



SHRI MATA VAISHNO DEVI UNIVERSITY
KAKRYAL, KATRA-182320 (J&K)

TENDER DOCUMENT

For outsourcing of Housekeeping Services for cleaning of the areas of Shri Mata Vaishno Devi University premises situated at Kakryal, Katra-182320 (J&K).

BRIEF INFORMATION ON TENDER DOCUMENT

Notice Inviting Tender Details		
S.No.	Description	
1	University Name	Shri Mata Vaishno Devi University
2	Name of Department	Housekeeping
3	Tender Number	SMVDU/HK/2017/237 dated 27.01.2017
4	Tender Subject	Tender for Housekeeping Services
5	Tender Type	Open
6	Tender Category	Tender for providing Housekeeping Services to the Campus
7	EMD / Bid Security (INR)	Rs. 2,00,000/- (EMD Fee)
8	EMD / Bid Security Payable To	In the form of D.D., drawn on a nationalized bank in favour of "Registrar, SMVDU" payable at Jammu.
9	Non-refundable Tender Fee	Rs. 1000/- (Rupees One thousand only)
10	Tender Fee	The DD should be drawn in favour of "Registrar, SMVDU" payable at Jammu. The Applications can be obtained either from the Office of Registrar, SMVD University, Kakryal, Katra-182320 (J&K) or it can be downloaded from the University Website www.smvdu.ac.in in which case the D.D. must accompany the Tender / Offer, failing which Tender / Offer shall be outrightly rejected.
11	Scheduled date of issue of Tender Document	28 th January 2017 onwards
12	Scheduled last date for issue of Tender Document	13 th February 2017 during working hours
13	Last date for receipt of Tenders	16 th February 2017 upto 3.00 p.m.
14	Bid Submission	In Person / Post. However, the SMVDU shall not be responsible for postal delay.
15	Tender Opening Date	17th February 2017 at 2.00 p.m.
16	Place of Tender Opening	Office of Registrar, SMVD University, Kakryal, Katra-182320 (J&K)
17	Officer Inviting Bids / Contact Person	Registrar, SMVDU
18	Address / Email ID	registrar@smvdu.ac.in
19	Contact Details / Telephone, Fax	Ph: 01991-285524 (08 Lines), Extn. 2102 / 2777
20	Eligibility Criteria	As per the Tender Document
21	Procedure for Bid Submission	Eligible Tenderers are requested to submit their tenders in the Office of the Registrar, SMVDU, Kakryal, Katra-182320 (J&K) in person/by post in a sealed envelope, which shall contain the Cost of Tender Document amounting to Rs. 1,000/- (in case the tender is downloaded from the University's website), Earnest Money Deposit amounting to Rs. 2,00,000/-, Financial Bid (as per Annexure-C) and all other requisite documents/proofs. The envelope shall be super-scribed as "Tender for Housekeeping Services" due on 17.02.2017 and also the details of the tenderer shall be mentioned on the bottom of the envelope viz. Name, Address, Contact Number(s), e-mail address, etc. The Registrar SMVDU, Katra will not hold any risk and responsibility for non-visibility of the scanned documents or the loss in transit and postal delay and the tenders received after the stipulated time period shall be summarily rejected.
22	General Terms and Conditions	As per the Tender Document

TERMS & CONDITIONS OF THE TENDER

- 1) The tenderer should be reputed, experienced and financially sound Manpower Contractor, Firm, Agency for outsourcing of Housekeeping Services for cleaning the SMVD University premises for a period of one (01) year. Before submission of Tender, the tenderers, in their own interest, are advised to visit the Campus to assess site and its surrounding and satisfy themselves in respect of the site conditions as the SMVD University shall bear no responsibility for lack of acquaintance of the site and other conditions of deployment of the manpower or any information relating thereto, on the part of tenderers. The consequences of the lack of knowledge, as aforesaid, on the part of the tenderers shall be at their own risk & responsibility.
- 2) The complete Tender Document can be purchased from the Office of the Registrar, SMVDU, Kakryal, Katra-182320 (J&K) by or before the last date of issue of the tender document against a non-refundable payment of Rs. 1000/- (Rupees One Thousand only) in the form of Demand Draft favouring Registrar, SMVD University payable at Jammu. The tender document can also be downloaded from the website of the SMVD University i.e. **www.smvdu.ac.in** and in this case, the downloaded tender document has to be submitted alongwith the Demand Draft of Rs. 1000/- (Rupees One Thousand only) favouring Registrar, SMVD University payable at Jammu. The tenders received without the requisite tender cost shall be summarily rejected.
- 3) The interested tenderers have to submit the tenders in a **Single Bid** format.
- 4) **Minimum Eligibility Criteria:** The following shall be the minimum eligibility criteria for selection of the tenderers:
 - a) **Registration:** The tenderers must be registered with the Income Tax Department and having a valid PAN card and also registered under the Labour Laws/Rules, Employees Provident Fund Organization, Employees State Insurance Corporation. The proof/Self-attested copies in support should be submitted alongwith the tender document.
 - b) **Experience:** The tenderer must have a minimum of three (03) years operational experience in the similar field of providing Housekeeping Services for cleaning the premises and other housekeeping job in the Govt. Offices, Universities, Industries, etc. and should be a profit making firm/contractor.
 - c) **Documents supporting the Minimum Eligibility Criteria:** In proof of having fully adhered to the minimum eligibility criteria at S.No.4 (a)&(b) above, following documents should be submitted alongwith the tender document:
 - (i) Self attested copy of the Registration Certificate of the firm for providing Housekeeping Services manpower.
 - (ii) Self attested copy of PAN Card in respect of individual/firm as the case may be.
 - (iii) Self attested copy of Service Tax registration certificate.
 - (iv) Self attested copy of Provident Fund registration certificate.
 - (v) Self attested copy of Employees State Insurance Corporation registration certificate.
 - (vi) Details of agreements made by the firm for the last three (03) years alongwith proof in respect of providing Housekeeping Services to various Govt. Offices, Universities, Industries, etc.

- 5) That the present requirement of Housekeeping Services Manpower at SMVDU Campus is 93 Nos. i.e. 03 Nos. Supervisors and 90 Nos. Safai Karamcharis.
- 6) The Award process may be postponed/cancelled suo moto without assigning any reason or giving any notice to the tenderers. The University reserves the right to consider the tenders of only shortlisted firms.
- 7) The Earnest Money Deposit (EMD) amounting to Rs. 2,00,000/- (Rupees Two Lakh only) in the form of Demand Draft (D.D.) pledged in the name of Registrar, SMVDU is required to be enclosed along with the tender. The tender(s) received without the requisite EMD shall be summarily rejected. The EMD of the unsuccessful Tenderers shall be refunded immediately after finalization of Tender/Contract, whereas the EMD of the successful Tenderer will be treated as Security Deposit. However, the EMD of successful Tenderer, who, after issuance of the Award of Contract, fails to provide the services within the time limit (provided for starting the requisite services) shall be forfeited.
- 8) The tenders shall be opened on **17.02.2017** at **2.00 p.m.** by the Tender Opening Committee in the presence of the tenderers, who may wish to be present themselves personally or through their representatives.
- 9) Absence of the tenderer or their representative shall not impair the legality of the tender opening procedures.
- 10) The Financial Bid price, as indicated in the tender submission form of each tenderer shall be readout on the spot, however, it shall be clearly stated that the final Financial Bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the Financial Bid.
- 11) After detailed scrutiny of the Financial Bids, the Award of Contract for providing Housekeeping Services at SMVDU Campus shall be issued in favour of the lowest/suitable tenderer.
- 12) The Contract shall remain valid for a period of one (01) year from the date of issuance of Award of Contract provided that the same may be extended by mutual consent for a further period as may be decided. The Contract may be subject to quarterly appraisal by I/c Housekeeping, SMVDU and review by the Registrar, SMVDU. In case the job/work performed are not found satisfactory, the Contract shall be terminated even before the contractual period by serving a notice of not more than one (01) month to this effect.
- 13) The successful tenderer/contractor shall have to execute an Agreement on non-judicial stamp paper of Rs. 100/- (Rupees One Hundred only) within a period of seven (07) days from the date of issuance of Award of Contract, which shall be the guiding document for operation of the Housekeeping Service's Contract.
- 14) The successful tenderer/contractor will be required to furnish an additional Security Deposit amounting to Rs. 3,00,000/- (Rupees Three Lakh only) in the form of D.D. pledged in the name of Registrar, SMVDU within a period of seven (07) days from the date of issuance of Award of Contract. No interest shall be given on the Security Deposit. Any penalty/fines/compensation due from the tenderer will be deducted from the Security Deposit. The Security Deposit subject to deductions will be refunded two (02) months after successful completion of the Contract.

- 15) The successful tenderer/contractor, subject to fulfillment of all other formalities should be able to provide the requisite manpower for providing Housekeeping Services at SMVDU Campus within a period of ten (10) days from the date of issuance of Award of Contract, failing which, the Contract may be awarded to the next lowest/suitable tenderer.
- 16) The SMVD University reserves the right to cancel any or all the tenders including the termination of the Award of Contract at any point of time, in case, the information/facts furnished by the tenderer in the submitted tender document are found incomplete/misleading/incorrect/false, etc. and also reserves the right to terminate the Award of Contract of a successful tenderer without assigning any reason thereof.
- 17) If, in the opinion of the University, there is any defect or deficiency in the service or performance of Contract Agreement, the University may terminate the Contract or impose fine on the tenderer on each such occasion. Such fines will be deductible from the payment due to the contractor or security deposit as the case may be.
- 18) The payment of inhand wages payable to the workers/manpower shall be disbursed by the SMVD University on the basis of record of their attendance maintained by the I/c Housekeeping, SMVDU into their individual Bank Accounts, by or before 5th of every month. The successful tenderer/contractor shall submit the list of individual Bank Account numbers of the Supervisors/Workers within a period of fifteen (15) days from the date of Award of Contract. The SMVD University shall reimburse to the successful tenderer/contractor the Agency Charges alongwith Statutory Contributions as indicated in the Financial Bid after submission of the bill in duplicate duly certified by the I/C Housekeeping, SMVDU and enclosed with records of attendance and PF, ESIC.
- 19) The successful tenderer/contractor shall be obligated to ensure top quality turnout of workers deployed. The University shall carry out surprise checks/inspections in this regard and any slackness/indiscipline/misbehaviour/poor turnout/non-obedience of instructions of I/c Housekeeping/University authorities shall attract a penalty; at the sole discretion of the Vice Chancellor, SMVDU for an amount upto Rs. 500/- (Rupees Five hundred only) per incident. In case number of such incidents being more than a reasonable limit in the opinion of SMVDU, the Contract shall be liable to be terminated without any notice or payment due thereof.
- 20) In case any of the worker deployed by the outsourcing agency/firm goes on leave or remain absent, it shall be the responsibility of the outsourcing agency/firm to provide alternate manpower in his/her place so that the work does not suffer. In case the outsourcing agency/firm fails to provide the same, it shall be penalized and have to pay 1.5 times the wages of that worker to the University for the days on which the worker(s) remains absent without any alternate arrangement in his/her place.
- 21) The successful tenderer/contractor will take all precautions in order to ensure that all persons engaged by him to provide Housekeeping Services to the SMVDU Campus are highly disciplined, courteous, civil, sober, honest and free from any virulent or contagious disease(s). The University may ask the tenderer to produce: **(a)** Medical Fitness Certificate from authorized Medical Officer and **(b)** Character Certificate from Police for all persons engaged by the tenderer in performance of contract. The University may require the tenderer to remove and replace any person engaged by the tenderer, at its discretion. The workers should not be below the age of 18 years.

- 22) That no right, much less a legal right shall vest in the tenderer's/contractor's workers to claim/have employment or otherwise seek absorption in SMVDU nor the tenderer's/contractor's workers shall have any right whatsoever to claim the benefits and/or emoluments that may be permissible or paid to the employees of the SMVD University. The workers will remain the employees of the tenderer/contractor and this will be the responsibility of the tenderer/contractor to make it clear to their workers before deputed on work at SMVDU.
- 23) The tenderer's/contractor's Supervisor(s) should be trained/qualified and able to utilize/deploy the services of the workers. The tenderer's/contractor's Supervisor will also take day-to-day instructions from I/c Housekeeping, SMVDU and shall maintain diary for the same. The Supervisor(s) of the tenderer/contractor shall remain on duty during their working hours to get work done from the workers and to report to SMVDU for taking instructions and attending them and should be available during all the inspections by SMVDU.
- 24) The Scope of Work of Housekeeping Services at SMVD University is annexed as **Annexure-A** to this tender document.
- 25) The list of Buildings/Blocks/Areas in which Housekeeping/Cleaning Services are required to be executed along with approximate area in square meter is annexed as **Annexure-B**.
- 26) All the workers of the tenderer/contractor shall be bound to perform the assigned duties by Incharge Housekeeping, SMVDU.
- 27) None of the workers of the tenderer/contractor shall enter into any kind of private work within the campus of SMVDU during working hours/days.
- 28) If there arises any dispute relating to Contract/Agreement, the same shall be referred to the arbitration by sole Arbitrator to be appointed by the Hon'ble Vice Chancellor of the SMVDU. The arbitration would be conducted and governed by and under the provisions of J&K Arbitration & Conciliation Act, 1997. Any legal dispute shall be subject to the jurisdiction of Jammu District Courts only and no other Court shall have the jurisdiction.
- 29) In case of any default or deficiencies of services provided by the tenderer contractor, the alternate arrangement will be made by the University at the risk & cost of the tenderer/contractor.
- 30) The issuing of tender document shall not constitute that the tenderer/contractor are automatically qualified.
- 31) In case of expiry of the term of the contract/agreement allotted in favour of the successful tenderer/contractor, the service provider shall not withdraw the workers provided by him at his own until he is permitted by the SMVDU to do so in writing.
- 32) The successful tenderer/contractor shall fully comply with all applicable laws, rules and regulations relating to P.F. Act, Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act and such other Acts or Laws, Regulations passed by Central, State and Local Govt. Agency or Authority.

- 33) The rates approved under the contract/agreement shall be valid for a period of 12 months from the date of Award of Contract and there would be no increase in rates during the contract period except increase / revision of minimum wages by the Government from time to time. Provided further that the contract may be extended with mutual consent for a further period as may be decided in the matter.
- 34) The successful tenderer/contractor shall abide by all Laws of the land including Labour Laws, Company's Act, Tax Deduction Liabilities, Welfare Measures of its workers / employees & all other obligations that enjoin in such cases & are not essentially enumerated & defined herein, though any such onus shall be the exclusive responsibility of the tenderer, it shall not involve the SMVDU in any way whatsoever.
- 35) The successful tenderer/contractor shall obtain Adequate Insurance Policy in respect of his workers engaged by it towards meeting the liability of compensation arising out of injury / disablement / death at workplace.
- 36) The successful tenderer/contractor shall not assign, sub-contract or sublet the whole or any part of the contract if so allotted to him.
- 37) The successful tenderer/contractor shall provide two sets of summer and winter uniforms for men and women workers alongwith Aprons. He shall also provide atleast ten (10) pairs of Gum Boots to its workers. It shall be the responsibility of the tenderer/contractor to ensure that the deployed workforce wears the Uniform etc. during duty hours. The name of the worker and the firm's name on the pockets will be inscribed.
- 38) All the workers must be issued Identity Cards by the tenderer/contractor bearing photographs. A list of such workers engaged by the tenderer/contractor alongwith their addresses (permanent & temporary) and the photographs must also be submitted to I/c Housekeeping, SMVDU for fulfilling security requirements.
- 39) The successful tenderer/contractor, through his workers shall render cleaning of offices, schools, colleges, hostels, administrative block, guest house and other areas before 9.00 a.m. daily, and the classrooms, laboratories, etc. daily on all working days of SMVD University. The duty hours shall be from 8.00 a.m. to 4.00 p.m.
- 40) All the areas i.e. toilets, stairs, ramps, connected corridors, lawns, etc. in the residential/academic/administrative, drinking water sinks, etc. shall be cleaned by the workers of the tenderer/contractor every day and keep the same clean throughout.
- 41) In the event of any loss being occasioned to the SMVDU on account of any negligence on the part of the tenderer's/contractor's employees provided to the SMVDU, the tenderer/contractor shall make good of the loss sustained by the SMVDU either by replacement or on payment of adequate compensation as assessed/claimed by the SMVDU.
- 42) The liability/responsibility in case of any accident causing injury/death of any worker shall be of the tenderer/contractor.
- 43) The successful tenderer/contractor will have to abide by the rules & regulations and conduct as decided by the University authorities.

- 44) The University reserves the right to accept/reject, at any stage of the process, any or all tenders submitted in response to this invitation for Tender, and / or to modify the process at any time without assigning any reason whatsoever and without any obligation or liability whatsoever.
- 45) The University reserves the right to shortlist the Tenderers as per the requirement of the University and to allot Housekeeping Services contract to the tenderer, it deems eligible and qualified based on the responses received, and the decision of the University in this regard shall be final.
- 46) The mode of submitting the Tender in Single Bid format shall be as under:
- (i) The tenderer shall prepare the Financial Bid as per the price schedule enclosed with the tender document as **Annexure-C**.
 - (ii) The cost of tender document (in case tender is downloaded from University's website), the Earnest Money Deposit, the Financial Bid as per **Annexure-C** and all other requisite documents/proofs shall be sealed in a single envelope and super-scribed as **"Tender for Housekeeping Services"** due on **17.02.2017**. The envelope should also bear the Name, Address, Contact Number(s), e-mail address of the tenderer. The sealed tender should reach the Office of the Registrar, SMVD University, Kakryal, Katra-182320 (J&K) by or before the last date of submission of the tender document i.e. **16.02.2017 uptill 3.00 p.m.**
- 47) The tenders received after due date, time and place mentioned above shall not be entertained under any circumstances.

**Sd/-
Registrar**