



# ASSAM UNIVERSITY :: SILCHAR

## TENDER DOCUMENT

### INVITATION OF TENDER FOR HOUSE KEEPING SERVICES IN ASSAM UNIVERSITY, SILCHAR.

**No. AUG/E&M-39/2015 25-08-2015**

Tenders in the prescribed format are invited from interested parties with experience in the relevant field along with experience certificates and Registration of Govt. for HOUSEKEEPING SERVICE in the Campus of Assam University, Silchar.

Bids available for download from AUS Website : 25<sup>th</sup> August'2015.

Last date and time for submission of Bids : 16<sup>th</sup> September'2015.

Date and Time of Opening Technical Bids : 16<sup>th</sup> September'2015

Sd/-  
Registrar, Assam University

## A. General Terms and Conditions.

1. The TENDER DOCUMENTS may be downloaded from the AUS website and submitted to the Estate Section, AUS on all working days from 11.00 am date 25<sup>th</sup> August, 2015 to 2.00pm date 16<sup>th</sup> September, 2015. A non refundable cost of Rs. 2000/- only (Rupees two thousand only) per Tender is to be deposited along with the tender form in the form of DD in favour of Assam University, Silchar payable at Silchar.
2. The last dates for submission of the completed Tender Papers are on 16-09-2015 at 2.00 pm. The Technical bids will be opened on date 16-09-2015 at 3.00m pm in the S.M. Ali Committee Room.
3. The date for opening of the Financial Bid will be notified later on. The Financial Bids of only the technically qualified bidder will be opened and considered for final evaluation.
4. Tenders shall remain valid for 120 days from the date of opening of the financial bid.
5. The TENDER DOCUMENTS should be filled up with the required details, properly signed in every page. The envelope super scribed in bold letters as TENDER FOR HOUSEKEEPING SERVICE IN ASSAM UNIVERSITY, SILCHAR. Ref No..... date of submission.....from: ( Name and Address of the Bidder). This envelope should contain the three separate envelopes of the Technical Bid, the Financial Bid and the EMD.
6. **Envelope No-1:** The technical Bid is to be submitted in a sealed envelope properly super scribed in bold letter as “TECHNICAL BID FOR HOUSEKEEPING SERVICE”.
7. **Envelope No 2:** the Financial Bid is to be submitted in a sealed envelope properly super scribed in bold letters as “FINANCIAL BID FOR HOUSEKEEPING SERVICE” and placed inside the main envelope.
8. **Envelope No 3:** An EMD for Rs. 50,000/- in the form of FD in favour of Assam University, Silchar is required to be deposited in a separately sealed envelope super scribed as “EMD FOR HOUSEKEEPING SERVICE IN ASSAM UNIVERSITY SILCHAR. FD No..... date..... Bank of Issue.....valid till.....from (Name of the Firm)” along with the tender document.
9. *All the above 3 envelopes should be placed inside the main envelope as detailed in SI.No 4 above.*
10. The Technical bid will consist of the TENDER DOCUMENTS filled up with the required details, properly signed in every page, technical services details (if any, performance report from the organization, experience certificate, tax registration details(PAN/CST/VAT/TIN, etc.), firm registration details, Income Tax returns.
11. Tender should be addressed to the Registrar, Assam University, Silchar and must reach by the dates mentioned in the tender notice latest by 2.00 PM on 16/09/2015. Tender may be sent by Registered Post/Courier or may be hand delivered and dropped in the TENDER BOX, plated at the ESTATE SECTION at AUS Administrative Building not later than 2.00 P.M. on 16/09/2015.
12. The tendering firms/agencies are required to enclose attested photocopies of following document, failing which their bids will be summarily/out-rightly rejected and will not be considered any further:

- a. Labour Registration certificate as per existing norms.
  - b. Copy of CST/VAT/TIN Registration Certificates.
  - c. Copy of PAN Card.
  - d. EPF Registration.
13. The Original copies of all documents attached with the tender will have to be submitted for verification before the award of the contract. If any of the documents furnished by the contractor is found to be not in order, the tender is liable to cancelled.
  14. The interested and experienced bidders may visit the AUS Campus and survey the locations of the buildings and HOUSE KEEPING SERVICE facilities of the Campus.
  15. After satisfactory service and completion of the Contract Period, this security deposit may be released to the bidder on prayer.
  16. Any default in supply or service will be liable to forfeiture of EMD/Performance security deposit.
  17. No bidders will be allowed to withdraw after submission of bids/ opening of the tender, otherwise the EMD submitted by the firm would be forfeited.
  18. The Service Provider/Contractor must have the essential registrations and permits regarding the services offered by him.
  19. The successful bidder has to sign a contract agreement, for a period of 1(one) year with AUS, in the format provided by the Estate Section, AUS within fifteen days of receipt of the relevant correspondence from the AUS Office.
  20. The terms and conditions of this TENDER DOCUMENT will form a part of the contract along with other terms and conditions as decided by the AUS. The university authority reserves the further right to amend or modify the terms & conditions time to time as per requirement of the Assam University for greater interest of all the inmates of Assam University with bound to agree by the contractor.
  21. After expiry of the original contract, the contract may be extended for a further period of 1(one) year on mutual agreement between the Assam University, Silchar and the Contractor subject to satisfactory completion of the previous contract period. Such an extension may continue up to a maximum period of 3(three) years only.
  22. The successful bidder has to maintain a camp office near to AU Silchar campus. Preference will be given to agencies with a permanent office/branch office at Silchar.
  23. In the event of any outbreak illness of an epidemic nature, the contractor shall comply with and carry out such regulations, orders and requirements as may be made by the Government or Local authority or autonomous body the Local Medical or sanitary Authorities for the purpose of dealing and overcoming the same.
  24. The contractor shall, at all times, take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or among his employees or agents and for the preservation of peace and protection of persons and property in the AUS Campus.
  25. The contractor shall abide by the Central Labour Laws and other GOI rules governing the works.

26. The service Provider/Contractor must have the essential registrations and permits regarding the services offered by him (EPF/ESI/Manpower etc).
27. The successful bidder shall not assign or transfer the rights and responsibilities assigned to him to any other person or entity, subcontract the work any way to others.
28. In case the performance of the contractor is not found satisfactory and there are complaints against the agency/firm, the contract can be terminated by giving one month notice by the University authority if no remedial action is taken by contractor to the satisfaction of University authority. Similarly the agency can terminate the contract with the University by giving one month's clear notice.
29. However, the AUS may cancel or discontinue the service of the service provider/contractor with a month's notice without assigning any reason. The decision of the AUS authority will be final and binding for the bidder and no appeal of any kind will be entertained in this regard.
30. Payment against Bill shall be released only after satisfactory completion of the work of HOUSEKEEPING SERVICE every month. Payment will be made direct to the Contractor through Multicity Cheque after deducting Income Tax as per TDS procedure. No request for other mode of payment will be entertained. No advance payment will be made in any case.
31. The AUS reserves the right to accept or reject any bid without assigning any reason whatsoever,. Being the lowest bidder only does not qualify for a successful bid.
32. The terms and conditions of the Tender Documents will be binding to the Bidders and the AUS.
33. Any dispute arising out of this Tender contract will be subject to Silchar jurisdiction only.
34. Only those parties who agree to the aforementioned terms and conditions are requested to apply for providing the concerned services.
35. The tender documents and enclosures submitted along with will be the property of the AUS.

**B. SCOPE OF WORK:**

- I. Housekeeping services are required for 2(two) zones, as per details given below. The award of a zone or zones to a bidder or bidders will be at the discretion of the university authority.
- II. Tentative requirement of Housekeeping workers and Supervisors is as follows. However, number of workers/supervisors etc may increase, decrease from time to time as decided by the Assam University, Silchar and the contractor has to abide by the same.
- III.

<b>Workers:</b>			
	<b>Gents</b>	<b>Ladies</b>	<b>Total</b>
Zone- 1	35	10	45
Zone- 2	35	10	45
<b>Total:</b>	<b>70</b>	<b>20</b>	<b>90</b>

<b>Supervisors:</b>			
	<b>Gents</b>	<b>Ladies</b>	<b>Total</b>
Zone- 1	2		
Zone- 2	2		
<b>Total:</b>	<b>4</b>		<b>4</b>

<b>Zone</b>	<b>Details of buildings (including surrounding premises)</b>
Zone – 1	Administrative Building, Examination Buildings, TAC Buildings, V.C's Banglow, Guest House, Bipin Pal Seminar Hall , Netaji Mancha, Bishnu Rabha Community Centre, Hostels , Health Centre, Day Care Centre, Upendra Brahma Memorial Hall, Students Amenity Centre
Zone – 2	All Academic Departments Buildings, Central Library, Computer centre, Hostel and others.

1. The work involves cleaning, sweeping of all buildings on all working days and wet cleaning of the floor of the buildings once in a week.
2. All drains and roads in vicinity of the buildings are to be cleared regularly. Both side of the approach road, buildings and the **entire campus** are to be kept free from bushes and rubbishes and to be kept neat and clean.
3. Laboratories of all Science buildings are to be kept clean.
4. Daily cleaning of the corridors, lounge, stair-case and other free spaces of the said premises, sweeping the floors both wet and dry method where necessary.
5. Daily removal of the dust, waste paper, spider nets (cobweb) etc from all the rooms, corridors etc, as directed.
6. Daily cleaning (wet & dry method) (thrice a day) of all the toilets including providing of the toilet cleaning materials, naphthalene balls/phenyl/ toilet soaps/toilet paper/odonils/toilet cleaner etc. in the urinals/toilet and hand wash soap in wash basin. Actual cost of using materials shall be borne by the University subject to maximum of Rs, 12000/- per zone/ per month.
7. Cleaning the sofa sets, carpets etc, with vacuum cleaners once a week.
8. Daily cleaning of the entrance of the porch and approach of the place of office, departments and guest house.
9. Weekly cleaning of window glasses monthly cleaning of fans etc.
10. The work shall be carried out exactly as per the stipulated scope of work and as per advice and guidance of the University. A proper log sheet, duly signed (by the HOD/Dean/Officer i/c/Warden/MO) and maintained for periodical (weekly and monthly) cleaning is to be submitted to the Estate Section every month with the bills claimed.
11. The performance of the contractor shall be regularly monitored by the University through appropriate mechanism.

12. In case of failure on the part of the contractor, the University shall have the right to get the job done by engaging other contractor, at contractor's risk and cost, and/or forfeit the EMD, and/or claim compensation without prejudice to any other legal rights of remedy.
13. In case of any difficulty in execution of the allotted works the contractor can discuss the matter with the concerned authorities.
14. Cleaning and sweeping of main road from main entrance to library point every alternate day will be within the scope of work Under Zone-1.
15. Waste disposal in proper & environmental friendly manner.
16. Cleaning of Garbage bins and waste disposal.

### **C. ENGAGEMENT OF WORKERS AND SUPERVISORS**

1. The contractor should engage adequate number of workers and supervisor as per direction of the University authority for smooth running of the job.
2. The personnel engaged by the contractor/ agency/ firm should be present in allotted building /departments during 8 AM to 4 PM on all working days to ensure 8 hours duty (**Monday to Saturday**). However in case of necessity, the agency shall have to provide House Keeping Services during **SUNDAYS** also and claim bill to the University accordingly.
3. The work will be done on 6 days a week, 8hrs a day schedule normally. In case of Hostels, Guest Houses and Vice Chancellor's Banglow services will be required for 7 (**Seven**) days in a week. (**This point has to be taken care of by the bidder at the time of quoting of rates**). In case of emergency or any other exceptional situation, House Keeping Services have to be extended, if required and called by the authority.
4. The contractor or the supervisor shall meet the A.R. (Estate)/ Estate Officer/Officer In-charge/ HOD on regular basis and receive instructions, if any, for smooth operation of the job.
5. The workers engaged by the House Keeping Agency should be physically fit, energetic and should have basic knowledge and skill of cleaning and sweeping.
6. The contractor/firm or the agency shall be required to provide uniform, gloves, boots, aprons etc. (indicating the name of the firm/agency) and Photo Identity Card to all the personnel engaged and to furnish to the University a list of persons so engaged along with photographs. The personnel will have to wear Uniform and carry Identity Card with them inside the campus during duty hours.
7. Any change of person engaged and details of replacement should be intimated to the University (Estate Section) in writing well in advance.
8. The attendance register may have to be placed in AUS office for signing of the Housekeeping workers and their time of entry and exist.

### **D. COMPLIANCE OF LABOUR REGULATIONS:**

1. The Contractor/ firm is required to comply with all the provisions of the Contract Labour (Regulation and Abolition) Act. 1970 and all other applicable Act/rules etc. which includes maintenance of Attendance Register, maintenance of Payment register etc. He is required to produce copies of all challans/ documents of having deposited the amount every month along with the monthly bill.

2. The Contractor/ firm shall be responsible for the payments to workers/ Supervisors employed for the performance or carrying out the said work and that Assam University, Silchar shall in no event be liable and he shall keep Assam University, Silchar indemnified against the same and from all proceedings in respect thereof.
3. The Contractor/ firm shall be responsible and shall pay all compensation to its employee's under the provisions of the Workmen's Compensation Act and amendments thereto and all other applicable Acts/rules. He shall be responsible for any payment of expenses for providing medical treatment to its employees who may suffer any bodily injury during the course of their service as a result of any accident or otherwise while in the premises. Assam University, Silchar reserves the right to check the actual payment of the wages register maintained by him and also the relevant documents in respect of the above.
4. The contractor/ firm shall observe and implement all the laws of the land and the rules framed there under such as Workmen's Compensation Act. Industrial Disputes Act. Minimum Wages Act. Factories Act. and Central Labour Act. and relevant Acts and statutes and the Assam University, Silchar shall in no way/ event be liable or responsible for any default that will arise out of non observance of such laws/ rules on his part and that he shall indemnify and keep indemnified Assam University, Silchar against any damage and / or injury caused to the premises or to the properties.
5. Payment of wages shall be in accordance with the notification of Ministry of Labour & Employment dated 25-05-2009 under S.O. 1285(E) and explanation for the purpose of the notification. Specially Clause 7 ( i.e. **The minimum rates of wages include also for weekly day of rest**)

#### **E. PERFORMANCE GUARANTEE:**

The successful bidder will be required to furnish Performance Bank Guarantee (PBG) of **Rupees One Lac Only** in favour of Assam University, Silchar valid during the currency of the contract. No interest shall be given on the PBG. EMD will be returned without interest on execution of the PBG.

#### **F. LIQUIDITY DAMAGE:**

1. Liquidity damages @ of 1% per day of the monthly value of contract shall be levied to a maximum of 20% in a month for any breach of contractual obligations by the House Keeping agency as stipulated in the terms and conditions in addition to the obligation under any other provisions in the contract and the Law of the land.
2. The Contractor will submit an ADVANCE NOTICE of 3 months for withdrawal of services failing which the Security Deposit will stand forfeited. The AUS will discontinue services of the Contractor with a 1 (One) month ADVANCE NOTICE.

## **G. ARBITRATION:**

Any dispute arising out of this contract shall be settled through a sole Arbitrator appointed by the University. The award of the Arbitration is final and binding on both the parties.

It is hereby made clear that Civil Court shall have no jurisdiction to entertain any dispute arising out of this Tender.

## **H. CHARACTER VERIFICATION AND ANTECEDENTS:**

The Contractor/ firm should get the character/antecedents of each workers/supervisor verified before he has engaged them and he should be able to produce the verification report as and when required for any departmental enquiry of the University or police concerning each workers /supervisor who may be engaged by him.

## **I. INSPECTION AND REPORTING:**

The Contractor shall co-operate in inspection and checking of their records by the Registrar, Assam University or his representative as and when asked for.

The Contractor shall comply with all instructions, verbal or written, given to him/ her by the Assistant Registrar (Estate) or his authorized representative, from time to time as per the terms and conditions of the contract.

## **J. PROCEDURE FOR SUBMISSION OF MONTHLY CLAIM BILL:**

*Monthly claim bill shall be submitted by the contractor in pre-printed bill form, showing clearly the following details:*

1. Name of the firm/ contractor with complete postal address, phone / mobile No., e-mail etc.
2. PAN (either in the name of the firm or proprietor) issued by IT department.
3. Registration No. issued by the concerned authorities.
4. EPF Registration No.
5. Copy of EPF Challan of previous month.
6. Copy of Service Tax registration No.
7. Labour License / Registration No.
8. Self – attested copies of the following documents are to be submitted along with the bill(s)
  - i. Attendance sheet of workers for the month.
  - ii. Acquittance Roll including leave register regarding disbursement of wages of the previous month.



- iii. Acquittance roll should have the full signature of the workers receiving the payment.
- iv. Challan/documents of having deposited the EPF subscription of the previous months.
- v. EPF statement of depositing the EPF subscription of the previous month.
- vi. Challan/ documents of having deposited Service tax etc.
- vii. Satisfactory Service certificate ( as per university prescribed format, **Annexure-X**) for each of the building/departments from the HOD/Dean/Officer i/c /Warden/MO with log sheet of periodical works done (also duly signed).

*In the event of the bill(s) submitted without following the above, the same will be summarily rejected and returned.*

**K. TERMINATION OF THE CONTRACT:**

1. Assam University shall be at its liberty/discretion to terminate this contract forthwith upon or at any time a reach or default of any of the terms and conditions contained herein or any other circular and /or rules framed subsequently, is committed by the Contractor and / or by the worker or supervisors employed by it.
  2. Insolvency or dissolution of the partnership firm or death or adjudication as insolvent of the Contractor.
  3. If any attachment is levied and continues to be levied for a period of seven days upon Contractor or any member of the firm.
  4. If any partner of its firm is convicted of any criminal offence.
  5. If contractor shall either by himself or by his workers / supervisors commit or cause to be committed any act which is prejudicial to the interest and good name of the University in the opinion of the Registrar, Assam University, the Registrar could take appropriate decision in the matter and it shall be final and binding.
  6. If the period of this contract lapses and the service is continued, it shall be deemed to be a continuation of the service on month to month basis. In such event, either party must give one months' notice for termination of the service if they choose to discontinue.
  7. Violation of the provision of Contract Labour (R&A) Act. 1970, and other acts, rules, scheme or notifications issues by the Govt. (both Central and State) from time to time, as applicable.
  8. On termination/ expiry of the contract, the contractor will immediately remove all its personnel and their belongings from the premises of the Assam University, Silchar.
- ***All the aforementioned terms and conditions of the Tender documents are acceptable to me and I agree to abide by the same.***
- ***All the details and information / documents submitted by me are true to the best of my knowledge.***

- ***The Tender submitted by me is liable to be cancelled without any appeal and I am liable for prosecution if any discrepancy is found in any of the information/ enclosures submitted by me.***

Date: ...../...../201.....

**Signature of the Contractor**

Name :

Registration :

Full Address :

Contact No. :

Seal of the Company / Firm

**Check list of documents to be submitted (Self attested Photocopies of the documents to be enclosed):**

Sl. No.	Particulars	Say 'Yes' or 'No'
1	PAN Card / TIN No.	
2	Labour Registration Certificate	
3	Registration / Licensed Certificate of Agency / Firm / Contractor	
4	Service Tax / EPF / ESI Registration Certificate	
5	Copies of IT Returns of last 03 years	
6	Experience Certificate in similar works	
7	Bank A/c number and name of the account holder(s) and bank's address	
8	Dispute, Litigation, Black-listed if any	
9	EMD Original (Separate envelop)	
10	General Bid Original (Separate envelope)	
11	Financial Bid Original (Separate envelope)	

**(Signature of the Contractor)**

**Name :**

**Registration No.:**

**Full Address :**

**A. CONTRACTORS PROFILE FOR HOUSEKEEPING IN AUS  
CAMPUS, DORGAKONA**

Name of the Proprietor / Contractor and Firm	
Name & address of the Proprietor along with Phone / Mobile No. / E-mail ID	
Office address of the Firm along with Phone/ Mobile No. / E-mail ID	
Telephone No.	
Mobile No.	
Bank A/c No.	
PAN No.	
TIN No.	
Company / Firm Registration	

Labour License No.	
Service Tax Registration	
EPF Registration No.	
ESI Registration No.	
Annual value of works House Keeping Work carried out in preceding three years. Proof of payment received to be enclosed in form of Balance Sheet/ Muster Roll / Acquaintance Sheet etc. (Any one or similar supporting documents) :	
Any relatives in AUS (Yes / No) (Details, if yes)	

(Signature of the Contractor)

Name :

Registration No.:

Full Address :

## B. FINANCIAL BID

### Wages payable per month:

	Worker (Rs.)	Supervisor (Rs.)
<ul style="list-style-type: none"><li>Wages per month (The rate of wages per day as per minimum wages Act is also to be mentioned)</li></ul>		
<ul style="list-style-type: none"><li>EPF 13.36%</li></ul>		
<ul style="list-style-type: none"><li>Service Tax</li></ul>		
<ul style="list-style-type: none"><li>Service Charges (Contractor Profit in percentage)</li></ul>		
<ul style="list-style-type: none"><li>Any Other Charges (Please Specify)</li></ul>		
Total		

Payment of wages shall be in accordance with the notification of Ministry of Labour & Employment dated 25-05-2009 under S.O. 1285(E) and explanation for the purpose of the notification. Specially Clause 7 ( i.e. **The minimum rates of wages include also for weekly day of rest**)

(Signature of the Contractor)

Name :

Registration No. :

Full Address:

(Seal of the Company/ Firm)

SATISFACTORY CERTIFICATE

*(To whom it may concern)*

I the undersigned is satisfied with the performance of the House Keeping Services for the month of .....

Daily Sweeping / Wet Cleaning/ Dusting of Rooms / Labs / furniture	
Daily Sweeping / Cleaning of all waste in the premises and around the building.	
Weekly Cleaning of Fans / Removal of Cobwebs of all rooms.	
Monthly Dry/ wet Cleaning of Doors and Windows	

Date:

Signature

Seal

Department / Building / Office / Centre

.....

List of Departments / Buildings:

<b>Sl. No.</b>	<b>Name of the Department/Buildings</b>	<b>No. of Buildings</b>
1	Business Administration	2
2	Economics, Commerce	2
3	Political Science, History, Sociology	2
4	Fine Arts, Mass Communication	2
5	Computer Science	2
6	Mathematics	2
7	Bengali, Hindi, Sanskrit, Manipuri	2
8	English, Foreign Languages, Linguistics, Arabic	2
9	Social Work	1
10	Bio-Technology	1
11	Library & Information Science	1
12	Education	1
13	Law	2
14	Earth Science	1
15	Micro Biology	1
16	Electronics & Telecommunication	1
17	Agricultural Engineering	1
18	Central Library	2



19	Computer Centre	1
20	Information Technology	1
21	Physics	1
22	Chemistry	1
23	Life Science	1
24	Ecology	1
25	Philosophy	1
26	Pharmaceutical Science	1
27	Guest House	1
28	VC's Residence	1
29	Bipin Pal Seminar Hall	1
30	International Guest House	1
31	Exam Building	2
32	9 nos. of Hostels	9
33	Administrative Building	1
34	Students Amenity Centre	1
35	U. N. Brahma	1
36	Foreign Student Hostel	1
37	Work Shop Agri-Engineering	1