

TENDER NOTICE

Krishna Kanta Handiqui State Open University (KKHSOU), Guwahati invites sealed tenders from reputed agencies for Housekeeping and cleaning services

Krishna Kanta Handiqui State Open University

Date of Issue : 12-08-2024
Last Date for Submission : 27-08-2024 till 3.00pm
Technical Bid opening : 27-08-2024 at 4.00pm

Krishna Kanta Handiqui State Open University

TENDER NOTICE

(T. N. NO. KKHSOU/Housekeeping/20/2020/141)

1. Krishna Kanta Handiqui State Open University, Guwahati invites tender for providing Housekeeping and Cleaning service at City Campus.
2. Sealed tenders are invited from eligible firms / contractors / agencies on terms and conditions mentioned in Tender Document made available on kkhsou website. The bidder should pay Tender Processing Fee and EMD amount as mentioned for each tender separately.
3. Selection of Bidder will be strictly on the basis of fulfillment of the 'Eligibility Criteria'.
4. Other Terms and Conditions displayed on website. Right to accept or reject or cancel any tender or relax any part of the tender offer without assigning any reason there for is reserved by KKHSOU.

Registrar
Krishna Kanta Handiqui State
Open University
Guwahati-

Krishna Kanta Handiqui State Open University

TENDER NOTICE - T. N. NO. KKHSOU/Housekeeping/20/2020/141

Sr.No.	DETAILS	DATES / AMOUNT	
1.	Tender Publication	12-08-2024	
2.	Last date for Submission of Bid	27-08-2024 upto 3.00PM	
3.	Opening of Bids	27-08-2024 at 4.00PM	
4.	Tender Processing fee and EMD	<u>Tender Cost</u>	EMD Rs.50000
		Rs. 500/-	
6.	Validity	Bids shall remain valid for 180 days from the date of Tender opening.	
7.	Address for Communication and contact details	Registrar, KKHSOU	

Registrar
Krishna Kanta Handiqui State
Open University
Guwahati-

1. Introduction:

Krisna Kanta Handiqui State Open University functions from its City Campus, Resham Nagar, Khanapar, Guwahati

2. Requirement:

Sealed tenders in the prescribed format are invited from the agencies having minimum Five years experience in the area for which bid is submitted in housekeeping and cleaning services. The Agency will be hired initially for a period of **two** years from the date of award of contract which is extendable at the discretion of KKHSOU after expiry of contract on mutually agreed terms and conditions., subject to satisfactory performance of the agency. However, KKHSOU or its representative has the right to review the performance of the Agency at regular intervals. KKHSOU may also cancel the existing contract and call for fresh bid any time, if deemed necessary.

3. Scope:

- A. The University has eight storied building with area of 29,709 sq. mtr. (approx.) and open area of 12,339 sq. mtr. (approx.). There are 88 nos. of toilets in this building.
- B. Complete housekeeping, cleaning and maintenance of all the premises as mentioned above to be provided with requisite norms as follows:
 - i) Complete cleaning, sweeping and swabbing of building, offices class room, open areas.
 - ii) Cleaning of toilets.
 - iii) Dusting, cleaning and brushing of furniture, carpets, windows, fans, doors normally as well as vacuum cleaning.
 - iv) Polishing of entire tiled and marble areas of all University's buildings.
 - v) Deep cleaning of the floors by scrubbing it with soap solution and chemicals then mopping
 - vi) Cleaning of under tables, corners of corridors, staircases.
 - vii) Cleaning of open area including garages area.

4. Minimum Eligibility Criteria:

The following shall be minimum eligibility criteria for selection of bidders technically.

- i. The Bidder shall necessarily be a legal entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956 or a Partnership firm or Proprietorship firm.
- ii. The Bidder should have registration under PF and ESIC Act.
- iii. The Bidder should have GST Registration and PAN issued by Income Tax Department. Relevant proof in support shall be submitted. audited balance sheet and Income tax return for past 3 years to be enclosed.

- iv. The Bidder should have experience in providing Cleaning services in State Government /Central Government /Government Autonomous body in last five Financial Years.
- v. The agency should have a minimum turnover of Rs. 20 lakhs per annum for the last three years. One work where the agency is currently carrying out the said scope of services should not be less than Rs.10 lakhs per annum.
- vi. Bidder should have the Floor scrubber machine, Vacuum cleaner Machine and Hand Scrubber Machine.
- vii. The agency must have local office at Guwahati.

4.1. Documents supporting the Minimum Eligibility Criteria:

1. Registration under the shops and Establishment Act/ Companies Act/Society Act/SSI
2. PAN no.
3. GST registration no.
4. Registration no. EPFO
5. Registration no. ESIC
6. IT returns 03 years(latest)
7. Audited balance sheet 03 years(latest)
8. Bidder should have Minimum 05 years relevant experience in reputed Institution/Organizations/PSU's/Government Organizations.
9. An undertaking (self certificate) on a stamp paper that the bidder has not been blacklisted by a central/any state Government institution and there has been no litigation with any Government department on account of similar services is to be submitted.
10. The bidder shall submit "Financial Bid form" as per Annexure – For the bids to be considered, the Bidders are requested to furnish documents for each of the above clauses.

5.1 Submission of Tender

- a) The tender should be submitted under **Two bid system**, i.e. Technical Bid and Financial Bid. Both the 'Technical Bid' & 'Financial Bid' should be kept in two separate sealed envelopes and both these envelopes should be put again in a single sealed envelope super-scribed "Tender for providing Housekeeping and Cleaning Services" addressed to Registrar, KKHSOU and it should be submitted to the office of the Registrar, KKHSOU on or before 27-08-2024 till **3.00pm**.

4.1.1. Earnest Money Deposit

- a) Bidders are required to deposit EMD amount must be paid by Demand Draft / Pay Order drawn in favor of 'Registrar, Krishna Kanta Handiqui State Open University payable at Guwahati only. **The D.D. / Pay Order Receipt** must be

attached along with the Technical Bid, failing which their bids will not be considered valid. Offers, submitted without EMD, will be rejected. EMD of the unsuccessful Bidders will be returned after the finalization of the contract. EMD of the successful Bidders will be returned on executing the Contract and furnishing the Security Deposit.

5.1.2 Tender Fees:

Non refundable fee of Rs.500/- is to be paid in the form demand draft with technical bid.

5.1.3 Technical Bid

The Technical Bid shall contain the following documents:

- i) Documents Establishing Bidder's Eligibility.
- ii) EMD and Tender fee.
- ii) The technical details as required in **Annexure-II** of this tender document.

5.1.4 Financial Bid:

The Financial Bid shall contain the following:

- i) Bidders shall strictly submit Financial Bid form as per **Annexure – III**
- ii) The Financial Bid must contain the rate of Agency's service charges only which shall be included the cost of maintenance of Cleaning Machines.
- iii) The Financial Bids of only successful bidders, who have been found technically qualified, will be opened.

5.2 Terms and Conditions of Tender

5.2.1 Submission of Bids

Bids shall be submitted on or before 27-08-2024 on **3.00PM** Registrar, KKHSOU may, at his discretion, extend this deadline for submission of offers by amending the Tender Documents and same will be notified on website only.

5.2.2 Opening of Bids

The bids will be opened in the presence of representatives of bidders on 27-08-2024 at **4.00PM**

a) Technical Evaluation

- i) Bids of the agencies, not satisfying the eligibility criteria shall be rejected and no further evaluation of such bids will be done.
- ii) KKHSOU reserves the right **to waive any minor infirmity** or irregularity in a bid, if it is in the interest of the organization. The decision of KKHSOU in this regard shall be **final and binding** on all Bidders.
- iii) KKHSOU reserves the right to accept or reject any tender offer and to annul the tendering process and reject all tenders at any time prior to

award of contract, without thereby incurring any liability towards the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for the KKHSOU's action.

- iv) KKHSOU at its discretion may visit the sites where the Agency presently has a contract/performed the work and obtain feedback. KKHSOU will have full liberty to reject any bid based on the feedback and Agency will have no claim, whatsoever, in this process. Agency will extend to KKHSOU all such co-operation as may be required for the site visit.
- v) The technically qualified bidders will be considered for financial bid evaluation.

b) Financial Bid Evaluation (FBE)

- I. Financial Bids of only the technically qualified bidders will be considered.
- II. The bidder has to quote only service charges. The financial bids shall be evaluated on the basis of service charge quoted by the Agency. The service charge should include cost applicable income-tax and maintenance of cleaning machine excluding consumables. The required consumable shall be provided by the University.
- III. The bidders have to quote financial bid as percent of total payment made per month to the manpower specified as per Annexure-I. If there is a discrepancy between words and figures, the amount in words shall prevail and be valid.
- IV. In the event of Service Charges quoted by two or more agencies being equal, Registrar, KKHSOU, reserves the right to call for revised price bid from those agencies.
- V. Financial bid if submitted along with the technical bid will be rejected.

d) Award of Contract:

- i. Selected bidder will be issued a letter of intent. Security deposit of Rupees one lakh in the form of bank guarantee/Fixed deposit receipt should be furnished within ten days. In case the selected bidder does not respond or is unable to complete formalities the EMD will be forfeited.
- ii. Upon receipt of security deposit, the work order will be released and the contractor must complete contract formalities within fifteen days.
- iii. In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law and as a result thereof the KKHSOU is put to any loss/obligation, monetary or otherwise, the KKHSOU will be entitled to get itself reimbursed out of the outstanding bills/performance security to the extent of the loss or obligation in monetary terms.

5.2.10 Award Criteria

- I. KKHSOU shall give letter of award to the selected bidder for providing Services.

- II. On written communication from KKHSOU the selected bidder shall sign the contract within ten days of such communication, failing which the offer shall be treated as withdrawn and EMD forfeited.
- III. The selected bidder should have entered an agreement.
- IV. The selected bidder shall give security deposit of Rupees one lakh only in the form of **Performance Bank Guarantee/Fixed deposit** as per **Annexure-III** from a nationalized Bank or scheduled commercial bank for the duration of the contract/extended period, if any, in favour Registrar, Krishna Kanta Handiqui State Open University. The validity of the security deposit will be two months beyond the expiry of the contract period.
- VI. It may be noted that manpower requirement is project based and actual number will depend on the policies taken from time to time. Therefore, KKHSOU reserves the right to increase or decrease the required quantity and shall communicate to Contractor and accordingly within time schedule manpower to be provided.

5. Payment Terms

- i) The Payments to the agency will be made monthly on the basis of the Daily report of the employee man days of the services provided by the agency.
- ii) Monthly bills shall be submitted in duplicate to the coordinating Officer specified in contract along with Daily report and abstract of bills generated by Agency according to attendance sheets of employee duly certified by the officer-in-charge. The copy of service tax paid challan for the previous month/quarter as the case may be should be produced along with the bills for payment. Income Tax and other dues as applicable from time to time by the Government shall be deducted at source from the monthly bills of the contractor.
- iii) All payments to agency shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income Tax Act, 1961 and other taxes if any as per Government of India rules.
- iv) The agency will make the payment to their deployed employee on receipt of daily report/attendance sheets of the employees duly certified by the corresponding Officer-In-charge.
- v) The agency will submit Pre-receipted bills in duplicate by the 10th day of next month in respect of claim for the preceding month.
- vi) Payment of Bills will be made only after submission of complete documents every month as follows:

Attendance Sheet
 Acquaintances (Salary Statement)
 NEFT/Bank Transfer (with UTR No.)/Cheque Statement

EPF - Challan Copy
EPF - ECR uploaded copy
ESIC - Challan Copy
ESIC - ECR uploaded copy
Professional Tax Challan Copy
Service Tax & Charges Challan Copy

7.1 General Conditions

- i) Required cleaning consumable shall be provided by the University.
- ii) The agency will ensure that Salaries are given to the deployed personnel on or before 7th of every month. The contractor should not stop the payment of salary on account of delays not attributed to the engaged OR non clearance of Bills from KKHSOU.
- iii) The agency has to pay the monthly salary of the employees to their respective bank account only.
- iv) All the personnel, who will be deployed in KKHSOU, shall be assessed by KKHSOU authorities along with all original documents.
- v) For the manpower deployed, the agency shall keep record with them, their present and permanent address, educational and technical qualification details, specimen signature and two passport size photographs and furnish these details/information to KKHSOU, as and when required.
- vi) The agency shall issue order/letter to the deployed manpower and issue valid I-Card to each one of them.
- vii) Period of Contract: Under normal circumstances the contract shall be valid for contracted period of two years from date of issue of work order. However, contract may be extended for further period, if agreed by the contractor and KKHSOU on the same rate, terms and conditions.
- viii) Reporting Place: KKHSOU, City Campus, Guwahati
- ix) Employees will have to wear uniforms.
- x) The Agency also agrees to comply with terms and conditions and agreement shall be final and binding on the Agency.
- xi) Salary of the engaged person by agency should be paid per month as per the minimum wages of prescribed salary in Annexure-I Govt of Assam and PF, ESIC shall be paid as per the rule of competent authority. The bill shall be submitted by the agency to the KKHSOU for payment to agency along with the service charge.

- xii) Estimated number of Personnel is subject to reasonable change as per requirement of KKHSOU.
- xiii) KKHSOU authority reserves the right to ask for replacement of a particular personnel employed by the agency if the service of the individual is found unsatisfactory.
- xiv) The KKHSOU has the absolute right to terminate the contract at any time before the due date of expiry without assigning any reason by giving one month notice in advance to the agency in writing. The KKHSOU shall also have the right to extend the contract in writing on the same terms and conditions or with some addition/deletion/modification for a further period of one year or for a shorter period until such time as a new agency takes over in the event of KKHSOU resorting to the process of appointing a fresh contractor/agency. The contractor on his part will have to give two months notice.

7.8 Force Majeure

- (i) Force majeure clause shall mean and be limited to the following in the execution of the contract/purchase orders placed by KKHSOU
 - (a) War/Hostilities
 - (b) Riot or Civil commotion
 - (c) Earthquake, flood, tempest, lightning or other natural physical disaster
 - (d) Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency.

FORMAT FOR EARNEST MONEY DEPOSIT / BID SECURITY

(To be typed on Non-judicial stamp paper of the value of Indian Currency of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONALISED BANKS (WHETHER SITUATED AT GUWAHATI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT GUWAHATI OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK) SITUATED AT GUWAHATI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED)

LETTER OF GUARANTEE

To,
Registrar,
KKHSOU
Resham Nagar, Khanapara, Guwahati - 781022

IN ACCORDANCE WITH YOUR TENDER for supply of,
M/S (hereinafter called the “Bidder”)
having its Registered Office at wish to participate in the said bid
for the supply as an irrevocable Bank Guarantee against Earnest Money
Deposit for an amount of Rs. (Rupees)
valid upto (180 days from the date of issue of Bank Guarantee), is
required to be submitted by the bidder as a condition precedent for participating in the said bid,
which amount is liable to be forfeited by the Purchaser on (1) the withdrawal or revision of the
offer by the bidder within the validity period, (2) Non acceptance of the Letter of Indent /
Purchase order by the Bidder when issued within the validity period, (3) failure to execute the
contract as per contractual terms and condition within the contractual delivery period and (4)
on the happening of any contingencies mentioned in the bid documents.

During the validity of this Bank Guarantee:

We, (Bank name) having its Registered Office at
guarantee and undertake to pay immediately on first demand by
the amount of Rs (Rupees) without any reservation,
protest, demur and recourse. Any such demand made by the University shall be conclusive and
recourse. Any such demand made by the purchaser shall be binding on the Bank irrespective of
any dispute or difference raised by the Bidder.

The Guarantee shall be irrevocable and shall remain valid up to (180 days from the date of issue of Bank Guarantee) If any further extension is required, the same shall be extended to such required period on receiving instruction form the Bidder, on whose behalf the is Guarantee is issued.

Notwithstanding anything contained herein

- i. Our liability under this Bank Guarantee shall not exceed Rs.....
(Rupees.....)
- ii. This Bank Guarantee shall be valid up to(date).
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or before (date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office atsituated at (Address of local branch).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

Instruction to Bank: Bank should note that on expiry of Guarantee Period, the Original Guarantee will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of guarantee period.

IN SEPARATE ENVELOPE**ANNEXURE - III****PROFORMA FOR FINANCIAL BID**

1. **Name of company, address etc.**
2. **Details of rate quoted.**

(Figure may be written in words as well as in figures, in case of any discrepancy between figures and words, the amount written in words will be taken for consideration). No cutting or overwriting will be allowed. Any financial bid with overwriting or cutting will be disqualified.

TABLE :

Sr. No	Category	Agency's Service Charges on monthly total turnover (percentage)
1	Providing Housekeeping and cleaning service	

Note: (i) Mandatory requirement such Minimum wages as per the Notification of Government of Assam and PF ESI shall be paid to the contractor along with the "Service Charges". However, the Service Charges will be proportionate to the number of manpower deployed during the month and the quoted "Service Charges" shall not be revised at any cost during the contract period.

(ii) Service charges should include the cost of maintaining the Cleaning equipment excluding consumables.

GST will be paid extra as applicable from time to time.

Only one bid value should be quoted and it should not be bifurcated in any manner

Yours faithfully,

(Signature of Authorized Person)

Place _____ Name _____

Date _____ Designation _____

Witness with Signature:

- 1) Name & Address

- 2) Name & Address

ANNEXURE-IV

Sr. No	Important List of Documents supporting Eligibility Criteria:-	Yes	No
1	Attested copy of Certificates of Incorporation issued by the respective registrar of Companies/.		
2	Attested Copy of Pan,GST Registration, Labour Registration, EPF Registration and ESIC Registration		
3	Shop and Establishment Certificates/Certificate of Incorporation up to date.		
5	Attested Copy of Clearance Certificate (Last three years returns) Income Tax Department shall be accepted.		
6	Attested copies of experience certificates for completed or ongoing work/services issues by the Government / PSUs / Municipal Corporations shall be acceptable. The bidder has to submit the relevant work experience certificates as mentioned in the Eligibility Criteria.		
7	Attested copy of the Audit Report and Audited Balance Sheet for the completed three financial years.		
9	An undertaking (self certificate) on a stamp paper that the bidder hasn't been blacklisted by a central/any state Government institution and there has been no litigation with any Government department on account of similar services		
10	EMD		

For the bids to be considered, the Bidders are requested to furnish documents as per the above mentioned Annexures for each of the above clauses. The tender bid must be submitted containing an index of page numbers where the above information is furnished.

ANNEXURE-V

Sl.No.	Category of manpower	No. of Manpower requirement	Salary
1	Unskilled	15	As per the minimum wages of Govt. of Assam
2	Skilled (Supervisor)	1	As per the minimum wages of Govt. of Assam

Note: PF (Employer's Contribution) and ESI (employer's Contribution) shall be paid as per the rules.

MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

Date: / /

To
 The Registrar,
 Krishna Kanta Handique State Open University
 Resham Nagar, Khanapara
 Guwahati - 781022
 Sub: Authorization for release of payment / dues from Krishna Kanta Handique State Open University,
 Guwahati through Electronic Fund Transfer/RTGS Transfer.

1. Name of the Party/Firm/Company/Institute:

2. Address of the Party:

City _____ Pin Code _____

E-Mail ID _____ Mob No: _____

Permanent Account Number(PAN) _____

3. Particulars of Bank:

Bank name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
(9 digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name, branch name and code number)			
IFS Code: (11 digit alpha numeric code)			
Account Type	Savings	Current	Cash Credit
Account Number			

DECLARATION

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information I shall not hold Registrar, KKHSOU, Guwahati responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place: _____

Date: _____

Signature & Seal of the Authorized Signatory of the Party

Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date: _____

Signature of the Authorized Official from the Bank

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable