



Central Sanskrit University, Bhopal Campus

Sanskrit Marg, Bagsevaniya, Bhopal, MP. 462043

Phone- 0755-2418043, www.csu-bhopal.edu.in



TENDER

Providing Housekeeping services for the
Central Sanskrit University, Bhopal
Campus, Bhopal M.P-462043



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Sanskrit Marg, Bagsevaniya, Bhopal, MP. 462043

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क्रमांक: एफ/2024-25 प्रशा

भोपाल दिनांक 20.03.2024

ई-निविदा सूचना-1499

भोपाल परिसर शिक्षण सत्र 2024-25 के लिए E-Tender 2024_RSKS_751016 के द्वारा सफाई कर्मियों की अनुबन्ध के आधार पर नियुक्ति के लिए आनलाईन एवं आफलाईन माध्यम से निविदाएं आमन्त्रित की जाती हैं निविदा की विस्तृत जानकारी हेतु निविदा परिसर की वेबसाईट www.csu-bhopal.edu.in के माध्यम से download की जा सकती है जिसका संक्षिप्त विवरण निम्नानुसार है:-

	आनलाईन निविदा प्रपत्र का मूल्य	रुपये 1000/- डिमाण्ड ड्राफ्ट
1	निविदा फार्म आनलाईन प्रकाशन/क्रय करने की तिथि व समय	दिनांक 21.03.2024 प्रातः 11.00 बजे से
2	निविदा फार्म जमा करने की अंतिम तिथि व समय	दिनांक 01.04.2024 सायंकाल 05.00 बजे तक
3	निर्धारित समयावधि में प्राप्त निविदाओं को खोलने की तिथि एवं समय	टेक्निकल बिड -दिनांक 02.04.2024 को अपरान्ह 12.00 बजे फाईनेशियल बिड .दिनांक 02.04.2024 को अपरान्ह 01.00 बजे
4	प्राप्त निविदाओं को खोलने का स्थान	कक्ष क्रमांक 103, केन्द्रीय संस्कृत विश्वविद्यालय भोपाल परिसर संस्कृत मार्ग बागसेवनिया भोपाल-462043

ई-निविदा सूचना में कोई भी संशोधन समाचार पत्र में न देकर परिसर की वेबसाईट पर ही जारी किये जायेगे। केवल उपर्युक्त वेबसाईट से ही निविदा प्रपत्र डिमाण्ड ड्राफ्ट रूपये 1000 का भुगतान कर क्रय किया जा सकता है। निविदा की विस्तृत शर्तें एवं जानकारी उपरोक्त वेबसाईट के माध्यम से प्राप्त की जा सकती है। विधिवत् भरे निविदा संबंधी समस्त दस्तावेज दिनांक 01.04.2024 को अपरान्ह 5.00 बजे तक दो लिफाफा पद्वति से हार्डकापी में Demand Draft सहित अधोहस्ताक्षरकर्ता कार्यालय में जमा कराना अनिवार्य है।

निदेशक



Central Sanskrit University, Bhopal Campus

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E-Tender 2024_RSKS_751016 Notice

Sealed Tenders are invited for awarding contract for out-sourcing the services for Cleaning/Sweeping and filling of water in desert coolers in **"Central Sanskrit University, Bhopal Campus"** Sealed Tenders should reach this office up to 01.04.2024 by 5.00PM. The Tender form/document may be obtained from **"Central Sanskrit University", Bhopal Campus** on payment of Rs.1000/- (One Thousand) only through pay order / Demand Draft drawn in favor of **"Central Sanskrit University Bhopal Campus"** payable at Bhopal. The Tenders will be opened on Technical Bid 2nd April 2024 at 12 Noon & Final Bid 2nd April 2024 at 01 Noon in **Central Sanskrit University**, Bhopal Campus, Sanskrit Marg, Bagsewaniya, Bhopal - 462043, on the last date of submission of the Tender in the presence of the bidders. Details are also available on our website: www.csu-bhopal.edu.in

Director



Central Sanskrit University, Bhopal Campus

Sanskrit Marg, Bagsevaniya, Bhopal, MP. 462043

Phone- 0755-2418043, www.csu-bhopal.edu.in



Tender Document

Cleaning/Sweeping

Sub.: **"Inviting Bids for engaging Service Provider Firm for out Sourcing the quality services for cleaning/Sweeping services through outsource Service contract.**

Sir/Madam,

The Central Sanskrit University, Bhopal Campus, Sanskrit Marg, Bagsevaniya, Bhopal – 462043. Running under Ministry of Education Govt. of India. The Campus is imparting Sanskrit Education and undertakes, aids, promotes and co-ordinates research in Sanskrit learning including Teachers' Training.

2. Sealed competitive Bids are invited by the Central Sanskrit University, Bhopal Campus, Bhopal from the reputed and registered Consultants\Service Provider Firms for providing manpower through quality service contract initially for a period of Academic Session 2023-24 from date of award of contract which may be extended by a further period Next Session provided service are satisfactory.

A. Area of the Campus :

Area: 10 Acres.

Vatsaraj-Bhavanam Main Academic and Administrative Building-Area 38419 Sq. feet's Approx.

- Office Room : 02
 - Director's Room
 - Electric Control Room
 - Jyotish Lab
 - Computer Lab
 - Research Scholars' Room
 - Staff Cum Waiting Room : 04
 - Conference Hall
 - Classes : 22 Rooms
 - Publication & Sales
 - Store Room
 - Natyashastra Anusandhan Kendra
 - ICT Lab
 - Curriculum Lab
 - Language Lab
 - Psychology Lab
 - HODs' Room : 5
 - Multi-Purpose Cum Seminar Hall/ B.Ed. Class Room
 - Auditorium
 - Library
 - Toilets 15
 - Corridors, Stairs, and open area as well as enclosed surrounding areas on the ground floor.
- Parties are advised to see the location.

- Director Residence (MSP Office)
- **Dakshi Girls Hostel-** Area 27818 Sq. feet's approx. 54 Rooms. and Toilets, Mess, Corridors, Stairs, and open area as well as enclosed surrounding areas on the ground floor. Parties are advised to see the location.
- **Kavi Bhaskar Boys Hostel** Area 74895 Sq. feet's Approx. 170 Rooms. and Toilets, Mess, Corridors, Stairs, and open area as well as enclosed surrounding areas on the ground floor. Parties are advised to see the location.
- **Sudama Athiti Nivas-** Area 6200 Sq. feet's Approx. 12 Rooms. and Toilets, Mess, Corridors, Stairs, and open area as well as enclosed surrounding areas on the ground floor. Parties are advised to see the location.
- **Harivasam** - Area 2839 Sq. feet's Approx.
- **Bharat Rang Mandapam-** Area 1520 Sq. feet's Approx.
- **Bhavhuti Prekshagar-** Area 5600 Sq. feet's Approx.
- **Varuchi Granhalay-** Area 4100 Sq. feet's Approx.
- **Electric substation-** Area 8000 Sq. feet's Approx.
- **Parking-** Area 16500 Sq. feet's Approx.
- **Street Road in Campus-** Area 1050 Sq. feet's Approx.
- **Open Play Ground** - Area 153868 Sq. feet's Approx.
- **Open Area 152460** Sq. feet's Approx.
- **All so Clean other Campus Premises Area like Garden, Road, Playground, Nalah etc.**

Address/Location of the Building:

Central Sanskrit University
Bhopal Campus

Sanskrit Marg, Bagsewania , Bhopal – 462043

Address/Location of the Building:

Central Sanskrit University,
Bhopal Campus Sanskrit Marg Bagsewania
Bhopal – 462043

B. Man Power Required:

Sno.	Category of Manpower	Minimum qualifications or/ and Experience	Number of workers required	In the following way/timing
1.	Workers for cleaning/sweeping	Primary Standard	04	8.30 AM to 4.30PM
2.	Workers for cleanliness – female	Primary Standard	01	8.30 AM to 4.30PM

An outline of tasks to be carried out by different category of manpower provided is detailed as under:

Sno.	Category of Manpower	Number of workers required	Place of deployment
1.	Workers for cleanliness, male	04	2 for boys hostel, 2 for remaining area including main Building.
2.	Workers for lady, female	01	For girls hostel and other ladies toilets.

Responsibilities to Complete housekeeping of the campus where he/she is deputed.

C. Material for cleanliness to be used as per attached annexure-B. The cost of material, however, will be charged extra by the contracting agency by showing rates of the same in the attached **annexure- A**.

D. Work will have to be got done in the following way:

- (i) Sweeping entire building area including hostels etc. surroundings of building and collection of all waste material and disposal of the same as per instructions of the Central Sanskrit University, Bhopal Campus, Bhopal.
- (ii) Cleaning of the floor area with wet floor dusters and detergent disinfectants etc., once in the morning before opening the office and thereafter at an interval of every 2 hours especially in the areas like corridors, stairs and reception etc. Spraying of flit/ ant termite treatment and rodent control etc., are to be made daily and whenever necessary, for keeping the rooms/sections free from mosquitoes, flies, termite/pests/rats etc.
- (iii) Cleaning and washing of toilets and urinals using deodorants, detergent and disinfectants once in the morning and again in the afternoon.
- (iv) Cleaning of carpets area of officers' rooms with vacuum cleaner to be provided by the contractor.
- (v) Sweeping and cleaning of entire building area including hostels etc., lawns, auditorium/meeting halls/canteen etc.
- (vi) Regular dusting/cleaning of Class Rooms, office Rooms, Teachers Rooms, office furniture (Table and Chair) and equipment's, telephones, book cases including Library, filing cabinets, almirahs and doors and windows including removal of cobwebs every day before opening of the office i.e. 9.00 AM.
- (vii) Provisions of soap and liquid soap of good quality in the toilets and placing sufficient quantity of naphthalene balls/cakes and ordinal cakes in the urinals. The Contracting Agency will ensure that the toiletries mentioned above are always available near each washbasin in the building.
- (viii) List of items/cleaning material required is attached vide annexure-B.
- (ix) The Choking of the sanitary installations e.g. W.C.'s Traps, Bottle traps, gully traps etc. is to be cleared within 24 hours of noticing the complaint.
- (x) All complaints of leakage in the GI & CI pipes etc. are also to be attended within 24 hours.

ITEMS OF WORK TO BE DONE ONCE IN A WEEK ON EVERY SATURDAY

- (i) Washing and Scrubbing of floor areas with detergents and dirt removing agent.
- (ii) Acid cleaning of sanitary wares, without damaging their shines.
- (iii) Removing stains from floors, doors and partitions by using surf or any suitable detergent as are found necessary without leaving any undesirable post cleaning marks.
- (iv) Cleaning of filled surfaces in the corridors and staircases.
- (v) Cleaning of water storage tanks, water coolers.
- (vi) Polishing of name plates and number plates with bras so (on each floor) and cleaning of all other name plates/Boards.
- (vii) Dusting and cleaning of fans, electrical fittings, window panes with glass cleaning chemical/agents and cleaning of partition, paneling etc. including removal of cobwebs.

3. Quoted price:

- (a) The bidder shall quote unit rate which shall comprise of monthly remuneration, EPF, ESI & other statutory costs and service Charges in the format of quotation attached (Annexure-A).
- (b) Being an educational institution the indenting office is exempted from payment of service tax.
- (c) The rates quoted shall be fixed for the duration of the contract and shall not be subject to adjustment except the statutory provisions, if amended. In case of change in rate due to statutory provisions, only such change will be accepted and not any additional liability i.e. percentage of profits/service charge/s etc. As such, the bidder while submitting the bid should specifically, quote the rate etc. in this regard.
- (d) The Bidder shall deposit Rs 100000/- (One Lakh Only) DD drawn in the favor of **Central Sanskrit University, Bhopal Campus, payable at Bhopal** as earnest money along with the Bid. The earnest money shall be returned to the unsuccessful bidders after the award of the contract.
- (e) The selected firm has to furnish performance Housekeeping in the form of Bank Guarantee for an amount of Rs,100000/- (One Lakh Only) of the value of the contract valid for Academic Session 2024-25 from the date of award of the contract or Demand Draft/Pay order drawn in favor of the the Director, Central Sanskrit University, Bhopal payable at Bhopal. The performance Housekeeping shall be submitted within 10 days from the date of notification of awarding the contract to the selected agency.
- (f) Telex of Facsimile Bids are not acceptable.

4. Each Bidder must submit only one Bid.

5. Validity of Bid:

The bid shall remain valid for a period not less than 90 days after the deadline fixed for submission of Bids.

6. Terms and conditions for providing housekeeping services

1. The housekeeping agency shall provide housekeeping arrangement for housekeeping the Institute campus as required by the Institute. Moreover, the housekeeping agency shall maintain the Campus clean.
2. The housekeeping worker personnel should be smart and properly turned out with uniform, gloves, apron with front 2 pockets, /shoes etc., and carry an identity card duly attested by the CSU Bhopal. Housekeeping Agency shall provide two sets of proper uniform every year (1 pair of shoes, 1 rain coats, 2 winter wear/sweaters/warm clothing etc.) to every workers including leave reserve / reliever which shall be approved by the CSU BHOPAL at the costs and expenses of the agency.
3. The agency shall provide the required tools & plants for effective housekeeping at his own cost. List of minimum numbers of tools & plants is available. The agency shall also maintain the tools & plants in perfect working order. If any tools or plants remains under breakdown / non-working condition, the recovery at the rates mentioned in the said shall be made from the contractor's bill.
4. The agency shall be responsible for proper sorting & disposal of the garbage generated (Biodegradable & non-biodegradable) to the approved municipal dumping ground and shall pay the prescribed fees to the municipal authority for the same which is not reimbursable separately and shall be deemed to be met from the service & overhead charges quoted by the agency.
5. Space for storage of consumable material brought to site shall be provided by the institute.
6. The housekeeping Agency shall ensure that before deputing the housekeeping workers, the antecedents of all their staff will be verified and provide to the Institute a complete Dozier of particulars of each workers proposed to be deployed along with the records of police verification, in original. Non-compliance with this provision will be deemed to be violation of the contract, inviting penal action. The cost to be incurred on police verification shall be borne by the agency.
 - a. The Institute shall have the right to check from time to time, the uniforms worn by the housekeeping personnel. If any, workers found without uniform / I card or both, penalty @ **Rs1000/- per worker per day shall be levied.**
 - b. @ **Rs 1000/-** per day per complaint will be imposed by invoking penalty. The contractor has to maintain adequate number of housekeeping staff as per this contract and also arrange a pool of standby housekeeping staff / supervisor.
 - c. The Liquidated Damages would be recovered from the monthly bills of the Contractor in the case of non performing or underperforming various activities. The extent of non performance or underperformance will be based on the indicative throughput for production activities and shall be limited to recovery of 5% of the monthly bill amount.
 - d. In case of loss of product due to negligence in the activity performance, the declared cost of the product loss will be recovered. If on any particular day operations are affected on account of non deployment of labors/less deployment of labors than as per operations requirement, necessary recoveries would be made on account of losses suffered due to delay in supply of product to market. BPCL will reserve the right to recover such amount from payments due to the contractor or adjust against the

performance bank guarantee

- e. Penalty will be charged in the following cases
 - A. Absence of the staff-Rs, 1000/- Per day.
 - B. Heaps of garbage found anywhere in the premises as per the condition.
 - C. Not maintaining and updating inspection charts in toilets and other required places.
- f. Essential Conditions-
 - A. Biometric attendance is compulsory for all staff, failing to this there will be no payment.
 - B. Uniform is compulsory for all the staffs -.

7. Housekeeping Agency shall comply with all statutory requirements existing as well as those promulgated from time to time, viz. the Payment of Minimum Wages Act, Provident Fund Act, Employee State Insurance Scheme, Family Pension Fund Act, Bonus, Gratuity Act, Child Labour Act, Maternity Act 1961, Workman Compensation Act etc. (All other center government act rules, notification in present or future as applicable) whichever is/are applicable to the organization of Housekeeping Agency and shall be held responsible, accountable, answerable, explainable, as the case may be, for the lapses committed by them in this regard. Further, Housekeeping Agency shall not involve the Institute in any way whatsoever in any dispute with regard to compliance of statutory provisions and in case of any violation of any law; the housekeeping Agency shall be solely responsible. In case due to violation of any law, including labour laws etc., any liability is put upon the Institute, the housekeeping Agency hereby indemnifies the Institute completely. The housekeeping Agency shall supply a certified copy of their registration under the M.P. Shops & Establishment Act, the Provident Fund Act, ESI, Labour Rules, Income Tax and GST etc.

The service charges quoted by the agency shall be inclusive of all the cost incurred or all the above activities excluding the consumable material mentioned in Schedule of Quantities (SOQ). The agency has to strictly visit the campus for evaluating the cost of consumable items. However, the agency shall be allowed to tap the power supply from the campus where the services are being provided for and the machines deployed for the house Keeping work free of cost subject to providing connecting cables / wires etc. & follow all the regulations applicable in respect of electricity tapped.

8. PAYMENT TO CONTRACT MANPOWER DEPLOYED BY CONTRACTOR:

- a) A computerized Monthly Payment Slip shall be issued to all contract manpower at the time of monthly payment. The Pay slip must bear the contract agency name & logo etc.
- b) Attendance and daily activity details should be maintained preferably in a web based HRIS/Biometric system provided by the agency.
- c) Pay Slip must also mention clearly the Name & ID of Contract manpower all the components for payment and deductions separately. Besides, PF Account No, ESIC Account No., PF & ESI contribution by employer and all other relevant details must also be mentioned on the 'Pay slip'.
- d) The payment shall be done on the basis of attendance verified / certified by authorized representative / engineer-in-charge of CSU Bhopal as per contract

rates, terms & conditions. The contractor shall also make payment for all statutory dues in time as per contract terms & conditions.

- e) The payment to Contract manpower deployed shall be done through Bank transfer. No charges for this shall be paid by the Institute.
- f) Contractor shall submit a copy of wages sheet showing monthly wages paid to its personnel along with the Bills.
- g) The contractor shall submit each employee-wise PF Code No. and ESI Code No. along with respective amount to CSU Bhopal for all the Contract manpower deployed before claiming the Bills.
- h) **Statutory liabilities:** As applicable to CSU Bhopal shall be paid as per minimum **wages** for unskilled / semiskilled workers, approved and circulated by the Office of Labour commissioner Govt of MP, Indore time to time for the min. wages purpose housekeeping workers shall be treated as unskilled labour and supervisor shall be treated as semiskilled labour and having qualification of at least Sr. Secondary Pass / ITI pass. Contribution part of employer in respect of EPF & ESI shall be reimbursed by the Institute after fulfillment of following:
 - i) EPF: Agency will submit a separate challan for CSU Bhopal deposit amount and also provide a statement with details of employees and amount deposited.
 - ii) ESI: Agency will submit a statement with details of employees and amount deposited as applicable.
 - iii) Reliever Charges will not be admissible.

9. *Mode of payment to agency / contractors and recoveries to be made:*

- a) Service Provider/Agency shall submit the GST compliant bill in respect of a particular month latest by **5th day of next month for release of payment along with duly verified attendance sheets, pay bill; proof of salary / remuneration paid and certified photocopies of payment towards EPF, ESI etc. and also complete the KYC of all employees and submit the acknowledgement of each employee.** Otherwise penalty of **Rs.100/-** per day per worker shall be levied for any delay beyond **5th day of month up to actual date of payment except for reasons beyond control of agency and accepted by the CSU Bhopal.**
- b) The person/persons whose tender(s) may be accepted (herein after called the contractor) has to submit a performance bank guarantee i.e 05% of the cost of the work for the entire period of the contract.
- c) All the statutory recoveries shall be made from the running bills of the contractor like TDS on Income tax, TDS on GST, etc. or any other statutory recovery as per Government of India norms at the prevailing rates and in the manner prescribed by Government of India.
- d) All payments will be made on reimbursement basis and no advance shall be paid to the agency. Payment towards EPF/ESI will be released only after production of payment challans and declaration that “No payment is due towards EPF/ESI in respect of persons deployed in CSU Bhopal by agency”.
- e) Payment towards statutory liabilities as mentioned in the **Annexure-III** (if applicable and agreed upon by the CSU BHOPAL) will be made as and when due on reimbursement basis subject to production of necessary

documents in original.

- f) For the avoidance of doubt, it is clarified that if a Bill is not accompanied by the supporting documents / in the proforma prescribed or if the Bill is disputed for any reason by the Institute, then such amounts of the Running Account Bill shall not be due and payable by CSU Bhopal, until the dispute is resolved, or the supporting documents have been provided by the Agency, as the case may be.
- 8) The bills must be submitted along with:
- i. List of employees with their date of engagement, Summary of attendance, Wage Sheet.
 - ii. PF deposit Challan for the previous month through E-Sewa and Electronic Challan Cum Return (ECR), attested by contractor, however contractor is requested to submit preferably current wage month Challan along with ECR as system is on- line. ESI deposit Challan for the previous month through E-Sewa and Electronic Monthly Contribution History details of all contract manpower, attested by contractor however contractor is requested to submit preferably current wage month Challan along with ECR as system is on-line.
 - iii. ESI deposit Challan for the previous month through E-Sewa and Electronic Monthly Contribution History details of all contract manpower, attested by contractor however contractor is requested to submit preferably current wage month Challan along with ECR as system is on-line.
 - iv. Details of PF remittance for the previous month for each of personnel deployed (first page of Form 6A prescribed under Employees PF & Misc. Provision Act 1952).
 - v. At the time of payment, employee wise details of PF/ESI payment with code wise have to be furnished along with Challans.
 - vi. Previous month Acknowledgement' copy of the 'Return on Contributions' for every contribution period on Form 6 of ESI Act within 15 days of the stipulated date for submission of return to ESI Authorities subject to change in Govt. notifications from time to time. It is recommended to file return through "On Line System" i.e. E-Sewa.
 - vii. Proof of payment to Contract manpower deployed for the month - Summarized statement of payment due and disbursed, Payment receipt duly signed by respective contract worker or certified by the Bank.
 - viii. In the month of May of each year and at the time of conclusion of the contract, the contractor shall submit the documents on Form 12A, 6A, 3A under PF Act, pertaining to the full year (Previous Financial Year) [subject to change from time to time by Govt. notifications].
 - xi. Declaration of the Contractor regarding compliance of EPF / ESIC and other laws as applicable from time to time.
 - x. Contractor should submit separate PF, ESI & GST challans against this contract (& not clubbed with other contracts/sites

where contractor is supplying manpower) and also submit separate details of contract manpower deployed exclusively against the contract in order to facilitate easy linking and checking of bills.

xi. Any other document for meeting statutory/ contract requirement or as directed by CSU Bhopal.

If bill submission is delayed, CSU BHOPAL Bhopal will not be responsible for making payments and contractor will be fully responsible for all the consequences. The bills will be subject to checks/ verification by CSU Bhopal. The payment shall be made after satisfactory performance of work for the actual deployment as certified by the CSU BHOPAL on attendance sheet. No payment shall be made to personnel not authorized to be deployed by CSU Bhopal. The decision of CSU BHOPAL, Bhopal will be final in the matter.

- i) Any clarification sought by CSU BHOPAL pertaining to bill submitted will be clarified by contractor within 3 days. Otherwise the delay in payment will be attributed to the contractor and contractor will be fully responsible for all the consequences.
 - j) The institute shall be entitled to deduct in accordance with Applicable Law, Income Tax at source (TDS) or withholding tax or other deductions (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 certificate certifying the deduction so made.
 - k) All the bank charges shall have to be borne by the contractor. PAN No. and GST
- 10 The supervisors should have the minimum qualification of Sr. Secondary / ITI pass and physically fit & sound. The Supervisors should wear the proper uniforms provided by their employer along with badge (name of the company printing), I card of the company.
- 11 The workers deployed by the housekeeping Agency in the Institute shall be removed immediately if the Institute considers such removal necessary on administrative grounds. The housekeeping Agency shall also immediately remove any worker who is found not to be discharging his duties correctly or is of doubtful character and shall replace him with substitute worker either on its own or on the demand of the Institute and only after due approval of the engineer-in-charge. In case of removal of such worker, no claim shall be maintainable against the Institute.
- 12 If the Institute incurs any expenses or any liability is put on them in connection with the deployment of the employee of housekeeping Agency, the same shall be adjusted from the bill of housekeeping Agency.
- 13 The Housekeeping Agency shall submit a Certificate along with the monthly bills certifying that the worker employed by them in the campus of the Institute have been paid at least minimum wages as per Central govt. as in force from time to time, in accordance with the minimum wages Act. ESI/EPF/Chalan along with nominal roll of all concerned Housekeeping and that all other statutory requirements in this regard with complied with Any violation of of the provision of Minimum Wages, Act shall render the contract liable for termination. The Institute shall also proceed against the defaulting agency as per the provisions of the relevant laws.

- 14 The quoted percentage price shall be all inclusive and nothing extra shall be payable over & above the accepted percentage in respect of the Scope of Work defined in the Price Schedule. However, if the prescribed minimum wages are revised by the Office of Labour Commissioner (C), Govt of MP, Bhopal, the housekeeping Agency shall revise the wages of the worker accordingly. The difference in revised minimum wages, with respect to the wages applicable on the date of submission of tender (to cover statutory liabilities and profits of the company etc.) shall be reimbursed to the housekeeping agency with accepted percentage thereon, subject to production of proof of disbursement of revised wages.
- 15 The housekeeping Agency shall take into consideration all taxes while quoting the tender. However if any fresh taxes, charges etc, ed bye the Local /State / Central Govt., subsequent to the date of opening of tender the same shall be reimbursed by the Institute against proof of production of payment.
The housekeeping worker shall remain on duty for 8 (eight) working hours. The workers shall not leave his place of duty/duty point until his reliever reports for duty. Deserting the place of duty/duty point by the housekeeping worker without having been properly relieved will attract penalty.
- 16 The agency shall deploy manpower as per List on all the 365 / 366 days of the year as applicable & shall engage extra manpower to ensure weekly off to all the deployed labour.
- 17 In addition to the number of workers listed in the Price Schedule, the housekeeping Agency shall undertake to engage / employ and provide additional number of workers including supervisor as and when required by the Institute, on reasonable notice, as per the accepted rate given in the Price Schedule. Similarly, the agency will reduce the manpower, if desired by the Institute at any point of time.
- 18 The payment for services under this agreement shall be made on monthly basis, through NEFT/RTGS, drawn in favor of the housekeeping Agency payable at Bhopal. The payment shall be made within 10 working days on receipt of the bills for each calendar month, duly supported with the requisite details of the daily attendance and other records, which shall be open for inspection by the Institute. The final payment shall, however, be made within 3 months of actual date of completion only after adjusting all the dues/claims of the Institute.
- 19 The workers employed by the Agency for the housekeeping of the CSU Bhopal will be the employees of the housekeeping Agency and the Institute shall have nothing to do with their employment or non-employment. Under no circumstances any liability (Civil or Criminal) in respect of matters connected with their employment shall be held against the Institute and the housekeeping worker employed by the housekeeping agency shall have no right whatsoever to claim employment from the Institute.
- 20 The housekeeping workers employed by the Agency will not join any union of the CSU BHOPAL nor shall they make any claim on service or other matter. They shall also not form any union associated with the CSU BHOPAL and shall have absolutely no claim to subscribe or for election in any of the unions of the Institute. **(Shall abstain from every internal matter of institute other than for the purpose they are deployed). They should not criticize about our Institute and their employees at any level.**
- 21 The Agency shall undertake, at their own expense but to the satisfaction of the Institute, a continual updating of skill, processes and procedures followed by the housekeeping workers employed in the housekeeping of the Campus by organizing suitable training programs for them on the routine basis.
- 22 Any payment, required to be made by the Housekeeping Agency to its personnel, in

compliance with any of the laws of the land, shall be the sole responsibility of Housekeeping Agency. This would include specific responsibility with regard to the provision of the minimum wages act and / or any other law, which may be applicable in the instant case. The CSU Bhopal will in no case be responsible for default, if any, in this regard. Even if, as per provision of any relevant enactment, the liability becomes that of the CSU Bhopal, it is clearly agreed that the same shall be deemed to be that of housekeeping .Agency and shall be discharged by them. The CSU Bhopal liability towards personnel will be limited to the extent of the contract price accepted by the CSU Bhopal.

23 All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Bhopal.

24 Any compensation arising out of any accident or mishaps on duty to housekeeping workers shall be responsibility of housekeeping Agency.

25 Duties & responsibilities of the housekeeping agency:

- a. The housekeeping Agency shall be bound to perform the assigned jobs even though the same may not have been included in the schedule of services. The charges for the extra services not mentioned in the Price Schedule should be settled mutually.
- b. The housekeeping Agency shall be responsible for all injuries and accidents to persons employed by them as per Workers Compensation Act 1923.
- c. The housekeeping Agency shall be responsible for the good conduct and behaviour of its employees. If any employee of the housekeeping Agency is found misbehaving with the CSU Bhopal staff, faculty or students, the housekeeping Agency shall terminate the service of such worker at their own risk and responsibility. The housekeeping agency shall issue necessary instruction to its employees to act upon the instructions given by the CSU Bhopal.
- d. In the event of any loss being caused to the CSU Bhopal on account of the negligence of the employee of the Housekeeping Agency, the agency shall make good the loss sustained by the CSU Bhopal, either by the replacement or on payment of adequate compensation on actual basis.
- e. The Housekeeping Agency shall not appoint any sub-agency to carry out any obligations under the contract.
- f. None of the employees of the Housekeeping Agency shall enter into any kind of private work within or outside the campus of the Housekeeping. You-compliance with this provision will be deemed to be violating of the contract. Inviting penal action.
- g. The employees of the Housekeeping Agency shall be of good character and of sound health and shall not be less than 18 years of age.
- h. In a manner satisfactory to the CSU Bhopal, the housekeeping Agency shall provide necessary expertise and trained manpower to attend to the various needs Housekeeping services at the CSU Bhopal buildings, hostels, residences and the campus in general.
- i. Housekeeping Agency shall abide by all laws of the land including, contract of Labor (Regulations & Abolition) Act 1970, Employees' Provident Fund & Miscellaneous Provisions Act, 1952, Employees' State Insurance Act, 1948, Minimum Wages Act, 1948, Payment of Wages Act 1936, Industries Disputes Act 1947, The payment of Bonus Act 1965, Payment of Gratuity Act 1972, Equal Remuneration Act 1976, The interstate Migration Workman Regulation of Employment and Condition of Service Act 1979 and any amendment time to time etc.
- j. The housekeeping workers may be deployed in **2 or more shifts, 1" shift**

shall be general shift with timing from 8:00 AM to 4:00 PM and 2nd shift from 12:00 PM to 8:00 PM as per requirement of Institute and as directed by the CSU Bhopal.

- 26 Housekeeping Agency has to obtain labour license from Office of Labour Commissioner Govt of MP within a reasonable time and will submit a copy of the license to the CSU Bhopal.

27. Period of contract:

Period of contract: Total duration of contract is initially for one year extendable for further one year, subject to quarterly appraisal and review by the CSU Bhopal. In case of the agency is not found to be satisfactory as per decision of the CSU Bhopal with the terms conditions of the agreement, the contract shall be before the scheduled time by giving advance notice of 1 (one) month to this In the event of premature closure of contract for reasons mentioned herein above the Security Deposit deducted till the last paid bill shall be absolutely forfeited in addition to the performance guarantee.

28. Performance Guarantee:

The case of successful bidder shall deposit the performance guarantee from any **scheduled bank (nationalized / commercial)** in prescribed Performa amounting to **Rs.1.00 Lacs/ (i.e 05% of Contract Value)** for the entire duration of the contract and shall keep it to be renewed from time to time if the contract is extended. On receipt of performance guarantee, the EMD with the tender shall be refunded to the tenderer without any interest.

29. Validity of tender:

The tender shall remain valid for a period of **90 days from the date of submission**. If a bidder withdraws or modifies the offer within this period, his tender shall be cancelled and agency will be debarred for two year.

30. Award of work:

- 30.1 The CSU Bhopal is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for and counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counter offer rate is offered to the bidders.
- 30.2 The award of work order, when issued to the successful bidder, constitutes the contract with collateral support from terms and conditions of the tender invitation notices as well as formal agreement on stamped paper affixed with non-judicial stamps, all of which finally form the contractual obligations to be adhered to performed by the bidder and the non-performance of any of such obligations make the bidder liable for consequential effects.
- 30.3 The CSU Bhopal does not bind itself to accept lowest or any other tender. The CSU Bhopal reserves the right to accept or reject an bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereto incurring any liability to the affected bidder or bidders on the grounds of the Institute action.
- 30.4 The successful tenderer shall submit stamp papers with stamp duty of

value as decided by Government of M.P. time to time for preparation of contract agreement.

33 Force Majure:

If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the Institute as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.

34 Evaluation of Bid:

The indenter will evaluate and compare the bids determined to the substantially responsive i.e. which are properly signed, and conform to the terms & conditions in the following manner:

The bid will be treated as non-responsive if following documents are not attached:

- (a) Brief profile of the firm and evidence to establish that bidder has successfully executed contracts of similar nature and magnitude in the last 3 (three) years along with an attested copy of the valid registration
- (b) Audited Balance Sheet & Profit and Loss Account.
- (c) List of Clientele during last 3 years along with cost of assignment.
- (d) PAN and current IT return.
- (e) Attested copy of proof of EPF registration, If EPF applicable
- (f) Attested Copy of Proof of ESI registration, If ESI applicable.
- (g) Attested copy of Proof of Service Tax Registration.
- (i) The Bidder shall deposit EMD Rs. 1,00,000/- (Rupees One Lakh Only) DD drawn in favor of **Director, Central Sanskrit University, Bhopal Campus, Bhopal Payable at Bhopal** as Earnest Money along with the bid. The earnest money shall be returned to the unsuccessful bidders after the award of the contract.
- (ii) Basic rates of wages, quoted below minimum wages applicable for un-skilled, cleaning and sweeping staff, by the Govt. of Madhya Pradesh shall render the Bid disqualified for evaluation.
- (iii) The evaluation will be done for all the items put together. Indenting Office will award the contract to the lowest evaluated responsive bidder. But quality of the service will be priority.
- (h) Copy of valid registration certificate as service provider.

- 35 The Director, CENTRAL SANSKRIT UNIVERSITY, BHOPAL CAMPUS , Bhopal reserves the right to accept any or reject all Tenders received, without assigning any reason.

Scope of work

The campus of **Central Sanskrit University, Bhopal Campus** is a sprawling estate built over a prime land of approximately 10 acre located strategically at the Bhopal city on Sanskrit Marg Bagsewaniya Bhopal.

Day to day housekeeping work has been considered for Girls Hostel, Boys Hostel and i/c Dining-I (except Kitchen & Dining Hall), Lecture Hall Complex (Ensemble), Academic Block-1 building complete, Academic Block-2 building and Library (Gyan Mandir) & Computer Labs, Administrative Building etc. Mechanized/Manual sweeping of the roads in the campus, all around the buildings, all

- i) Internal and external approach roads up to the main gate, walkways and manual sweeping of plinth protection and other areas twice every week. The roads shall be swept twice every week.
- ii) Sweeping the floors of the office rooms with frequency of twice every week, staircases & common rooms and moping and wiping dry with duster & wiper, once every day. Cleaning agent and disinfectant chemical of approved brand shall be used in the wet cleaning as per requirement.
- iii) Sweeping, wet cleaning and wiping dry with duster, all toilets block i/c all installation such as wash basins, urinals pots, water closets, flushing, cisterns, vanity counters, looking mirror, CP fittings etc. twice every day. The first cleaning shall be done between 8.00 am to 8.30 am, second cleaning between 2.00 pm to 3.00 pm or as desired by the CSU Bhopal. Phenyl & detergent powder shall be used in the wet cleaning as per the requirement. 3 nos. Naphthalene balls shall be maintained in each urinal pot at all times. The toilets have to be kept in the most hygienic condition and free at all times. Naphthalene balls & air purifier are to be provided by the agency regularly to ensure continuous availability in requisite place / container.
- iv) Sweeping and cleaning the linked corridors at all floors in the buildings twice every day.
 - i) Dusting the display boards, chairs & table, almirahs, staircase railing, counters etc. in common areas once every day.
 - ii) Dusting the false ceiling, wall paneling in clean room areas, grill, doors & windows glass panes from inside and outside, notice boards, wall displays etc., once every week.
 - iii) Sweeping and cleaning the roofs of the buildings and water heating solar panels once every week or as directed by the CSU Bhopal. Sweeping the floors, collecting the waste from the office rooms, corridors, reading area, books stack area, seminar room, roof, staircase, store room, other rooms, common area, toilets etc. and disposing the same (outside the CSU BHOPAL Bhopal Campus) to approved municipal dumping yards after sorting biodegradable & non-biodegradable separately.
- iv) Removing spider webs from the ceiling in all rooms, staircase, roof, common areas, toilets etc. once in a week or as directed by the CSU Bhopal.
- v) Removing of honeybee & wasp-hives (Baraiya) from the wall & ceiling in all rooms, staircase, roof, common area, toilets etc., as and when required.
- xi) Lifting, carrying and disposing the dead birds, animals etc. if found in the campus area.
- xii) Clearing of any choking in drainage/sewage pipes, floor trap, gully trap and

manholes etc. and disposal of sludge to the dumping ground.

- xiii) Any other cleaning work assigned by the CSU Bhopal provided it does not deployment of additional staff.
- xiv) The tenderer must deploy adult and trained manpower only. The successful tenderer shall engage only such worker, whose antecedents have been thoroughly verified including character and police verification.
- xv) Proper registers / records for the jobs carried out on daily & weekly basis will be maintained by Supervisor of the tenderer and displayed at the desired locations and will be countersigned by the representative of the CSU Bhopal.
- xvi) The tenderer should possess or procure needful infrastructure machines, tools, gadgets and other required material (like cleaning agent, naphthalene balls, disinfectants etc. of approved make) for smooth house-keeping services. No additional cost towards this will be paid to the contractor.

Cleaning of water coolers once in 15 days of every building, collecting the plastic water / paper waste.

Cleaning & sweeping of terrace of all the duplex houses, residential towers, and all other buildings.

- xxix) Providing 1 nos. tricycles for collecting the dry / wet / plastic / paper waste from all around the campus on regular basis.
- xx) Segregation of garbage wet / dry and has to be disposed as per approved practice. Placing of suitable number of garbage bin along all the campus and disposing the waste collected in it on regular basis.
- xxi) The contractor shall provide the details of labour/staff employed by him during the execution of work & shall follow all the rules & regulation of the CSU Bhopal.
- xxii) The staff shall be deployed after submitting their police verification report.

The Contractors are responsible to install the bio-metric attendance system for their staff/labour in the CSU Bhopal premises as directed by CSU Bhopal, which shall be provided by them and the generated report/attendance sheet with seal and sign shall be submitted in the office of CSU Bhopal.

- xxiv) Shifting of small items like furniture, small equipment etc by manual manpower.

XXV) Daily attendance shall be taken by **Biometric attendance machine** and daily attendance report shall be submitted.

- xxvi) The machine shall be installed by the agency at the location decided by the Institute. Nothing extra shall be paid for the same.

The miscellaneous consumables items not specified in like brooms, dusting cloths, dusters etc. shall be procured as per the monthly requirement or as per the direction of CSU Bhopal. The cost of these items is to be included in the quoted % in the bid sheet and the rates may be quoted accordingly.

Providing Work Force:

The tenderer must provide workforce in sufficient numbers to perform the activities & maintain the buildings as specified in Scope of Work and to the satisfaction of CSU Bhopal. Minimum requirement of workforce to be deployed each & every day according to scope of work are given in .

Second sealed envelope - Price Bid- (Annexure III)

This envelope will contain price bid filled in by the bidder along with attested copy of the prevailing minimum wages declared by the Chief Labor Commissioner, Ministry of Labor & Employment, Govt. of India, New Delhi and proofs of prevailing EPF, ESI.

Central Sanskrit University, Bhopal Campus will pay the prevailing minimum rates of wages applicable at Bhopal as declared by the Chief Labor Commissioner, Ministry of Labor & Employment, Govt. of India, New Delhi per month for Housekeeping Main power. This will include prevailing basic pay and variable DA, EPF, ESI, etc. and the total service charges.

The rates of "Service Charges" quoted by the bidder shall be fixed for the full duration of the contract and the extended period thereafter, if any; except wage revision of the workers as may be notified by from time to time. Arms & ammunition to the armed Housekeeping Main power will be provided by the bidder at their own cost.

1. **Third sealed envelope - Earnest Money Deposit.** An Earnest Money Deposit of Rs,1,00000/- (Rs. One lakh only) should be paid with the Tender in the form of Demand Draft/ Bankers Cheque of any Nationalized Bank drawn in favor of the **Central Sanskrit University", Bhopal Campus"** payable at Bhopal The Tender submitted without requisite Earnest Money will not be considered. The earnest money of the bidder who do not qualify in the bid will be refunded without any interest within 15 days after the process of evaluation is over and in case of Housekeeping/ firm/ company, who is awarded the contract, this EMD will be treated as part of performance of General Terms & Conditions valid for the contract period. contract, this EMD will be treated as part of performance Guarantee as mentioned in Clause of General Terms & Conditions valid for the contract period.
2. Conditional Tender: Conditional tenders will be rejected.
3. Each bidder should submit only one tender for this work. If two tenders are submitted by single Firm/company, then both the tenders are liable to be rejected.
4. If an individual is an owner/ partner/ director in more than two firms/ company, then only one of such firms/ companies should submit the tender for this work. If it is found that more than one tender has been submitted by such firms/companies, then such tenders are liable to be rejected.
5. The employees of this institute and their near-relatives (by near-relative, here means- wife, husband, parents, grandparents, children, brother, sister & cousins and their corresponding in-laws) shall not be permitted to submit the tender.
6. The bidder shall not be permitted to tender for this work, in which near-relative of the employees/officers of this institute (responsible for the award and execution of this work) are posted/ nominated/ designated in any capacity. If this is observed then the tender/ work is liable for rejection.
7. The bidder should ensure signature of authorized signatory and seal of organization on every page of tender documents as acceptance of every term & condition.
8. Canvassing: Canvassing in any form for the acceptance of tender will disqualify the bidder.
9. Unsealed Tender: The tender shall be rejected if not properly sealed (Wax Seal)
10. The Director, Central Sanskrit University, Bhopal Campus reserves the right to accept any or reject all Tenders received, without assigning any reason.
11. Tender/s received after scheduled date and time will not be considered.
12. **Validity:** Validity of the tender shall be **45 days** from the scheduled tender submission date.

13

Award of Work-

- a) **Initially technical criteria will be considered If minimum 50 marks are obtained by the bidder, then only financial bid will be opened.**
- b) **Lowest and responsive bidder in financial bid will be considered for award.**
- c) Tenders quoted without fixed service charges in percentage will be summarily rejected.
- d) **If two bidders are equal financially, bidder with higher technical qualifying marks as Technical Criteria.**

Director

Technical Criteria – The following criteria will be applied to evaluate the quality of the bidder for technical comparison purpose.

(Note - This Format Fill Compulsory for Technical Evaluation)

Sr. No.	Details	Maximum marks	Provide Details / Annexure	Marks obtained
1.	Number of years of experience in the field of Housekeeping Services (2 marks for each year of experience), Max. Marks - 10	10		
2.	No. of companies/ Campuses/ organization where Housekeeping manpower deployed in the last three years. 2021-22 2022-23 2023-24 (2 mark for each companies/ Campuses/ organization where Manpower deployed in last 3 years, Max. Marks - 20)	20		
3.	Turnover in the last three years 2021-22 2022-23 2023-24 (Less than 40 Lakh 0 marks, 40 Lakh 5 marks, 1 mark each for additional Rs. 10 Lack, Maximum Marks - 20 for average turnover of last 3 years)	20		
4.	Amount of Provident Fund deposited for the month of February 2024 (2 marks for EPF deposits up to Rs. 50,000/-, 1 mark each for additional Rs. 25,000, Max Marks 10)	10		
5.	Amount of ESI Contribution amount deposited for the month of February 2024 (2 marks for ESI deposits up to Rs 30,000/-, 1 mark each for additional 15,000/- Max. Marks 10)	10		
6.	Service provided to Government/ Semi-Government Organizations/ Public Undertakings (5 marks for 1800 no. of average manpower deployed in last 3 years, proportionate marks for higher manpower, Max. Marks 10)	10		
7.	Number of Housekeeping Man Power/ presently on roll. (2 marks for 50 on roll, 1 mark each for additional 25 persons on roll), Max. Marks - 10	10		
8.	The agency must have global ISO Certificate for quality service assurance.	10		
	TOTAL	100		

Note: minimum marks for technical qualification = 50

1. Documentary proof to be attached for all the nine parameters of evaluation.
2. Experience in the field of Housekeeping services will be considered on the basis of ESI registration date.
3. Turnover will be considered only on submission of full set of audited Accounts or certificate from CA for the years.
4. Photocopy of the Certificates from the employer is to be submitted as proof for counting number of Institutions where agency has deployed its manpower.
5. Photocopy of the Challans of EPF and ESI to be submitted for the month of February 2024 as evidence.
6. Photocopy of the work orders and certificate from employers for last five years are to be enclosed as proof to count no. of Govt. organizations/ Public undertakings.
7. Photo Copy of agency global ISO Certificate for quality service assurance.

Director

Annexure- I

Bidders Profile & Certificates

Photograph of the tenderer / authorized signatory holding power of attorney

1.	Name of Tendering Company/ Firm / Agency (Attach certificate of registration) Type of Firm i.e Proprietorship /Partnership or company registered under company Act 1956	
2.	Type of firm i.e Proprietorship / partnership or company registered under company act 1956	
3.	Name of proprietor / Director of Company/Firm/agency	
4.	Full Address of Reg. Office with Telephone No., FAX No. & E-Mail	
5.	Full address of Operating/Branch Office with Telephone No., FAX No. & E-Mail	
6.	PAN / GIR/TAN No (Attach Self Attested copy)	
7.	Service Tax Registration No. (Attach Self Attested copy)	
8.	E.P.F. Registration No. (Attach Self Attested copy)	
9.	E.S.I. Registration No (Attach Self Attested copy)	

10. Self-Attested copy of experience certificate / certificates issued by the competent authority for the satisfactory work carried out in outsourcing Office up keeping & Housekeeping or job of similar nature to Central/State Government/ Public Sector/ Banks during last three years. The summary of that can be tabulated in the given format in chronological order

SN	Details of client along with address, telephone and FAX numbers	Amount Contract (Rs. lakhs)	Experience certificate for the period from and to	
			From	To
1				
2				
3				

(If the space provided is insufficient, a separate sheet may be attached)

11. Additional information, if any (Attach separate sheet, if required)

Name:

Place:

Seal:

Signature of Bidder

Payment Details

- Demand Draft for an amount of Rs. 1000/- (Rupees One Thousand only) (non-refundable) from Nationalized/ Scheduled bank drawn in favor of “**Central Sanskrit University, Bhopal Campus**” payable at Bhopal” has to be submitted towards tender document fee failing which the tender bid will be rejected. Bidders are requested to write their name and full address at the back of the Bank submitted.
- The applicant has to deposit Earnest Money (EMD) of Rs. 1,00,000/- (Rupees One Lakh only) in the form of a Demand Draft Nationalized Bank drawn in favor of **Central Sanskrit University, Bhopal Campus**” payable at Bhopal The same has to be submitted.

S.no	Description	Amount	Name of Bank	D.D No	Date of Issue
1.	cost of Tender Document (non-refundable)	Rs,1,000/- (Rs,One Thousand only)			
2.	Amount of EMD to be deposited (Refundable)	Rs. 1,00,000/- (RS,One Lakh only)			

FORM A

Details of Last Three Years Experience

Please attach copies of the work orders for last three years and work orders of Housekeeping Service

Contracts which are currently running.

(To be Inserted in First Envelope & then sealed)

S. No .	Name & address of organization to whom services provided	Duration of contract	Amount of contract	Number of Person provided
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Signature / Seal of the Bidder
Name & seal

FORM B
Details of Income Tax, ESI & EPF paid for last three years
(To be Inserted in First Envelope & then sealed)

S. No.	Year	Total Income of the firm/ company in Rs.	Income tax paid in Rs.	Employees' Provident Fund paid in Rs.	ESI paid in Rs.
1.	2021 -22				
2.	2022 -23				
3.	2023 -24				

Technical Criteria – The following criteria will be applied to evaluate the quality of the bidder for technical comparison purpose. (Note - This Format Fill Compulsory for Technical Evaluation)

Sr. No.	Details	Maximum marks	Provide Details / Annexure	Marks obtained
1.	Number of years of experience in the field of Housekeeping Services (2 marks for each year of experience), Max. Marks - 10	10		
2.	No. of companies/ Campuses/ organization where Housekeeping manpower deployed in the last three years. 2021-22 2022-23 2023-24 (2 mark for each companies/ Campuses/ organization where Manpower deployed in last 3 years, Max. Marks - 20)	20		
3.	Turnover in the last three years 2021-22 2022-23 2023-24 (Less than 40 Lakh 0 marks, 40 Lakh 5 marks, 1 mark each for additional Rs.10 Lack, Maximum Marks - 20 for average turnover of last 3 years)	20		
4.	Amount of Provident Fund deposited for the month of February 2024 (2 marks for EPF deposits up to Rs. 50,000/- , 1 mark each for additional Rs. 25,000, Max Marks 10)	10		
5.	Amount of ESI Contribution amount deposited for the month of February 2024 (2 marks for ESI deposits up to Rs 30,000/-, 1 mark each for additional 15,000/- Max. Marks 10)	10		
6.	Service provided to Government/ Semi-Government Organizations/ Public Undertakings (5 marks for 1800 no. of average manpower deployed in last 3 years, proportionate marks for higher manpower, Max. Marks 10)	10		
7.	Number of Housekeeping Man Power/ presently on roll. (2 marks for 50 on roll, 1 mark each for additional 25 persons on roll), Max. Marks - 10	10		
8.	The agency must have global ISO Certificate for quality service assurance.	10		
	TOTAL	100		

Note: minimum marks for technical qualification = 50

1. Documentary proof to be attached for all the nine parameters of evaluation.
2. Experience in the field of Housekeeping services will be considered on the basis of ESI registration date.
3. Turnover will be considered only on submission of full set of audited Accounts or certificate from CA for the years.
4. Photocopy of the Certificates from the employer is to be submitted as proof for counting number of Institutions where agency has deployed its manpower.
5. Photocopy of the Challans of EPF and ESI to be submitted for the month of February 2024 as evidence.
6. Photocopy of the work orders and certificate from employers for last five years are to be enclosed as proof to count no. of Govt. organizations/ Public undertakings.
7. Photo Copy of agency global ISO Certificate for quality service assurance.

Signature / Seal of the Bidder

Name & seal

TECHNICAL		
Sl. No.	Particular	To be filled by the Tender
1.	Name of the Agency	
2.	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date	
	(iv) Issuing Bank	
3.	Date of establishment of the agency	
4.	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person.	
5.	Whether registered with all concerned Government Authorities. (Copies of all certificates of registration to be enclosed)	
6.	PAN/TAN Number (copy to be enclosed)	
7.	Service Tax Registration Number (Copy to be enclosed)	
8.	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partner anywhere in India.	
9.	Length of experience in the field.	
10.	Experience in dealing with Govt. Department/Educational Institutions (Indicate the names of the Department and attach copies of contracts order placed on the agency)	
11.	Annual turnover	
12.	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.	
13.	Whether agency profile is attached	
14.	List of other clients.	

FINANCIAL INFORMATION

- I. **Financial Analysis** — Details to be furnished duly supported by figures in Balance Sheet / Profit & Loss Account for 5 (five) years duly certified by the Chartered Accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached).

Name of the Firm / Agency: _____

Financial Years
(In lakh)

Sl. No.	Details	(1)	(2)	(3)	(4)	(5)	(6)
		2019-20	2020-21	2021-22	2022-23	2023-24	Average (for 5 years)
i)	Gross annual turnover in works.						
ii)	Profit / Loss						

- II. Financial arrangements for carrying out the proposed works.
Note: Attach additional sheets, if necessary

Signature of Chartered Accountant with seal
Bidder(s)

Signature (s) of

RM FOR CERTIFICATE OF NET WORTH FROM
CHARTERED ACCOUNTANT

“It is to certify that as per the audited balance sheet and profit & loss account for the financial year (2022-2023)

_____ the Net worth of MIs _____(Name & Registered Ac
three years ending on _____
_____ (the relevant date)”

Signature of Chartered Accountant _____	
Name of Chartered Accountant	
Membership No. of IC.II	
Date and seal	

Seal & signature of the bidder

Performance Report Of Works Referred In Form ‘C’ — Mls

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of work / Project & Location.
2. Agreement No.
3. Estimated Cost
4. Tendered Cost
5. Actual value of work done
6. Date of start
7. Date of completion
 - a) Stipulated date of completion
 - b) Actual date of completion
8. (a) Whether case of levy of compensation for delay has been decided or not **Yes/No**
(b) If decided, amount of compensation levied for delayed completion, if any
9. Performance report:
 - i) Quality of work Outstanding/ Very good /Good/ Poor
 - ii) Finance Soundness Outstanding/ Very good /Good/ Poor
 - iii) Technical Proficiency Outitanding/ Very good /Good/ Poor
 - iv) Resourcefulness Outstanding/ Very good /Good/ Poor
 - v) General behavior Outstanding/ Very good /Good/ Poor

(Signature)

Senior Level Officer of the Client (Seal of the organization) (Not below the rank of executive engineer)/ Dy. Director / AGM of PSU.

Date:

Name:
Phone:
Email ID.:

PROFORMA FOR FINANCIAL BID
FINANCIAL BID

**Providing Housekeeping services for the Central Sanskrit University, Bhopal Campus
(To Be Inserted in Second Envelope & then sealed)**

S. No.	Particulars	Relevant information from firm/ company
1.	Name & Postal Address of the Bidder

Name of Work- Providing Housekeeping services for the Central Sanskrit University, Bhopal Campus premises and installations including Campus Buildings, Guest Houses, Hostels, Staff quarters, materials, equipment & installations in the Campus .

(i) **Wage Component** - I/we understand that the Campus will pay the minimum rates of wages per month for applicable at Bhopal as declared by Chief Labor Commissioner, Ministry of Labor & Employment, Govt. of India, New Delhi as amended from time to time which shall be applicable for all employed by the Agency. above, the Campus shall pay the following allowances on the basic minimum wages to all the Contract Workers per month:-

Sl.No.	Wages/ Allowances
1.	EPF – 13 %
2.	ESI – 3.25%

The followings things are confirmed and undertake by us that:

- a. **Quotation for Service charges shall be in percentage on Wages amount only. Service Charges shall not be paid on amount of EPF, ESIC, Bonus and GST.**
The Service Charges should not be less than 1% and it should not be in rupees. The amount of service charges" quoted by the bidder shall remain unchanged for the entire Contract period. Except wage revision of the workers as may be notified by Chief Labor Commissioner, Ministry of Labor & Employment, Govt. of India, New Delhi from time to time. If service charges quoted by two agencies are similar then tender will be decided based on following conditions.
(a) Agency's turnover of last 3 years.
(b) Existing numbers of employee working in Govt./Semi Govt. organizations.
(c) Experience in similar organizations.
d. if there condition or all similar then they have to submit revised proposal in sealed envelope.
- b. Offer price shall be valid for a period of 45 days from the date of opening of Technical bid of this tender.
- c. We agree with the terms and conditions specified in the tender document and if selected, the Execution of supplies & services would be made in compliance.

(ii) Format for Submission of Price Bid -

Position	Minimum wages per month as Per Central Government of India	EPF Rate if EPF is applicable	ESI Rate if EPF is applicable	Service Charges (Minimum 1%)	Cost of Material Item Price should be furnished as Mandatory	Total (Rs.) per month – per person excluding column no. 4
	1	2	3	4	5	6
House Kipping (Un Skilled) (26 Days)						

Date:

Signature of Authorized Bidder
with proper rubber stamp
Name:
Designation:
Mobile No:

Evaluation Criteria for Technical And Financial Points

In case of total amount quoted by firms has a difference upto rupee "one" in financial bid decision of Tender Evaluation Committee (TEC) for finalize the tender at the time will be final. Committee will take decision to finalize the tender without giving any justification to anyone & decision of Tender Evaluation Committee (TEC) of Central Sanskrit University, Bhopal Campus cannot be challenged in any manner and also be abide by all the Tenderers.

List of articles required per month for Cleanliness in Bhopal Campus (for charges including materials).

क्र	सामग्री	मात्रा	दर	कुल राशि
1	फूल झाड़ू (Medium)	10 नग		
2	सीक झाड़ू (Medium)	05 नग		
3	लग्गा झाड़ू सीक	10 नग		
4	फिनाईल सफेद (ISI Mark)	30 लीटर		
5	काला फिलाईल (ISI Mark)	25 नीटर		
6	Flloor Wiper (3.5 ft pippe - 2cm Dia with plastic holder on top, Wiper 40cm x 6cm)	03 नग		
7	Dry/Dust mop refill (75 cm)	05 नग		
8	झाय माप	08 नग		
9	Floor (Rough Texture) Dusters (24 * 24)	25 नग		
10	चेक डस्टर	05 नग		
11	निरमा पाउडर	10 Kg		
12	Liquid Toilet Cleaner	10 लीटर		
13	एसिड (ISI Mark)	10 लीटर		
14	फिनाईल गोली (ISI Mark)	05 पैकेट (500 gm each)		
15	Wet Mop Refill	05 नग		
16	Dust pan/Supdi-22cm front wqith Handle	08 नग		
17	हैंड वॉश (Hand Wash)	05 लीटर		
18	Wet Mop Clip (15 cm bracket with pipe holder and round fastener on top to hold pipe)	04 नग		
19	Abrasive Cleaning pads - 100 mm x 150 mm (pack of 4)	04 नग		
20	Toilet/Hockey Brush	04 नग		
		कुल योग		

Note :- Above item Prices should be furnished as mandatory.

Signature of the Bidder
(Name and Address of the Bidder)

To be signed by the Tenderer and same signatory competent / auhorised to the relevant contract or behalf of CSU Bhotial.

INTEGRITY AGREEMENT

This Integrity Agreement is made at on thisday of 20.....

BETWEEN

Board of Governors represented through Vice Chanc•llor, CSU BHOPAL Bhopal,
..... . (Name and Address of the Individual/firm/ Company) through
..... (Hereinafter referred to as the (Details of duly authorized
signatory)

“Tenderer/Contractor” and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender (NIT No.) (hereinafter referred to as “**Tender/Bid**”) and intends to award, under laid down organizational procedure, contract for.....
(Name of work) hereinafter referred to as the “**Contract**”.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness’transparency in its relationship with its Tenderer(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid booth the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as “Integrity Pact” or “**Pact**”), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Cons:mitment of the Principal/Owner

- 1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - (a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - (b) The Principal/Owner will, during the Tender process, treat all Tenderer(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Tenderer(s) the same information and will not provide to any Tenderer(s) confidential / additional information through which the Tenderer(s) could obtain an advantage in relation to the Tender process or the Contract execution.
 - (c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has beerl of biased nature.
- 2) If the Principal/Owner obtains information on the conduct of any of its employees' which is a

criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Tenderer(s)/Contractor(s)

- i) It is required that each Tenderer/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
- 2) The Tenderer(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
 - a) The Tenderer(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
 - b) The Tenderer(s)/Contractor(s) will not enter with other Tenderer(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of Tenders or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - c) The Tenderer(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Tenderer(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d) The Tenderer(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Tenderer(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
 - e) The Tenderer(s)/Contractor(s) will, when presenting his bid, disclose (with each tender as per proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- 3) The Tenderer(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- 4) The Tenderer(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent **practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.**
- 5) The Tenderer(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person. his/ her reputation or property to influence their participation in the tendering process). "

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contractor its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Tenderer(s)/Contractor(s) and the Tenderer/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

- i. If the Tenderer(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 day's notice to the contractor shall have powers to disqualify the Tenderer(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Tenderer/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.
- 2) **Forfeiture of Performance Guarantee/Secu i ty Deposit:** If the Principal/Owner has disqualified the Tenderer(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Tenderer/Contractor.
- 3) **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Tenderer or Contractor, or of an employee or a representative or an associate of a Tenderer or Contractor which constitutes corruption within the meaning of Indian Penal code (IPC)/Prevention of Corruption Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

- i) The Tenderer declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
- 2) If the Tenderer makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Tenderer/Contractor as deemed fit by the Principal/ Owner.
- 3) If the Tenderer/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Tenderers/Contractors/Subcontractors

- i) The Tenderer(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Tenderer/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/ sub-vendors.
- 2) The Principal/Owner will enter into Pacts on identical terms as this one with all Tenderers and Contractors.
- 3) The Principal/Owner will disqualify Tenderers, who do not submit, the duly signed Pact between the Principal/Owner and the Tenderer, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor'12 months after the completion of work under the contract or till the continuation of defect liability **period**, whichever is more and for all other Tenderers, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, CSU BHOPAL.

Article 7- Other Provisions

- 1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Head quarters of the Division of the Principal/Owner, who has floated the Tender.
- 2) Changes and supplements need to be made in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- 4) Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intensions.
- 5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- LEGAL AND PRTOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....
(For and on behalf of Principal/Owner)

.....
(For and on behalf of Tenderer/Contractor)

WITNESSES:

1.
(signature, name and address)

2.
(signature, name and address)

Place:

Date:

CHECK LIST FOR TENDER DOCUMENTS:

- | | |
|---|--------|
| 1. First sealed envelope (Technical Bid) Annexure III | Yes/No |
| 2. Second sealed envelope - Financial Bid- (Annexure IV) | Yes/No |
| 3. Third sealed envelope (Earnest Money Deposit) | Yes/No |
| 4. Documents in support of Form A&B | Yes/No |
| 5. Cost of Material Item Price List | Yes/No |

Signature of the bidder
& Seal of Organization

Name & seal