4 a penalty of Rs. 500/- per day per person shall be imposed on the contractor which will be recovered/adjusted from the monthly bill payable next month.

5.3.2 Whenever and wherever it is found that the work assigned to contractor is not performed up to the entire satisfaction of the Client, it will be brought to the notice of contractor by the Client and if no remedial action is taken immediately, penalty of Rs. 500/- per complaint will be imposed on the contractor.

5.4 Force Majeure obligations of the parties

5.4.1 In the event of "Force Majeure", as soon as reasonably practicable but not more than 48 (forty eight) hours following the occurrence of such an event, an affected party shall notify the other party of the event of Force Majeure stating inter alia the anticipated period of Force Majeure during which the required services are likely to remain affected and also the

measures which the affected party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected.

Note:-“Force Majeure” shall mean any event beyond the control of Client or of the contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, any natural calamities, strike, unlawful lockout, riot, terrorist act etc.

5.5 Official Records

- 5.5.1 The contractor shall maintain complete official records of disbursement of wages showing specifically details of all deductions such as EPF, ESI etc., in respect of all the Housekeeping personnel deployed at Client’s premises.

SECTION 6

PRICE SCHEDULE (FINANCIAL BID)

6.1 **Form**

6.1.1 The Price Schedule (Financial Bid) shall be submitted in the form prescribed at Annexure-III.

6.2 **Other terms**

6.2.1 The rates quoted for wages of Housekeeping Personnel shall not be less than the minimum wages fixed/notified for such personnel by the Central Government authorities for the State of Telangana/Hyderabad from time to time.

6.2.2 Service charges on monthly wages and monthly contributions to ESI, EPF per person as a whole should be quoted by the bidder.

6.2.3 Monthly wages including EPF, ESI shall be valid for one year from the date of commencement of contract and also during the extended period of contract, if any, and no revision in the quoted rates shall be entertained on whatsoever ground during the currency of contract. However in the event of minimum wages or VDA being raised by the GOI during the contract period the same shall be paid by the client.

6.2.4 If a Company quotes NIL Service Charges, the bid shall be treated as unresponsive and will be rejected.

6.2.5 The wages shall be on 26 days a month basis as per the norms of Minimum Wages Act, 1948 read with Minimum Wages (Central) Rules, 1950 at the rates prescribed from time to time by the Central Government authorities for the State of Telangana/Hyderabad.

6.2.6 Under section 51.(1) notwithstanding anything to the contrary contained in this Act, the government may mandate,____
(a) a department or established of the central Government or state Government; or
(b) local authority; or
(c) Governmental agencies ; or
(d) such person or category of persons as may be notified by the Government on the recommendations of the Council,
(hereafter in this section referred to as " the deductor), to deduct tax at the rate of one per cent. From the payment made or credited to the supplier (hereafter in this section referred to as " the deductee") of taxable goods or services or both, where the total value of such supply, under a contract, exceeds two lakh and fifty thousand rupees.

SECTION 7

FORMS

Annexure-I	Bid Cover Letter
Annexure-II	Technical Bid Submission Form
Annexure-III	Financial Bid Submission Form
Annexure-IV	Letter of Acceptance (LoA)
Annexure-V	Form for submission of Bid Security (TBG)
Annexure-VI	Form for submission of Performance Security (TBG)
Annexure-VII	Contract Form
Annexure-VIII	List of toolsequipment's etc., to be brought by the contractor
Annexure - IX	List of cleaning material to be brought by the contractor
Annexure - X	Check list.

ANNEXURE - I

BID COVER LETTER
(To be written on the letter head of company)
(Ref. clause 2.3.1(h))

To
The Registrar
Maulana Azad National Urdu University,
Gachibowli, Hyderabad 500032

Ref: Invitation for bid vide MANUU's Advertisement No.....dated..... for
providing Housekeeping services at University's main campus.

We, the undersigned, declare that:

1. We have examined and have no reservations to the bidding documents, including corrigendum/ addenda issued, if any, in accordance with Instructions to Bidders.
2. We offer to execute in conformity with the bidding documents for providing Housekeeping services for the Maulana Azad National Urdu University, Hyderabad.
3. Our bid shall be valid for a period of 90 days from the date fixed for the bid submission deadline in accordance with the bidding documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security in accordance with the bidding documents.
5. Government of India or any State Government or other Public Sector or Private Sector Organizations have not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid/lowest bid or any other bid that you may receive.
7. We also declare that
 - (i) No benefit shall be offered to the employees of the Client's organization which are not legally available to them and also no offence shall be committed under Prevention of Corruption Act, 1988 or Indian Penal Code, 1860;
 - (ii) No undisclosed agreement or understanding with other bidders shall be entered into with respect to prices, certifications etc.;
 - (iii) No payment has been made to any agent/broker or any other intermediary for this bidding;
 - (iv) No transgression has been committed in the past with any other organization in India or abroad that may impinge on the anti-corruption principle.

Yours sincerely,

(Authorized Signatory)
Full Name and Designation

ANNEXURE - II

TECHNICAL BID SUBMISSION FORM
(Ref. clause 2.6.1)

S. No.	Particulars	Information
1.	Name of the Company	M/s.
2.	Address of the Company along with Telephone/ Mobile number / e-mail ID	
3.	Type of the Company (Limited or a Private Limited)	<i>(Please upload the registration certificate of the firm)</i>
4.	(a) PAN Details	<i>(Please upload the PAN certificate of the firm)</i>
	(b) GST Regd. No. (GSTIN)	<i>(Please upload the GST certificate of the firm)</i>
	(c) Registration No. under Contract Labour (Regulation & Abolition) Act, 1970.	<i>(Please upload the relevant certificate)</i>
	(d) EPF Regd. No.	<i>(Please upload the relevant certificate)</i>
	(e) ESI Regd. No.	<i>(Please upload the relevant certificate)</i>
5.	Details of Account Payee Demand Draft/ Banker's Cheque/ FDR/BG submitted towards Bid Security (EMD)	<i>(please upload the scanned copy of DD/BG towards EMD, in case of exemption is claimed, the documentary proof thereof. However, the original DD/BG shall be submitted in the Estate Section, MANUU)</i>
6.	Annual Financial Turnover of the Company in providing Housekeeping services	(in Rs.) <i>(Please upload the audited accounts of last three financial years along with P&L account)</i>
7.	Pre-qualification criteria details/documents as per Clause 2.3.1 (f)	<i>(Please upload the relevant documents)</i>
8.	Has the Company ever been declared ineligible or blacklisted by any authority?	YES / NO <i>(please upload the affidavit and original shall be submitted in the Estate Section, MANUU)</i>

DECLARATION

I/We hereby declare that the information furnished above are true and based on available documentary evidences. In case, any of the information furnished above, either in full or in part, is at any stage, found to be incorrect, our bid shall stand cancelled or if contract has been awarded, the same shall stand terminated.

I/We further declared that we have read & understood all the terms and conditions of the tender document including corrigendum.

(Authorized Signatory)
Full Name and Designation
Official Seal

ANNEXURE - III

**FINANCIAL BID SUBMISSION FORM (To be filled Online only as per the CPPP format)
(Ref. Section 6)**

Name of the Bidder/ Bidding Firm / Company :								
PRICE SCHEDULE (DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY) (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)								
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Unit	UNIT RATE In Figures To be entered by the Bidder in Rs. P	GST Amount on Item Qty x Basic Rate in INR Rs. P	TOTAL AMOUNT Without Taxes col (13) = (4) x (7) Rs. P	TOTAL AMOUNT With Taxes col (14) = sum (9)+ (13) Rs. P	TOTAL AMOUNT In Words
1	2	4	5	7	9	13	14	15
1	Hiring of Housekeeping services (under sweeping and cleaning category)							
1.1	Monthly wages (per person for 26 days) Basic wage+VDA	90	person			0.00	0.00	INR Zero Only
1.2	Monthly EPF (per person)	90	person			0.00	0.00	INR Zero Only
1.3	Monthly ESI (per person)	90	person			0.00	0.00	INR Zero Only
1.4	Monthly Service charges & other administrative charges on Sl 1.1, 1.2 & 1.3	1	Lumpsum			0.00	0.00	INR Zero Only
2.1	Monthly Service charges towards supply of cleaning material / consumables as per Annexure VIII	1	Lumpsum			0.00	0.00	INR Zero Only
2.2	Monthly Service charges towards providing sweeping & cleaning tools as per Annexure IX	1	Lumpsum			0.00	0.00	INR Zero Only
2.3	Monthly Service charges & other charges towards Collection of Dry and Wet garbage and disposal as per GHMC norms from all buildings/hostels etc,	1	Lumpsum			0.00	0.00	INR Zero Only
Total in Figures								
Quoted Rate in Words								

Instructions for filling up BOQ (Online Only)

Fill Name of the firm

Fill Unit Price (in Rupees) without GST in all columns

Total GST amount (in Rupees) i.e. Qty. x unit rate x GST% in all columns

ANNEXURE - IV

LETTER OF ACCEPTANCE

LETTER OF AWARD OF CONTRACT

(Ref. clause 2.12.1 & 2.12.2)

Contract No. MANUU/Estate/...../2018-19

Contract Title: Providing Housekeeping Services to MANUU for its main campus at Hyderabad

To
M/s
.....
.....

Subject:- Award of contract for NIT No. MANUU/Estate/...../2018-19 titled "providing Housekeeping services to MANUU for its main campus at Hyderabad".

Ref. Your offer No.....dated.....against our tender No. MANUU/Estate...../2018-19 opened on.....

Dear Sir/ Madam,

I am directed to inform you that after evaluating the bid documents submitted by you on(date), Maulana Azad National Urdu University, Hyderabad is pleased to inform you that you have been selected as the successful bidder for providing Housekeeping services to MANUU at its main campus at Hyderabad. The total outsourcing cost shall be(amount) as indicated in your financial bid submitted on.....(date), in accordance with the procedures intimated in the relevant bid documents.

2. You/your authorized representative(s) are requested to be personally present at Office of the Registrar, Maulana Azad National Urdu University, Hyderabad for signing of the contract by.....(date).
3. In this respect, we also request you to submit the performance security of Rupeesby.....(date). Security deposit being 10 % of the total cost of Rs.....
4. Please apply for refund of EMD deposited along with the bid.
5. You are requested to execute necessary agreement within seven days from the date of issue of this letter in the enclosed agreement form.
6. This notification concludes the legally binding contract between you and the Maulana Azad National Urdu University, Hyderabad till issue of a formal contract.

Encl. Agreement Form along with the Schedule of Requirements

Registrar

ANNEXURE - V

**BID SECURITY SUBMISSION FORM
(THROUGH BANK GUARANTEE)
(Ref. clause 2.2)**

No.....

Date.....

To
The Registrar (hereinafter called "The Client")
Maulana Azad National Urdu University,
GachibowliHyderabad 500032

Whereas M/s.....(hereinafter called "the tenderer") has submitted its bid dated.....for providing Housekeeping services against owner's Tender No. MANUU/ Admn. &Estate//2018-19 dated.....

KNOW ALL MEN by these presents that WEhaving our registered office at (hereinafter called 'the Bank') are bound unto The Client in the sum of Rs.(Rupees only) for which payment will and truly to be made to the said Client, the Bank binds itself, its successors and assigns by these present. Sealed with the Common Seal of the Bank thisday of2018.

THE CONDITIONS OF THIS OBLIGATION ARE:

1. If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender,
2. If the tenderer having been notified of the acceptance of his tender by the Client during the period of its validity:
 - (a) fails or refuses to accept /execute the contract,
 - (b) fails or refuses to furnish the Performance Security for the due performance of the contract,

We undertake to pay the Client up to the above amount upon receipt of its first written demand, without the Client having to substantiate its demand, provided that in its demand the Client will note that the amount claimed by it is due to it owing to the occurrence of any one or both of the conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

Signature of the authorized officer of the Bank
Name & Designation of the office
Seal, Name & Address of the Bank and Branch
Tel No./ Fax No. of Branch

ANNEXURE-VI

**PERFORMANCE SECURITY SUBMISSION FORM
(THROUGH BANK GUARANTEE)**

(To be executed on non-judicial stamped paper of an appropriate value)
(Ref. clause 4.2.1)

Date :

Bank Guarantee No :

Amount of Guarantee :

Guarantee Period : From to

Guarantee Expiry Date :

Last date of Lodgement :

WHEREAS Maulana Azad National Urdu University, Gachibowli, Hyderabad 500032 (hereinafter referred to as "**The Owner**") which expression shall unless repugnant to the context includes their legal representatives, successors and assigns) has executed a binding to the contract on [insert date of acceptance of the letter of acceptance(LoA)] with [insert name of the Successful Bidder](hereinafter referred to as the "**Contractor**") which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns) for the performance, execution and providing of Housekeeping services ("**Housekeeping Services**" shall have the meaning ascribed to it in the Contract] based on the terms & conditions set out in the Tender Documents number [insert reference number of the Tender Documents] dated [insert date of issue of Tender Documents].....and various other documents forming part thereof.

AND WHEREAS one of the conditions of the Contract is that the Contractor shall furnish to the Owner a Bank Guarantee from a commercial bank in India having a branch at Hyderabad for a sum of Rs. (the amount guaranteed under this bank guarantee shall hereinafter be referred to as the "**Guaranteed Amount**") against due and faithful performance of the Contract including the performance bank guarantee obligation and other obligations of the Contractor for the supplies made and the services being provided and executed by under the Contract. This bank guarantee shall be valid from the date hereof up to the expiry of the Contract Period including any extension thereof.

AND WHEREAS the Contractor has approached [insert the name of the commercial bank] (here in after referred to as the "**Bank**") having its registered office at [insert the address].....and at the request of the Contractor and in consideration of the promises made by the Contractor, the Bank has agreed to give such guarantee as hereunder:

- (i) The Bank hereby undertakes to pay under this guarantee, the Guaranteed Amount claimed by the Owner without any further proof or conditions and without demur, reservation, contest, recourse or protest and without any inquiry or notification to the Contractor merely on a demand raised by the Owner stating that the amount claimed is due to the Owner under the Contract. Any such demand made on the Bank by the Owner shall be conclusive as regards the amount due and payable by the Bank under this bank guarantee and the Bank shall pay without any deductions or set offs or counterclaims whatsoever, the total sum claimed by the Owner in such Demand. The Owner shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed Amount. In each case of demand, resulting to change of PBG values, the Owner shall surrender the current PBG to the bank for amendment in price.

- (ii) However, the Bank's liability under this bank guarantee shall be restricted to an amount not exceeding Rs..... Rupees only].
- (iii) The Owner will have the full liberty without reference to the Bank and without affecting the bank guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on the Owner under the Contract and to enforce or to forbear endorsing any powers or rights or by reasons of time being given to the contractor which under law relating the Surety would but for the provisions have the effect of releasing the surety.
- (iv) The rights of the Owner to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Contractor and/or that any dispute(s) are pending before any office, tribunal or court in respect of such Guaranteed Amount and/or the Contract.
- (v) The guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to the Owner in respect of such liability or liabilities is effected.
- (vi) This bank guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this bank guarantee hereby submit to the jurisdiction of the Courts of Hyderabad for the purposes of settling any disputes or differences which may arise out of or in connection with this bank guarantee and for the purposes of enforcement under this bank guarantee.
- (vii) All capitalized words used but not defined herein shall have the meanings assigned to them under the Contract.
- (viii) NOTWITHSTANDING anything stated above, the liability of the Bank under this bank guarantee is restricted to the Guaranteed Amount and this bank guarantee shall expire on the expiry of the Warranty Period under the Contract.
- (ix) Unless a Demand under this bank guarantee is filed against the Bank within six (6) months from the date of expiry of this bank guarantee all the rights of the Owner under this bank guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder.
- (x) However, in the opinion of the Owner, if the Contractor's obligations against which this bank guarantee is given are not completed or fully performed by the Contractor within the period prescribed under the Contract, on request of the Contractor, the Bank hereby agrees to further extend the bank guarantee, till the Contractor fulfills its obligations under the Contract.
- (xi) We have the power to issue this bank guarantee in your favour under Memorandum and Article of Association and the Undersigned has full power to do so under the Power of Attorney dated [date of power of attorney to be inserted] granted to him by the Bank.

Date:

Bank

(Corporate Seal of the Bank)

By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank

ANNEXURE-VII

CONTRACT FORM
(Ref. clause 4.3)

CONTRACT AGREEMENT NO. MANUU/Estate/...../2018-19 DATED.....

THIS AGREEMENT is made on between the **Registrar, Maulana Azad National Urdu University** (hereinafter referred to as "Client" which expression unless excluded or repugnant to the context be deemed to include his successors and assigns), and whose principal place of office is at Gachibowli, Hyderabad 500032, Telangana State of the One Part,

AND

M/s..... having its registered office at..... (hereinafter referred to as "the Contractor") which expression shall unless excluded by or repugnant to the context be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing manpower services to Client.

NOW THIS AGREEMENT WITNESSTH as follows:

- I. WHEREAS the Client invited bids through open online tender, vide Notice Inviting Tender datedfor availing Housekeeping services at its main campus at Hyderabad under Tender No. MANUU/ Joint Registrar/...../2018-19
- II. AND WHEREAS the Contractor submitted his bid vide..... in accordance with the procedure mentioned along with the bid documents and represented therein that it fulfills all the requirements and has resources and competence to provide the requisite services to the Client
- III. AND WHEREAS the Client has selected M/s.....as the successful bidder ("the Contractor") pursuant to the bidding process and awarded the Letter of Acceptance (LoA) No. to the Contractor on for a total sum of [Rupees Only].
- IV. AND WHEREAS the Client desires that the Housekeeping services (as defined in the Bidding Document) be provided, performed, executed and completed by the Contractor, and wishes to appoint the Contractor for carrying out such services.
- V. AND WHEREAS the Contractor acknowledges that the Client shall enter into Contracts with other contractors/parties for the manpower services of its premises in cases the Contractor falls into breach of the terms and conditions as stipulated in the Tender Document and shall waive its claim whatsoever in this regard.
- VI. AND WHEREAS the terms and conditions of this Contract have been fully understood between the Client and the Contractor as parties of competent capacity and equal standing.
- VII. AND WHEREAS the Contractor has fully read, understood and shall abide by all the terms and conditions as stipulated in the Tender Documents for providing Housekeeping services in the Client's premises, failing which the Contract is liable to be terminated at any time, without assigning any reasons by the Client.
- VIII. AND WHEREAS the Contractor shall be responsible for payment of all statutory taxes and cess to Government of India and the State Government of Telangana, as the case may be. The documentary proof of the same must be submitted within one month of payment of particular bill for the amount of taxes, cess etc. charged in the said bill.
- IX. AND WHEREAS the Client and the Contractor agree as follows:
 1. In this Agreement (including the recitals) capitalized words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other Contract documents.
 - (a) The Letter of Acceptance (LoA) issued by the Client.
 - (b) Notice to Proceed (NTP) issued by the Client
 - (c) The complete Bid as submitted by the Contractor.
 - (d) The corrigendum/addenda, if any, issued by the Client.
 - (e) Any other documents forming part of this Contract Agreement till date. (Performance Bank Guarantee, Bank Guarantee)
 - (f) Schedule of Requirements annexed to this Article of Agreement
 - (g) Supplementary Agreements executed from time to time.
3. Any changes/modifications/amendments required to be incorporated in the Contract Agreement at a later stage shall be discussed and mutually agreed by both the parties and such supplementary agreements shall be binding on both the parties and shall form the part of this contract agreement.
4. This Contract shall be governed by and construed in accordance with the laws of India. Each Party hereby submits to the jurisdiction as set out in the Dispute Resolution Procedure in the Conditions of Contract.

VII. IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year indicated above.

Signed on behalf of the Contractor
(Authorised Signatory)

Signed on Behalf of
Maulana Azad National Urdu University, Hyderabad
(Authorised Signatory)

Annexure -VIII

TOOLS, EQUIPMENTS AND GADGETS REQUIRED FOR HOUSEKEEPING WORK

(Clause 4.5.24)

The list of tools, equipment's, etc., to be brought by the contractor for carrying out the housekeeping activities at MANUU.

S.No.	Item	Unit/Qty.	Brand
1.	Vacuum cleaners	5 Nos.	Standard make with ISI mark
2.	Suitable 3 or 4 wheeler mechanized/motorized) For picking of garbage and disposing	1 No.	Standard make with ISI mark
3.	Big dustbins for picking of garbage disposing	100 Nos.	Standard make
4.	Buckets	50 Nos.	Standard make with ISI mark
5.	Mugs	50 Nos.	Standard make
6.	Mop sticks with refills	50 Nos.	Standard make with ISI mark
7.	Spider Web cleaning sticks with refill	50 Nos.	Standard make with ISI mark
8.	Stain remover (lappam patti)	50 Nos.	Standard make with ISI mark
9.	Dust pans	50 Nos.	Standard make with ISI mark
10.	Glass wiper with refill	50 Nos.	Standard make with ISI mark
11.	Toilet cleaning brush	50 Nos.	Standard make with ISI mark
12.	Pole Brushes	50 Nos.	Standard make with ISI mark
13.	Normal brooms	100 Nos.	Standard make
14.	Hard brooms	100 Nos.	Standard make
15.	Floor cleaning brush	100 Nos.	Standard make
16.	Long brooms for road sweeping	25 Nos	Standard make
17.	Long web cleaning sticks with refits	25 Nos	Standard make
18.	Open dust bins for road side	25 Nos	Standard make
19.	Scrubbers Steel medium size	60No.	Standard make
20.	Any other items required for upkeep of the building		

Annexure IX

LIST OF MATERIALS AND CONSUMABLES REQUIRED FOR HOUSEKEEPING WORK

(Clause 4.5.24)

The list of minimum quantities of material and consumables required to be used on monthly basis in carrying out the housekeeping activities at MANUU.

S.No.	Item	Quantity per month other than hostels	Quantity for Hostels per month	Total quantity
1	Phenyl	300litre	60litre	360 litres
2	Toilet cleaner	150 litre	50 litre	200 litres
3	Bleaching powder	10 Kg	10Kg	20 Kgs
4	Air freshener (room)-spray of (200 ml)	10 No.	--	10 No.
5	Naphthalene balls	07 Kg	03 Kg	10Kgs
6	Toilet freshener-cakes (50 grams each)	100 No.	50 No.	150 No.
7	Detergent powder	50 Kg	20 Kg	70 Kgs
8	Floor/Marble/tiles cleaning liquid	100 litre	50 litre	150 litres
9	Glass Cleaning liquid	10 litre	5 litre	15 litres
10	Scrubbers 10 mm thick x 10 cm x 10 cm	80 No.	80 No.	160 No.
11	Sponge standard size	10 No.	10 No.	20 No.
12	Dusting cloth ½ meters	100 No.	24 No.	124 No.
13	Toilet cleaning Acid	70 litre	30 litre	100 litres
14	Jasmin Kobra scent bottle (air freshner)	2 bottles	--	2 bottles
15	Garbage Disposal polythene bags 40 kgs capacity	10 pkts	10 pkts	20 pkts

Note: All the items shall be of standard ISI mark/quality only

ANNEXURE-X

CHECK LIST

(Ref. clause 2.5.1)

S. No.	Particulars	Strike out which is not applicable
TECHNICAL BID		
1.	Have you uploaded the scanned copy of prescribed 'Bid Cover Letter' on the letter head of the Company?	Yes / No
2.	Have you filled all the columns and signed and put seal of the Company on Annexure II and uploaded the scanned copy?	Yes / No
3.	Have you uploaded the scanned copy of affidavit (on non judicial paper of Rs.50/-) declaring of non-blacklisting of your firm by any authority along with the Technical Bid? Note: Original affidavit shall be submitted in the office.	Yes / No
4.	Have you uploaded the scanned copy of Bid Security (EMD) for Rs.4,80,000/- along with the Technical Bid? Note: Original EMD shall be submitted in the office.	Yes / No
5.	Have you uploaded all the documents required to meet minimum eligibility criteria (refer section 2, clause 2.3)?	Yes / No
FINANCIAL BID		
8.	Is your financial bid proposal duly filled in the form prescribed at Annexure-III of the tender document? Note: To be filled online only	Yes / No

Signature of authorized signatory
Full Name & Designation
Company's seal