

Tender form for
Housekeeping services

NATIONAL INSTITUTE OF TOURISM AND HOSPITALITY MANAGEMENT

HYDERABAD 500 032

PREQUALIFICATION CUM TENDER NOTICE

Maintenance and Housekeeping services at NITHM Campus.

1. NITHM invites applications for pre-qualification–cum-sealed tender for Housekeeping and Maintenance services for its premises

2. Pre-qualification – cum-tender application for the same can be down lode from website from **1st June 2018 to 18th June, 2018**. Tenders/bids should be filed with all the required documents as enclosures in separate sealed covers i.e,:

(a) Part – I Technical bid

(b) Part – II Financial bid

3). Two separate sealed covers should be specifically super scribed as “Technical bid” and “Financial bid” for providing Housekeeping services at NITHM premises. Both the sealed envelopes (a) and (b), along with the Tender Document fee Rs. 2,000/- and EMD of Rs. 25,000/- in the form of Demand Draft / Pay Order, favoring N.I.T.H.M, Payable at Hyderabad, are to be kept in another larger envelop, which should also be sealed and submitted.

All the Envelopes should be sealed and submitted to The Director, NITHM, Telecom Nagar, Gachibowli, Hyderabad 500 032 **on or before 3.00 p.m. on 18th June, 2018. The envelopes will be opened on same day i.e, 18th June, 2018 at 3.30 P.M** at NITHM premises. The tenderers willing to witness the opening of these envelopes may remain present on the said date and time. Based on the details etc. as furnished in pre-qualification documents, those Tenderers who are technically-qualified only will be opened of Financial Bids. The date and time for the same will be intimated separately. EMD (without any interest) will be returned in due course to the tenderers who are not pre-qualified. EMD of successful tenderer whose tender is accepted will be converted in to Security Deposit. Tenders not accompanied by EMD in appropriate form will be summarily rejected.

4. The minimum eligibility criteria for pre-qualification is enclosed. Applicants are advised to furnish Clients’ Certificate in respect of experience claimed.

5. The validity of the offer will be 2 months from the last date of submission of application form.

6.The NITHM reserves the right to reject any / all applications without assigning any reasons thereof.

7.MINIMUM ELIGIBILITY CRITERIA FOR PRE-QUALIFICATION

A) Applicants should have minimum 5 years experience in the field as on the date of submitting the Tender. Preference will be given to Government institutions / MNC / Educational institutions experience.

B) Relevant experience shall mean experience in Maintenance & Housekeeping the following services :--

i) Upkeep of buildings, floors in use, stair cases, mopping, sweeping of internal roads etc,

ii) Dust removal, upkeep of toilets, bathrooms, class rooms, Hostel rooms / Office rooms & general rooms etc,

C) Average annual turnover of the applicant company during last 3 years should not be less than Rs. 60,00,000/- (Rupees Sixty Lakhs only) each year.

D) Should have well established office in Hyderabad.

Part - 1 :

Basic Information : (Enclose all documentary evidences – Xerox copies)

1. Name of the Applicant/Establishment

Address.

Phone No.:

Fax No.:

E – Mail :

Website if any :

2. Year of Establishment:

(Enclose documentary evidence)

3. Type of organization (whether sole proprietorship,
Partnership, Private Ltd. or Co-operative body etc.)

(Enclose documentary evidence)

4. Name of the Proprietor / Partners / Directors of the
Applicant with address and phone numbers.

(a)

(b)

(c)

5. Whether registered with Government/ Semi – Government/
Municipal Authority or any other Public Organization and if so,
in which class and since when ?

6. No. of years of experience in the relevant field.

7. Please furnish the xerox copies:

- (i) Organisation Registration Certificate.
- (ii) PAN No:
- (ii) Service Tax Registration No.
- (iii) Labour dept, registration and valid renewal certificate
- (iv) P.F & E.S.I Reg. certificates & recent month remittances proof.
- (v) GST Registration
- (vi) Any other certificates related

8. Yearly turnover of the Organization during Year Gross turnover

last 3 years

2016-17

(Enclose copy of Audited Balance Sheets/ 2015-16

P&L A/c /I.T Return

2014-15

1. Number of supplementary sheets attached:

10. Give reference of two responsible officers with Designations from Govt./Semi Govt. /Public Sector Corporation Office/MNC with addresses and phone numbers.

i)

ii)

Signature of the Applicant with seal

NOTES:

1. The basic information has to be furnished only in this format and not by way of annexure.
2. Information shall be restricted to the applicant. If any relevant data concerning the Group of Companies to which the applicant belongs is desired to be given, the same shall be given separately in a supplementary sheet.

Work capability and previous experience

- a) List of important assignments completed/in hand by the organization during last 3 years i.e. from 1.4.2015 to 31.03.2018 for a Govt/ Educational/ MNC/ commercial - institutional building of carpet area of 15000 sq. ft. and more.

S. No.	Name & Location of the organization	Carpet area of the bldg.	Contract amount P.A(Rs.)	Period of contract From - to	Contact person Name & No:
1	2	3	4	5	6

1.

2.

3.

List of Jobs/Contracts in hand of a Commercial / Institutional /Govt/MNC building of carpet area of 15000 sq. feet & more. As on 31.03.2018

S. No.	Location of the work & name of organization	Carpet Area of Bldg.	Contract Amount P.A (Rs.)	Contract Period From-to	Name & contact no. of the client
1	2	3	4	5	6

1.

2.

3.

Signature of the Applicant

PLACE OF SERVICE

Maintenance services shall have to be performed within the premises in NITHM, situated at Telecomnagar, Gachibowli, Hyderabad, (T.S)

1. The contract, if any, which may eventuate from this tender shall be governed by the terms and condition of contract as contained in the invitation.
2. The instructions to be followed for submitting the tender are as follows:
3. Contract period:

The contract period is for a period of **One year** from the date of agreement executed. The contract can be extendable as per terms and conditions of NITHM and mutual understanding.

a) INFORMATION ABOUT TENDERERS:

The Tenderers must furnish full, precise and accurate details in respect of information asked as per tender form.

b) SIGNING OF TENDERS:

Person or persons signing the tender shall state in what capacity he is or they are signing the tender, e.g. as sole proprietor of a firm or as an authorized employee or partner in the firm. In the case of partnership firm, the name of all the partners should be disclosed or their duly constituted attorney, having authority to bind all the partners in all matters pertaining to the contract. The original or an attested copy of the partnership deed should be furnished along-with the tender. In case of Hindu undivided family, the name of the family members should be disclosed and the Karta, who can bind the firm, should sign the firm indicating his status as such below his signature. In case of Ltd. Co. the same should be signed by the Authorised Signatory / Director.

c) The person signing the tender form or any document forming part of the tender on behalf of a Partnership Firm shall be responsible to produce proper Power of Attorney duly executed in his favor, stating that he has authority to bind such other partners or the firm as the case may be, in all matters pertaining to the contract. In case of Ltd. Co, a proper Board Resolution duly attested by the Company Secretary / Chairman of the Co. should be enclosed. If the person so signing the tender fails to produce the said "proof" his tender shall be liable to summary rejection without prejudice to any other right of the Corporation under the law. The 'Power of Attorney' should be signed by all the partners in the case of a partnership concern. In

the case of Hindu undivided family 'Power of Attorney' should be signed by the co-partners in favor of Karta who by his signatures can bind the firm.

4. **EARNEST MONEY:**

Tenders not accompanied by Earnest Money in the form prescribed above shall be summarily rejected. The Earnest Money is also liable to be forfeited in the event of the tenderer's failure, after the acceptance of his tender, to furnish the requisite security deposit by the due date without prejudice to any other rights and remedies of the Bank under the contract and law. The Earnest money will be returned to all unsuccessful tenderers as early as possible, no interest shall be payable on the amount of Earnest Money, in any case.

5. **SECURITY DEPOSIT:**

(a) The successful tenderer shall furnish security deposit of Rs. **3,00,000/-** (Rupees Three lakhs only) may be accepted through Demand Draft/ Pay order within a month of the acceptance of his tender. It can be adjusted from the Earnest Money deposited earlier along with the tender.

(b) The Security Deposit amount will not be liable for payment of any appreciation thereon. **No interest is payable on Security Deposit amount.**

(c) Whenever, the security deposit falls short of the specified amount the tender/contractor shall make good the deficit so that the total amount of security deposit shall not at any time be less than the specified amount.

6. **SUBMISSION / DELIVERY OF TENDER:**

The tender form shall be filled in by tenderer neatly and accurately. Any alteration, erasure or overwriting will render the tender invalid. Alteration neatly carried out and duly attested over the full signature of the tenderer, however, is permitted.

7. **OPENING OF TENDER:**

The tenders will be opened in the NITHM, time and date indicated above. The tenderers will be at liberty to be present, either in person or through an authorized representative at the time of opening of tenders.

8. **INTERVIEWS AND ACCEPTANCE OF TENDER:**

The tenderers should be prepared to proceed to NITHM, Hyderabad at their own expense and without any obligation, if called upon to do so. Director, NITHM, reserves the right to reject any or all Tenders without assigning any reason and does not bind himself / herself to accept the lowest or any tender. The successful tenderer will be advised of the acceptance of his Tender by a Letter / Fax / E-mail or formal 'Acceptance of Tender' which must be acted upon immediately.

TERMS AND CONDITIONS:

1. The maintenance service contract shall be for the premises/building occupied by the NITHM, consisting of Administrative block, Academic block, Hospitality block & Hostel Blocks and inside roads, drainages & surrounding compound walls inside etc.
2. The Contractor shall provide adequate manpower for maintenance and upkeep of the entire area as specified above and shall also be specifying the number of persons being deployed per day at his own cost for all the days of the week.
3. The contractor shall handle all liaison work as per Memorandum of Understanding with statutory bodies/outside agencies etc. as may be required from time to time at his cost and responsibility.
4. The supervisor of the contractor shall maintain a proper record, towards the verification / confirmation of cleanliness and the availability of college belongings once in a week i.e. on every Saturday, in a register. The record / register such maintained shall be placed before the In-charge of the Housekeeping.
5. The Contractor shall provide named persons as attendant exclusively for lecture halls, library , computer rooms and office block who shall also attend to the proper cleanliness of the corridors, toilets at all blocks. .
6. All other material used for cleaning/dusting/maintenance i.e. Liquid Soaps, Naphthalene Balls, Room Fresheners, Phenyl, Brooms, Duster, Acid, Odon, Harpick etc. will be provided by the contractor..(for supply of cleaning material consolidated amount fixed by NITHM management at the time of entering of contract)
7. As per the estimates/past experience minimum workforce required would be 1 Trained Supervisor and 16 Housekeepers-supporters. The Supervisor should have passed minimum 10th Standard and the Housekeepers should have passed minimum 8th Standard.
8. The Contractor shall do the cleaning of all electric items of the Campus (including the fittings at corridors of residential block, lawns) such as lights and fans etc, once in a month under the observation of electrical department staff. The Contractor will be responsible only for the cleanliness. Replacement of material such as bulbs, tube lights or any other such material will be provided by the Institute.

9. The Contractor will be responsible for maintenance of all furniture and fixtures kept in entire campus. The daily dusting/cleaning of the furniture, telephones, fixtures etc. are to be carried out before opening of the office i.e. by 9.00 A.M. and any other work as assigned from time to time by the NITHM management.

MISCELLANEOUS :

10. **STAFF REQUIREMENT; THEIR DUTIES: BEHAVIOUR ETC.:**

a) The Contractor shall be liable to comply with all applicable laws, rules and regulations in respect of all the labour laws and statutory requirements. The Contractor shall accept and bear full and exclusive liability for the payments of any or all taxes etc., now in force or hereafter imposed, increased and revised from time to time by the Govt. or by any other Authority with respect to or covered by wages, salaries or other compensations paid or payable to persons engaged by the Contractor. The Contractor shall fully comply with all the applicable laws, rules and regulations relating to Contract Labor (regulation and Abolition) Act 1970 and Provident Fund Act including the payment of P.F. Contribution, Payment of Bonus Act, Minimum Wages Act, Workmen's compensation Act, ESI Act, Essential Commodities Act, Migrant Labor Act and/or such other Act or Laws or regulations passed by the Govt, Municipal and Local Government Agency or Authority including TDS as per I.T. Act, applicable from time to time. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts as these relate to the compliance of any statutory provision/obligations. The Contractor shall bind himself/executor or administrator or successors and shall indemnify and hold harmless the NITHM in respect of this contract, including all claims, damages proceedings, costs, charges and/or any expenses whatsoever which may be imposed, enforced or brought against the NITHM or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of the Contractor in respect of violation of any of the provisions of Laws/Acts/Rules or regulations having the force of law or any award or decision by any competent tribunal, court of authority in respect of the workmen or any one, employed/engaged by the contractor in connection with this contract.

b) The Contractor shall be responsible for all the claims for its workmen and the said workmen of the Contractor shall not make any claims whatsoever against the NITHM. The Contractor's workmen will not have any right whatsoever to get absorbed in the NITHM. The Contractor shall provide weekly off/holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services to NITHM on all days. The Contractor's staff shall not disturb the employees of the college or make any sort of noise in the premises.

c) The Contractor's workers shall be polite, courteous, well behaved and honest. They will always be in uniform provided by the contractor.

d) The Contractor's worker shall not enter into any unlawful activity within the college premises and shall have good moral character.

e) The Director or his authorized representative shall have the right to impose penalty on the contractor or deduct such amounts from its Security Deposit/any pending dues in case of the college being put to any financial loss directly or indirectly by any act of omission and commission on the part of the Contractor's workers. The decision of the NITHM Management will be final in this regard

f) The Contractor shall be directly responsible for the wages which should not be less than minimum wages prescribed or to be prescribed by State Government and or Local Authorities. The Contractor will also be directly responsible for payment of Provident Funds, E.S.I and any other benefits as may be applicable to its employees under relevant Acts and Regulations applicable in the State of T.S. The college shall not entertain any such claim of the persons employed by the contractor. It will be Contractor's responsibility to account for any increase in minimum wages that may take place during the period of contract and the college in no way will be responsible in this regard. In respect of any default on the part of contractor in payment of wages or any other dues to his workers, the same will also be responsibility of the contractor and in case college is forced to make any payment on behalf of contractor in payment of wages or any other dues to his workers, the same will also be responsibility of the Contractor and the same shall be deducted from dues and /or Security Deposit of contractor. NITHM will not be directly responsible to the Contractor's employees in any manner.

g) The Wages shall be paid to the employees preferably by cheque/ transfer of amount to directly to staff members Bank accounts and if paid in cash then wages should be disbursed in the presence of our Officials every month.

h) Insurance and accident risks of the workers will be the responsibility of the Contractor.

i) All the workers of the Contractor shall be free from infectious disease. Workers engaged in cleaning work will be provided of proper uniforms, hand gloves, gum boots with other cleaning accessories like Brooms, Dusters, floor polishing machine, mop machines etc.

j) The Contractor will ensure that proper license/permission from the concerned authority wherever applicable are obtained and kept renewed during currency of the contract.

k) The college reserves the right to order any worker of the contractor to leave the premises of the college if his presence at any time is found to be undesirable.

11. The Contractor shall submit the complaint register to the Resident Officer/authorized person, everyday before 11.00 a.m. with action taken report on the previous day complaints.

12. The lights, fans including exhaust fans, geysers, heat convectors and guest house accessories will be properly cleaned twice in a month. Apart from above articles Air Conditioners, LCD's OHP's audio-visual aids, Public Address system etc., will be cleaned in the class rooms and auditorium once in a week.

13. TO VACATE THE CAMPUS ON TERMINATION

Immediately on the termination of this arrangement the contractor shall peacefully vacate the premises and hand over to the Institute all articles, equipments, furniture and other fixtures belonging to the NITHM entrusted in the custody and shall remove all his stores and effects.

14. NOTICE OF TERMINATION OF CONTRACT :

The contract can be terminated without assigning any reason by giving 30 days notice in writing – Both sides..

15. MONTHLY PAYMET: The payment will be made on presentation of pre-receipted bill (in duplicate) complete in all respects on monthly basis after completion of the month for having rendered the services satisfactorily. P.F & ESI deposited proof of previous month must submit with monthly bill. The bills shall be paid within 7-10 days of their receipt, in any case no interest shall be payable for delay in payment of bills.

16. The decision of the Director, NITHM contract shall be final and binding on both the parties

17. SET – OFF :Any sum of money due & payable to the Contractor/Tender (including Security Deposit) returnable under this Contract may be appropriated by the NITHM and set off against any claim of the Institution for the payment of any sum of money arising or under any other contract made by the Contractor/ tenderer with the Institution.

18. FAILURE TO PERFORM THIS WORK BY THE CONTRACTOR:

In case of failure of the contractor to perform the work, the work will be carried out through another contractor at his risk and cost.

19. EXTENSION OF CONTRACT PERIOD: In case NITHM decides to extend the contract for further period, the same will be negotiated with a reasonable increase not exceeding 10% of the amount quoted above for the subsequent year.

I/We have carefully read and understood the instructions to tenderers terms and conditions of the maintenance House keeping services contract and liability of contractor. I agree to abide by them. It is being understood that these documents have been made available to me and I am permitted to tender in consideration of my agreement to this stipulation. I also agree that this earnest money is liable to be forfeited in the event of my failure after acceptance of this tender to furnish the requisite security deposit by the due date which is without prejudice to any right or remedies of the Institute under the contract and law. I know that no interest would be payable on the Earnest Money/ Security Deposit.

I/We have inspected the location concerning the contract before submission of tender.

JURISDICTION: The courts of Hyderabad will have jurisdiction over all legal disputes under the Agreement.

Yours faithfully

**(Signature of the tenderer)
Seal and date.**

CONTRACTUAL TERMS AND CONDITIONS

- The House keeping personnel deployed shall have been well trained in cleaning duties, etc, They must have reasonable knowledge in spoken and written Telugu.
- The contractor shall comply with all the provisions as required under the appropriate acts of Government and also statutory requirements as applicable.
- The contract will be for a period of one year and is extendable with mutual consent of both the parties.
- Security Deposit: The successful contractor shall furnish security deposit of Rs. 3,00,000/- (Rupees Three lakhs only) may be accepted through Demand Draft or Bankers cheque within 30 days of receipt of the contract, failing which their earnest money shall be forfeited. No interest will be paid on the Security Deposit. .
- In case the performance of the firms is not found satisfactory the Security Deposit be forfeited partly or wholly.
- The Contractor shall submit the present and permanent address of all the workmen proposed to be deployed at NITHM
- Income tax as applicable will be deducted from the monthly bills payable.
- The required strength may be curtailed or enhanced any time depending upon requirement of NITHM.
- Payment will be made monthly after receipt of pre-receipt invoice along with attendance particulars Bio-metric attendance sheet, duly certified by NITHM representative and payment proof of earlier months ESI & P.F xerox copies etc. Cutoff date is for raising of bill is 25th day of every month..
- NITHM reserves the right to terminate the contract by giving one-month notice without assigning any reasons.
- All wages, allowances, remuneration and legal benefits admissible to persons employed by the contractor will be paid directly by the contractor and a copy of the wage sheet shall be furnished to the designated officer of NITHM as a matter of proof that wages etc. due to the employees of the contractor have been paid. In the absence of such a wage sheet NITHM will have the right to make deductions from the bills of the contractor and make payment to the employees of the contractor.
- The Contractor shall employ field officer to verify the working alertness of House keeping personnel regularly and surprise checks be conducted.
- Any misbehavior/rude attitude and non-compliance should be replaced within 24 hours.
- The age group of House keeping personnel should the personnel be above 18 years.
- The tenderer has to provide minimum of 16 Nos. of House keeping personnel and One Supervisor. However the number shall be increased or reduced depending upon necessity.
- Disputes are subject to Hyderabad jurisdiction only.

- Schedule of Tender:

Issue of tender forms begins	1 st June, 2018
Last date for submission of Tender form	18 th June, 2018 - at 3.00 P.M
Date of Opening of Technical Bid	18 th June, 2018 - at 3.30 P.M
Date of Opening of Financial Bid	25 th June, 2018 - at 4.00 P.M

**Director
NITHM, Hyderabad**

Signature of the bidder with seal

Encl:

- 1.Tender form cost – Rs. 2,000/- D.D/Pay order No:
- 2.EMD Money Rs. 25,000/- D.D/Pay order No:
- 3.Basic information –(Part: I) xerox copies – Separate sealed cover
- 4.Financial Bid -Part-II, Financial Bid – Separate sealed cover
5. Any other enclosures as required.
6. Encl. 1,2,3,4 & 5 - kept in one separate sealed cover.

Part II

FINANCIAL BID FOR HOUSEKEEPING SERVICES:

(To be kept in a separate sealed Cover and put it into main Cover)

- a) NITHM would pay consolidated payment towards Housekeeping service charges per month.
- b) The amount should be quoted on monthly basis, applicable as per Minimum wage Act.
- c) Quoted amount is per head - Male/Female - per month.
- d) Per month means 26 man days.
- e) This rate excludes Service Tax and includes all other taxes & statutory payments etc,

(Service Tax is exempted/applicable as per Govt, orders time to time)

f)

S.No	Particulars	One Male Housekeeping Supervisor charges for one month.	One Housekeeping supporter Male/Female charges for one month.
1	Charges per month	Rs.	Male - Rs. Female - Rs.

- g) Total requirement of the Housekeeping staff members:
(As on today working Housekeeping Staff members – Total 17 Nos.
Male Supervisor - 1, Male supporters – 10, Female supporters – 6)

Signature of the bidder with seal