



National Institute of Fashion Technology, Hyderabad

राष्ट्रीय फैशन प्रौद्योगिकी संस्थान, हैदराबाद

No.NIFT/Hyd./Admin./HK e-Tender/6002/2019

**निविदा दस्तावेज शुल्क:**

(Rs. 500 + GST 18% = Rs. 590/-)

## National Institute of Fashion Technology, Hyderabad

राष्ट्रीय फैशन प्रौद्योगिकी संस्थान, हैदराबाद

(A statutory body governed by NIFT Act 2006 and set up by the  
Ministry of Textiles, Govt. of India)

Opp: Cyber Towers, Hitech City, Madhapur, Hyderabad - 500081.

Ph. No. 040 - 23110630, 23110841 – 43, Ext: 23/27/51, Fax: 040 - 23114536

Website: <https://nifttenders.eproc.in>

06.06.2019

### E-TENDER DOCUMENT FOR HOUSEKEEPING SERVICES

Estimated value: Rs. 11, 00,000/-pm approx. (Rupees Eleven Lakhs only)

#### Time schedule for tender process:

Date of publication of e-tender notification on official website /e-procurement portal	07.06.2019
Uploading of e-tender document in <a href="https://nifttenders.eproc.in">https://nifttenders.eproc.in</a>	Commence from 07.06.2019
Last date for online submission of e-tender document	27.06.2019 by 12.00 Noon
Last date for receipt of hardcopy (duly filled in tender) at NIFT, Hyderabad	27.06.2019 by 12.30 PM
Date and Time of the opening of Technical Bids	27.06.2019 by 2.00 pm
Date and Time of the opening of Financial Bids	will be notified to the technically qualified tenderers

Note: 1. Tender conditions may be read properly & accordingly fill the tender and enclosures may be submitted.

2. This tender document contains 34 pages (total no. of pages including Annexures) and bidders are requested to sign on all the pages before uploading in above e-portal.

3. The e-tender should be submitted in two separate sealed envelopes superscripted with E-Tender for "Housekeeping Services on Contractual Basis"- for Technical Bid and Financial Bid. The 2 covers duly sealed (i.e. Technical Bid & Financial Bid) should thereafter be kept in third cover & sealed. This cover should also be super scribed with E-Tender for "Housekeeping Services on Contractual Basis" and addressed to: The Director, NIFT Campus, Opp Hitech City, Madhapur, Cyberabad, Hyderabad-500081.

I accept the above Terms & Conditions

(Full Signature with seal of the Service Provider/Contractor)

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(Full Signature with seal of the Service Provider/Contractor)

**INTRODUCTION:**

National Institute of Fashion Technology (NIFT) was set up by the Ministry of Textiles, Government of India in 1986 which has been accorded statutory status under the Act of Parliament in 2006 (NIFT Act 2006) for the promotion and development of education and research in field of Fashion Technology. NIFT provides fashion business education across the country through its network of 16 centers. It provides four years under graduate (UG) program in design and technology, two years Post Graduate (PG) program in Design, Fashion Management & Fashion Technology and short duration education programme to address the specialized needs of professional and students in the field of fashion. NIFT has its head office at New Delhi with its campuses located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raibareli, Shillong and Srinagar.

**INTRODUCTION OF NIFT, HYDERABAD CAMPUS**

NIFT, Hyderabad has started its operation in the year 1995 initially in temporary campus, Cheneta Bhawan, Nampally and later shifted to its permanent campus near Hi-tech City, Madhapur, Hyderabad in 1999, which is noted for its architectural grandeur and versatility. NIFT Hyderabad campus sits between India's IT hub – Hi-tech City and the state craft village, Shilparamam; appropriately epitomizing one of its core mottos, tradition meets modernity. With such close proximity to the IT industries and a vibrant city sphere, the campus boasts of modern amenities while still closely rooted to its cultural diversity. The campus facilities provide an ideal environment for an all rounded learning experience and holistic growth. Presently NIFT, Hyderabad is having 800 students and about 100 working employees.

**1. NOTICE INVITING TENDER**

NIFT-Hyderabad Centre invites e-tenders under "**TWO BID SYSTEM**" for "Housekeeping Services on Contractual Basis" for a period of one year at NIFT Hyderabad Campus (Opp: Cyber Towers, Madhapur, Cyberabad, Hyderabad-500081) for 800 students studying in this institute and about 100 employees are working in this institute.

Housekeeping Services Tender consisting of two parts first part is the Technical Bid which consists of technical requirements and general terms & conditions and the second part is Financial Bid which requires financial quoting by the tenderers.

Tenderers should have valid license with minimum 03 years of experience & professionally competent service in any Central/ State Govt./Semi. Govt./Public Sector Undertaking/ Autonomous Body/ Private Body/Reputed Corporates/Educational Institute. The tenderers should have the annual turnover of **Rs. 1.00 Crore**. Submission of last 3 years IT returns is mandatory.

**I accept all the Terms & Conditions****(Full Signature with Seal of the Service Provider/Contractor)**

"**TWO BIDS SYSTEM**" shall be followed for this tender. Tenderer should take due care to submit the tender in accordance with requirement in sealed covers. Bids received shall be evaluated as per the Criteria prescribed in the tender document. NIFT will not entertain any modifications subsequent to opening of bids and bids not conforming to tender conditions shall be liable to be rejected. Therefore, bidders are advised to submit their bids complete in all respects as per requirement of tender document specifying their acceptance to all the clauses of Bid Evaluation Criteria, General Terms and Conditions and compliance to the Scope of Work requirement etc.

NIFT-Hyderabad Campus invites sealed e-tenders under "**TWO BID SYSTEM**" for "Housekeeping Services on Contractual Basis" at NIFT, Hyderabad Campus.

- a) The interested bidders should apply online only and submit their e-tender and the bids along with scanned copies of all relevant certificates, documents, etc. in support of their technical & financial bids - all duly signed - on the <https://nifttenders.eproc.in> from **7<sup>th</sup> June to 27<sup>th</sup> June 2019 up to 12:30 pm**. E-tender documents are also **available for viewing** on the "tenders" link of NIFT's official website i.e. <https://www.nift.ac.in/hyderabad/tenders>.
- b) Application to this tender will be accepted only through the online mode through <https://nifttenders.eproc.in>. No other mode of application will be considered & application will not be accepted.
- c) For applying online and participating in the tender, the bidders should get themselves registered at <https://nifttenders.eproc.in> by paying online the following fees:
  - **Annual Registration Charges of Rs. 2360/- (2000+GST-18%, i.e. 360/- (Non-refundable)**
  - **Bid Processing Fee charges of Rs. 5900/- (5000+ GST-18%, i.e. 900/-)**

*For online enquires regarding registration, may contact Mr. Sandeep Bhandari, Email: [sandeep.bhandari@c1india.com](mailto:sandeep.bhandari@c1india.com), Ph: 0124-4302033 & 36. (8826814007).*
- d) The bidders need to compulsorily pay the above two fees online for approval of Registration and successful submission of Tender, failing which, the firm will not be able to participate in the e-tender.
- e) The basic requirements for registration and applying for tender online are as under:
  - Operating System should be at least window 7.
  - Java version: Java 8 update 25.
  - Use Internet Explorer 11.
  - All java add-on must be enable in the system.
  - Always use Class III B Digital Signature Certificate (DSC) having Signing and Encryption both.

The bidders should ensure that it complies with the above requirement before applying for online tender. Also, the bidder should drop a hard copy of the application submitted online

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with all relevant supporting documents by 27.06.2019 up to 12.30pm, which is to be addressed to The Director, National Institute of Fashion Technology, Hyderabad. Non-submission of hard copy of Technical Bid as directed will lead to rejection of the tender application. The tender document is not transferable to any other person.

**A Demand Draft of Rs. 590/- (500/- + GST 18%, non-refundable) drawn in favour of National Institute of Fashion Technology (Hyderabad) Payable at Hyderabad towards the cost of tender document in Technical cum Financial Bid.**

The tender fee and the EMD draft should be kept in the hard copy of Technical Bid Cover. The Technical bid should be sealed by the tenderer in covers duly super scribed as "Technical Bid" should then be kept in a bigger cover which should also be sealed & duly super scribed as "e-Tender documents for Housekeeping Services on Contractual Basis" at NIFT, Hyderabad.

In case of any clarification required relating to this tender, the same can be sought from the following officer of NIFT: Mr. Y. Chandrasekhar, Assistant Director, Administration, Tel: 040-23110630.

**Description of Services:** To ensure and be responsible for neatness and immaculate cleanliness of premises comprising of built up areas, lawns and open areas of NIFT Campus, Hyderabad and all allied works as described in the document.

**Tenure of Contract:** The Housekeeping contract initially for a period of One Year from the date of award of the contract. However, the contract may be renewed for one year each time and maximum up to two years on mutually agreed terms and conditions depending upon satisfactory services of the service provider. **NIFT shall be at full liberty to call for fresh tender at the expiry of the present agreement. The Decision of the NIFT is final in this regard.**

**Pre-bid meeting /Visit of the campus:** Bidders are advised to visit NIFT-Hyderabad campus for pre-bid meeting scheduled on 17.06.2019 at 2.00pm and ascertain the nature and quantum of work before tendering.

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**ELIGIBILITY CRITERIA:**

Tenderers should have valid license with minimum 03 years of experience & professionally competent service in any Educational Institute or reputed/Government/Semi. Govt./Public Sector Undertaking/ Autonomous Body/Reputed Corporates is eligible to apply.

**Technical requirement for the Tendering Housekeeping Service Provider:****(Technical Bid Annexure –I)**

- I. The Service Provider should fulfill the following technical specifications at the time of bidding and produce documents as proof of each:
  - a.They should be registered with the appropriate Statutory Authorities
  - b. They should have their own Bank Account (Enclose a proof, certified by the Gezatted officer).
  - c.**The minimum annual gross turnover for past two consecutive each financial years i.e. 2016-17 & 2017-18 should not be less than Rupees One Crore (Rs.1.00 Cores), which should be substantiated by Audit report and IT returns.**
    - i) One similar work costing not less than Rs. 60.00 Lakhs per annum (OR)
    - ii) Two similar works costing not less than Rs.40.00 Lakhs each per annum

**Note: Experience prior to 01.01.2016 and later than 31.12.2018 will not be considered as experience.**

- II. Certificate of Experience: The tenderer must produce certificate of experience from the clients. The certificate should clearly mention the following details:

Sl. No.	Description
1	Name of the client and full address
2	Telephone and FAX number of the client
3	Details of work performed
4	Number and type of labour supplied
5	Period of work (starting and ending)
6	Value of work completed in Contract for supply of labour

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**III. An affidavit, in original: Duly certified by a Notary that**

- a) The Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed.
- b) That there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Hon'ble Court.
- c) That there are no dues towards income tax as on the date of the affidavit.
- d) Attestation of documents by the contractor: All the copies of mandatory documents, except affidavit mentioned above, submitted by the tenderer should be attested by the Contractor. The affidavit mentioned should be attested by a Notary Public. Failure to comply with any of these conditions renders the tender/bid automatically disqualified.

IV. EPF and ESIC Registration: The Tenderer must have EPF and ESIC Registration number as per the rules to contribute to EPF and ESIC.

V. Production of originals for verification: The original documents should be produced for verification at any stage of tender process as and when sought for, failing which; the bids are liable for disqualification.

**VI. The e-Tender should be submitted in two sealed covers**

- a. The first sealed cover should be superscribed "**Technical Bid**" and should contain the proforma as at Annexure-I duly filled in with supporting documents. The acceptance of Terms and Conditions as at (Technical Bid - Annexure – I) and Demand Draft for **Earnest Money Deposit (EMD) Rs. 2,65,000/-**.
- b. A separate Demand Draft of Rs. 590/- including GST (non-refundable) in favour of **NIFT, Hyderabad payable at Hyderabad** against **Tender Form Fee** shall be attached with technical bid, in case the tender documents are downloaded from the website.
- c. The second sealed cover superscribed "**Financial Bid**" should contain detailed **charges for providing the services of Housekeeping Services** to be quoted on monthly basis (Financial Bid - Annexure-II).
- d. "**Tender for Housekeeping Service Provider**". This should be addressed to **The Director, NIFT Campus, Madhapur, Cyberabad, Hyderabad – 500081** and dropped in the Tender Box only placed at Administration Department, NIFT, Hyderabad on or before 27.06.2019 up to 2.00 pm. The Tender Documents received by post/Courier and by other means will not be entertained. **Last date/time of submission of e-Tender 27.06.2019 up to 2.00 pm.**
- e. Technical bids will be opened by the Committee in the presence of bidders at 2.00 p.m. 27.06.2019. Financial Bid of technically qualified tenderers/bidders will be opened later on, and the date and time will be informed to them accordingly.

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f. The services of the following categories are required:-

Sl. No.	Category	No. Required
1.	Unskilled workers (Men 25 and women 29, Age group should be 21- 40 age)	54 Nos. (50 workers + 4 supervisors, preferably Telugu and Hindi spoken personnel)

\*However, the above members will be increased or decreased as per requirement/workload.

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(Full Signature with Seal of the Service Provider/Contractor)



## **General Terms & Conditions**

1. The tenders received after due date / time will not be accepted under any circumstances and they stand summarily rejected.
2. Period of Contract is initially for one year from the date of Award/Agreement however the contract may be renewed for one year each time and maximum up to two years on mutual consent.
3. **Financial bids of only those bidders who qualify in technical bid will be opened. In case of any document produced in support of eligibility criteria found to be not genuine, EMD stands automatically forfeited.**
4. **Evaluation of tender: 50% weightage will be assigned to the Financial Bid and 50% weightage will be assigned to 'Quality Assessment'.**
5. **Quality Assessment: The QA form has been prescribed (as part of Technical Bid) and the tenderers have to obtain Certificates from the Clients in this format, separately for each of the contracts. Contracts for which Quality Assessment Certificates are not produced by the tenderer will not be considered for any purpose. If no Certificate is produced no marks will be assigned for Quality Assessment.**
6. **Marks for Quality Assessment: Maximum possible score is 50 i.e. 5 mark each for the 10 factors. Arithmetic average of the total marks scored in all the contracts will be worked out and marks will be assigned in proportion to maximum marks.**
7. **Marks for price bid: At first, the price bid will be evaluated for compliance with statutes like Minimum Wages Act, ESI Act, EPF Act, Bonus Act etc. Only those bids that comply with all the applicable statutes will then be considered for evaluation of reasonability of service charge. The bids that are not compliant with the statutes will stand automatically disqualified. Out of the compliant bids, the tenderer who quotes the lowest service charge will be given a score of 100 for financial bid.**
8. **Yearly Uniform - Each worker must be provided with [i] two sets of uniform, [ii] two pairs of shoes/chappal for all workers [iii] materials for safety and safe handling of chemicals etc. Entire expenditure for the above should be borne by the contractor from his service charges.**
9. **Quoting unduly lower rate of Service Charge: The contractor has to quote service charge that takes care of TDS, expenditure towards identity card, all the statutory charges etc.; and reasonable margin thereafter. The Institute has responsibilities as Principal Employer and would like to ensure that unduly lower rates of service charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the contractor from the workers, etc. thereby affecting the performance of the workers.**
10. **Details of expenditure vis-à-vis service charges: With a view to prevent instances briefly stated above, the contractor has to submit details of expenditure in Annexures along with documentary evidence like Estimates in support of expenditure, along with the Financial Bid.**
11. **Decision on reasonability of service charge: NIFT-Hyderabad reserves right to take a view on the reasonability of the rate of service charge. The decision of the Institute in this regard shall be final and binding. No representation will be entertained and replied to.**
12. **Evaluation of Financial Bid: The price bid will be evaluated for compliance with statutes like Minimum Wages Act, ESI Act, EPF Act, Bonus Act etc. Only those bids that comply with all the applicable statutes will then be considered for evaluation of reasonability of service charge. If the Institute considers that the service charge of the tenderer who has quoted the least rate is not feasible, such tender shall be treated as non-responsive and other valid quotations shall be evaluated, and this process will be iterated till a quotation with reasonable service charge is found and the work will be awarded to such tenderer only.**

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13. **The tenders shall be valid for a period of 90 days from the date of their opening. In case the day of tender opening declared Holiday or due to any exigency the tender will be opened on the next working day at the same time.**
14. In case of L- I is more than one, the committee will take the decision on the basis of 1) the value of work contract 2) Years of experience, 3) Quality Assessment (Satisfactory performance) certificate etc., In this regard, the decision of the Director, NIFT, Hyderabad shall be final in all respect and will be acceptable to all the tenderers.
15. NIFT reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons whatsoever and is not bound to accept the lowest bid since due weight-age shall be given to several factors besides the commercial bid. The Director, NIFT reserves the right to not bind himself to accept the lowest or any tender.
16. NIFT has the right to alter conditions of the tender in appropriate cases in the interest of NIFT.
17. Canvassing in connection with tender/quotation is strictly prohibited.
18. Technical Bid should contain Annexures, Quality Assessment Tender Document, Fee and Earnest Money Deposit (EMD).  
*Note: EMD must be in form of demand draft only; in case of valid NSIC certificate, successful tenderer must deposit the complete security deposit in form of Demand draft/valid bank guarantee within 07 days from the date of awarding of work order.*
19. **NIFT reserves all rights to reject any or all the tenders at any stage without assigning any reason.**
20. Tender shall be submitted in prescribed tender form only. If submitted in any other form the same shall be summarily rejected. No tenderer can download more than one tender form.
21. The tenderer shall be required to deposit an interest free amount of Rs.2,65,000/- (Rupees Two Lakh Sixty five thousand only) towards **Earnest Money Deposit (EMD)** along with the Technical bid in the form of Demand Draft in favour of "NIFT, Hyderabad payable at Hyderabad. The EMD of unsuccessful tenderers shall be refunded within a reasonable time after finalization of the contract. In case of valid NSIC certificate, successful tenderers must submit the full amount of security deposit in form of demand draft or valid bank guarantee within 07 days from the date of award.
22. Tenders received without prescribed Earnest Money Deposit shall not be considered.
23. **Existing housekeeping staff should not be taken by the new contractor/agency. Contractor/agency should deploy all new housekeeping personnel.**
24. **The Housekeeping Service Provider will furnish to NIFT full particulars of the personnel deputed including details like Name, Father's Name, Age, Photograph, Permanent Address, Copy of Aadhaar card etc., and they will also ensure the verification of the antecedents of such personnel from their Ex-employer and Police.**
25. **If in case, any incident occurs in the campus, concerned housekeeping individual should report to NIFT higher officials.**
26. **The terms and conditions will be amended as and when required in the interest of the institution.**
27. **The service provider should deploy young, energetic and experienced housekeeping personnel between the age group of 21- 40 years and preferably Hindi and Telugu speakers. Contractor should deploy 25-male and 29-female staff members. If any person is not suited to the duty, the house keeping service provider must replace such person immediately.**

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28. The contractor shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff as regards work, discipline, attendance or any other matter concerning efficient and smooth functioning; the contractor will be under an obligation to change the worker concerned when instructed by NIFT authority.
29. In case the Contractor fails in fulfilling the obligations fully and in time, NIFT shall have the absolute right to take up the work at the Contractor's cost and risk and recover any and all such expenses from the amounts due to the Contractor including Security Deposit. The Institute shall have right to impose penalty commensurate with the fault and amount towards damages if any, shall be recovered from the bill and/or security deposit.
30. Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor should meet the claims. The Contractor shall indemnify NIFT from any claims arising out of accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor. The contractor will fully indemnify NIFT against all claims in this regard.
31. The Contractor shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify NIFT from any claims in this regard.
32. It is the sole responsibility of the contractor to abide by the provisions of the following acts as to the workers engaged by him for performance of this contract:
  - Employment of Children Act
  - Workmen compensation Act
  - Contract Labour (Regulation & Abolition) Act 1970.
  - Minimum Wages Act
  - Employee Provident Fund Act & Misc. Provisions Act
  - ESI Act, Payment of Bonus Act
  - Any other act or legislation as may be in force from time to time.
33. Any liability arising on NIFT shall be deducted from the bills of the contractor and if the full amount is not recovered then the same shall be recovered from the security deposit of the contractor. There would be no liabilities towards the workers of the contractor by NIFT.
34. In case of items/fixtures stolen/broken due to any fault of the contract personnel, either the penalties to recover the cost shall be imposed or the contractor shall have a choice to replace these fixtures of the same quality & under approval from nodal officer appointed by the Director, NIFT.
35. The contractor shall be liable to pay compensation for any loss & damage caused to the property of NIFT or its Staff Members/Students/Visitors by the contractor or his workers.
36. NIFT reserves the right to terminate the contract without assigning any reason by giving a notice of three months. The contractor will also have to serve a notice of three months, if he wishes to terminate the contract.
37. The contractor should not be employee of NIFT, Central or State Government, Autonomous Body, or PSU. He should submit a declaration to this effect.
38. The contractor and his staff will make their own residential arrangement outside the premises of NIFT. No one will be granted permission to stay in the institute premises including Hostel during night or during non-working hours.

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39. The contractor shall supply all necessary tools required by his personnel for carrying out work. The repairs and maintenance of tools and machinery will be borne by the contractor.
40. If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated and Security deposit forfeited. The Contractor will have no claims what so ever on NIFT.
41. The contractor shall not lease or sub-contract the whole or any part of the contract to anybody.
42. Signing the tender or other documents connected with the tender must specify whether he signs as a sole proprietor of the concern or constituted attorney of such sole proprietor.
43. A partner of the firm if it is a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firms. Director or Principal Officer duly authorized by the Board of Directors of the company.
44. In case of partnership firm a copy of the Partnership Agreement or General Power of Attorney, in either case attested by a Notary Public should be furnished or an affidavit on stamp paper duly shown or affirmed by all the partners admitting execution of the partnership agreement or the General Power of Attorney should be furnished. The copy of the certificate of registration of firm should be attached along with the tender papers. In case of partnership firm, where no authority to refer dispute concerning the business of the partnership has been conferred on any partner, the tender and all other related documents must be signed by all the partners of the firm. In case the person signing the tender should be authorized by a resolution attested by the Principal Officer should be attached.
45. Any conditional offers made by the Service Provider or any alterations/corrections made in the tender form shall not be considered. Similarly incomplete and unsigned quotations are liable to be rejected.
46. Tender shall be accompanied by the Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the service provider is currently providing / has provided House Keeping Services. (Work-plan indicating the requirement of staff and the deployment pattern of staff proposed and other details for efficient satisfactory performance of the contract. Certificates should enclose in support of all statutory registrations).
47. The minimum annual gross turnover for past two consecutive financial years i.e. 2016-17 & 2017-18 should not be less than Rupees One Crore (Rs.1.00 Cores), which should be substantiated by Audit report and IT returns
48. GST and applicable taxes, as per prevalent laws, etc., will be deducted at source while making payment of service provider's bills as per Income Tax rules & regulation in force from time to time.
49. As per NIFT policy, payments and receipts to Government and Semi Government Agencies would be rounded off to the nearer higher rupee and in other cases the rounding off will be to nearest i.e., paisa 50 or above will be rounded off to the near higher rupee and paisa less than 50 will be ignored.
50. The decision of the Director, NIFT, Hyderabad in any matter relating to this contract shall be final.
51. The Director, NIFT, Hyderabad reserves the right to award contract for the above services either to one party or more than one party.
52. The bids should be valid for at least 3 months from the date of opening of the tender and if any tenderers withdraws or alters the terms of the tender during the period, the Earnest Money Deposit shall be forfeited.
53. No child labour shall be permitted by NIFT under this contract.

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54. Dispute, if any, arising out of the House Keeping Services contract shall be settled by mutual discussion or arbitration by sole Arbitrator to be appointed by the Director, NIFT at Hyderabad as per the provisions of the Arbitration and Conciliation Act, 1996 and the Rules framed there under.
55. **Arbitration:** All disputes arising between the parties shall be referred to and settled through Arbitration conducted in accordance with the provisions of the Arbitration & Conciliation Act, 1996 and the rules framed there under. The Arbitrator shall be appointed as per the provisions of Arbitration and Conciliation Act, 1996.
56. The arbitrator shall have powers to award only such remedy as is contemplate by this Agreement, including as appropriate, injunctive relief. The place of arbitration shall be Hyderabad. The language of arbitration shall be English.
57. Disputes if any, arising out of the cleaning services contract shall be settled by mutual discussion or through the channel of arbitration, with jurisdiction at Hyderabad.
58. **Jurisdiction:** Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of suit, any and all actions and proceedings arising out of or relating to the contract (including any arbitration in terms thereof) shall lie only in the court of competent civil jurisdiction at Hyderabad and only the said courts shall have jurisdiction to entertain and try.
59. Applicant / Contractor should not be involved in any court case / Labour case and he must submit court clearance certificate from the authorized signatory at the time of participation in the tender otherwise his tender stands cancel.
60. Contractor/Agency should not be black listed by any organization.
61. If any relative of the tenderer is an employee of NIFT, Hyderabad, the name, designation and relationship of such employee shall be intimated to the Director, NIFT, Hyderabad in writing while submitting the tender.
62. No tender will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand Forfeited. In case the successful Tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
63. Each page of the tender document and papers submitted along with Gezetterd officer attested copies (already mentioned), should be numbered full signature and stamped by the authorized signatory in acceptance of the terms and conditions laid down by NIFT.
64. The Successful Tenderer will have to enter into a detailed contract agreement with NIFT, Hyderabad on Non-Judicial stamp paper of Rs.100/-.
65. If the service charges quoted by the contractor is NIL or 0%, the same will not be acceptable and the tender will be summarily rejected. The contractor must cover all statutory components while offering the rates.
66. In case of default, service provider who violates the terms of the contract and whose contracts are terminated will be considered for blacklisting by the Competent Authority for a significant time before they are considered again.
67. All payments pertaining to, service tax, ESIC, EPF, Proof. Tax should have been paid up to date. Last two years details may be enclosed.
68. The Service Provider shall provide Housekeeping Services as per NIFT's requirement with specified qualification and experience in accordance with conditions laid down by NIFT.

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69. Remuneration will be payable as per statutory laws for the Services provided by the Housekeeping Service Provider. No other remuneration would be payable unless specifically approved by the Director, NIFT, Hyderabad.
70. The Housekeeping Service Provider shall be paid service charge on the total remuneration payable to the personnel.
71. Personnel deployed by the Housekeeping Service Provider will have to attend their duties at specified timings on all working days at NIFT, Hyderabad. Late coming, leaving early, absenteeism shall not be accepted.
72. Housekeeping Service Provider shall provide substitute to any of its staff deployed if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the authority of NIFT, Hyderabad. NIFT, Hyderabad may require the service provider to immediately remove from the place of work any such staff deployed by the service provider and service provider shall forthwith comply with such requirements.
73. The Housekeeping service provider shall provide substitute well in advance if there is any probability of the staff deployed leaving the job due to his/her own personal reasons. The Service Provider has to inform one month in advance regarding any personnel leaving the organization and is responsible for replacement with a suitable personnel before the individual leaves, so the proper handing over and continuity is maintained. The payment in respect of overlapping period of the substitute shall be the responsibility of the service provider.
74. Staff deployed by the service provider shall not divulge or disclose to any person, any details of office, operational process, technical know-how, housekeeping personnel arrangement, administrative/organizational matters etc.
75. Any staff deployed by the contractor cannot claim any master & servant relationship with NIFT. Also, the staff shall not claim any benefit/ compensation/ absorption/ regularization of service with NIFT or its Centre under the provisions of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other similar enactment or order. Undertaking obtained from the person to this effect shall be submitted by the service provider to NIFT, Hyderabad.
76. The service provider shall ensure proper conduct of staff of the service provider in office premises and avoidance of any in-disciplined act on their part and strictly enforce prohibition of consumption of alcohol drinks, pan and smoking.
77. The employees of the Service Provider should possess sound health and be free from any diseases, especially contagious and frequently recurring diseases and they should be in uniform with ID card while on duty.
78. The Service Provider shall verify character, antecedents of cleaning personnel employee before deployment in NIFT campus and furnish names of the personnel deployed with photographs local address, age, date of birth and permanent address for record by NIFT and shall notify any change in address.
79. The cleaning operations will be monitored by the committee appointed by NIFT Hyderabad.
80. The Service Provider shall not tap any fire hydrant / water point for obtaining water for his work without obtaining prior approval of the officer concerned.
81. On termination of the agreement, the service provider will hand over all the equipment/ articles as supplied by NIFT in good working condition back to NIFT.
82. The work shall be carried out so as to keep the premises ready by the office opening time and keep the office clean till and after the closing time of office. (*Normal working hours are 6.30 a.m. to 3.00 p.m. (including lunch time of 30mins.*

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83. Care must be taken to ensure while carrying out the work so that no fittings, fixtures, furnishings are damaged. Any damages caused to the same or any other property will have to be repaired / replaced by the service provider, failing which the same will be repaired /recovered by the service provider. The decision of the Director shall be final and binding on the service provider.
84. If the service provider considers it necessary to bring his own additional material as being necessary for the smooth running of the cleaning services at NIFT, they shall be brought by the service provider at his own cost.
85. All work shall be carried out with due regard to the convenience of NIFT. The orders of the concerned authority shall be strictly observed.
86. The service provider will work in close co-operation and co-ordination with other agencies working at site.
87. The service provider has to deploy and work during holidays late hours and Sundays as well according to the requirement and convenience of NIFT and the occupants, while ensuring weekly offs of his / her employees as per statutory requirements.
88. All the material to be used shall be got approved by the Designated Officer nominated by the Director before starting the work.
89. NIFT is not bound to provide any mode of transport in respect of men or material required for the contract.
90. The workmen employed by the service provider shall be directly supervised and controlled by the service provider and shall have no relation whatsoever with NIFT-Hyderabad. Such workmen shall also not have any claim against NIFT for service or regularization of services by virtue of being employed at NIFT against any temporary or permanent posts at NIFT.
91. The service provider shall ensure that either he himself or his representative is available for proper Administration and supervision of the works.
92. The service provider may be required to coordinate with local authorities as Municipal Corporation of Hyderabad etc., in connection with cleaning services as per requirements of prevailing legislation on such matters, as called for.
93. The service provider will liaise with the designated officers of NIFT and report to him every month to make checks on day to day activities of the Housekeeping service. The Service provider shall extend full cooperation to the designated officer from time to time. **NIFT shall be at full liberty to call for fresh tender at the expiry of the present agreement.**
94. The Housekeeping Service Provider shall be responsible for the payment of Wages (Sweepers/House Keeper) and Allowances as per Govt. of India, Minimum Wages issued by Office of the Deputy Chief Labour Commissioner (Central), Vidyanagar, Hyderabad-07 (vide Memorandum No.47(1)/2019-C2, Dated:01.04.2019, Page No.2, Notification No.S.O.190(E), dated:19.01.2017 read with Order No.1/8(5)/2019-LS-II, dated:27.03.2019 w.e.f. 01.04.2019),or any other notifications to be issued, Minimum wages rates for employees employed in "Employment of Sweeping and Cleaning Excluding Activities Prohibited under the Employment of manual scavengers and construction of dry latrines (Prohibition) Act, 1993" & other statutes in force and all statutory dues to the persons employed by him for providing House Keeping Services. Further the service provider shall be responsible to pay all the dues of employees, as well as statutory dues applicable under labour laws.
95. The Housekeeping service provider should make payment of wages to the personnel on or before 5<sup>th</sup> of every succeeding month through ECS in Bank Account only along with the pay slips to individual employees. No remuneration is payable for leave/absence. The service provider shall also comply with the Minimum Wages Act for each category of services provided.

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96. The Service Provider and its staff shall contribute towards all statutory obligations towards EPF, ESI etc., which are mandatory as per Government Act, Rules and Regulations issued from time to time. Separate challan and ECR for personnel deployed to NIFT shall be submitted along with the bills and it should not be combined with other members of the same Service Provider.
97. After making the wage payment, remittance of statutory payments to the concerned authorities for the month, the Service Provider shall raise the bill in duplicate (1+1) including original bill to NIFT for reimbursement on or before 15<sup>th</sup> of the month and the bill will be settled within 10 days. The bill should be submitted along with the attendance statement, ECS statement of wages remitted in respect of housekeeping personnel in the bank for the month and statutory payments i.e. EPF/ESI/PT remittance challans, Form -7 etc. exclusively for NIFT.
98. For the material supplied/consumed the service provider will submit original invoice along with delivery challans.
99. While submitting the bill, the service provider must submit certificate, certifying that Wages of housekeeping personnel were credited into their bank a/c on dt: \_\_\_\_\_ (fill in the blanks) copy of bank statement, EPF contribution amounting to Rs. \_\_\_\_\_ (fill in the blanks) were deposited on dt: \_\_\_\_\_. (fill in the blanks) (copy of ECR challan to be enclosed) and ESI contribution amounting to Rs. \_\_\_\_\_ (fill in the blanks) were deposited on dt: \_\_\_\_\_ (fill in the blanks) (Copy of Form-7 & challan to be enclosed). Further also submit that the agency is complying with all statutory labour laws including minimum wage act from time to time.
100. The Housekeeping Service Provider would be fully responsible for its personnel for their termination, discharge or for any legal action or liabilities and/or payment of legal duties like salary or wages, EPF/ESI contribution. The Service Provider shall be also responsible to keep all records required by law i.e. Contract Labour (Regulating & Abolition) Act, the Employees Provident Fund Act, Minimum Wages Act, the payment of Wages Act 1956, Payment of Bonus Act, E.S.I Act or any such Act applicable to carry out the work assigned by NIFT. The Security deposit/EMD and final bill will be released after submitting the member passbook/annual statement towards PF, ESI, PT etc., and other dues if any.,
101. Biometric Machines (ESSL make) with UPS backup should be installed at NIFT by the Housekeeping Service Provider for all their employees at his own cost and responsibility and should be connected to Administration Section. However, manual attendance register should also be maintained by the Service Provider and should be produced on demand.
102. Penalty: i) In the event of failure of discharge of duties of Housekeeping staff on any day up to the desired standard in part or full, the service provider is liable to be penalized Rs.2,000/- per day per person which shall be recovered from the bills or otherwise from the security deposit. A penalty of Rs.1,000/- will be imposed if the failing biometric attendance machine is not rectified within 24 hours. For purpose of imposing penalty, the decision of the Director will be final and binding on the service provider and shall not be subject to dispute or arbitration.
103. A penalty of Rs.500/- per day per person will be imposed if the service provider do not provide the required manpower regularly.
104. In the event, there is any violation of any contractual or statutory obligation regarding the personnel / labour the service provider shall be responsible and liable for the same. Further, in the event any claim, action or suit is instituted against NIFT, the service provider shall be required to reimburse to NIFT any payment made under such orders or judgments of any competent authority which it may be liable to pay as a Principal Employer as and when such liability is determined. NIFT shall also have the right to deduct these amounts from the payment due to the service provider while settling the payments.

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105. Any violation of discipline or irregularity in attendance or indulgence in misconduct on part of personnel deployed shall be immediately withdrawn.
106. The Housekeeping Service Provider shall undertake to indemnify NIFT for any liability under any law arising out of the entered the contract.
107. The service provider shall be responsible for engaging adequately manpower required for providing good House Keeping service in institute i.e. 54 nos. (50-workers and 4 supervisors) of housekeeping unskilled personals (54 nos. x 24/26/27 days) working days in a month.
108. Separate Gents and Ladies housekeeping staff should be deployed for the cleaning of Gents and Ladies toilets.
109. **Security Deposit:** The successful tenderer (including valid NSIC Certificate holders) must submit the full amount of Security Deposit i.e. 8% of annual contract value in the form of Demand Draft or valid Bank Guarantee in favour of NIFT, Hyderabad payable at Hyderabad within 07 days of receiving awarding letter. The security deposit will be refunded to the service provider on the termination / completion of the contract without any interest. In case of breach of any terms and conditions, the security deposit of service provider to be forfeited by the NIFT besides annulment of the contract
110. No interest shall be paid on such security deposit, which shall remain with Institute during the continuance of the contract and it shall be released only after the expiry/termination of the contract, subject to clearance of all dues i.e. Annual statement of PF, ESI & PT by the Service Provider etc.
111. The service provider shall, keep necessary books of accounts and other documents for the purpose of inspection as may be necessary and shall allow inspection of the same by a duly authorized representative of Govt. and further shall furnish such other information / document.
112. NIFT shall in no way be responsible for any default with regard to any statutory obligation and the service provider will indemnify NIFT in case of any damage or liability, which may arise on account of action of service provider.
113. The service provider shall at all times indemnify and keep indemnified the owner and its officers, servants and agents from and against all third party claims whatsoever including but not limited to property loss and damage, personal accident, injury or death of/or property or person of any sub-contract and or the servants or agents of the service provider any sub-contractor(s) and or the owner and the service provider shall at his own cost and initiative at all times, maintain all liabilities under Workmen's Compensation Act/Fatal Accident Act, Personal Injuries, Insurance Act and/or their Industrial Legislation from time to time in force.
114. Manage collection, mechanized screening/segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an ecofriendly manner. The service provider will arrange for required resources, including manpower. The service provider will also ensure that the garbage collection/disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves, masks etc., shall be provided by the service provider to the housekeeping staff.
115. The Service Provider should submit any documents required by NIFT at any time. However, NIFT has a right to add any amendment/clause in the interest of NIFT and will be intimated to the Housekeeping Service Provider.
116. The service provider should ensure to keep a logbook/chart at every clean area i.e., labs, classrooms, office rooms, toilets, etc., and get a certification from the concerned/authorized persons on daily basis by the respective housekeeping staff.

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117. **Housekeeping Monitoring and Control:** For better management and smooth services, the following monitoring mechanism will be adopted by the service provider.

a) **Toilets Checklist:** This is to be attached on the back of the toilet door. It is to be filled up the service provider supervising staff on duty daily.

b) **Management/Housekeeping Service Requirement/Complaints Report:** This is to be filled up by the management and administrative staff of the service provider who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the service provider will be registered at site. The service provider will take immediate action to resolve the same failing which penalty will be imposed.

c) **Housekeeping Service Complaint Register:** This register is to be completed on the basis of information received by the housekeeping personnel from NIFT officials, through the inspection of the site, material on site, attendance sheet on the staff, weekly report, verbal complaints from NIFT officials etc., and necessary action is to be taken immediately.

d) NIFT has right to conduct a poll on satisfactory methods through online feedback system from NIFT community once in a semester.

118. The service provider shall not bring any external legal/political influence to continue services beyond the contract period or any appointment of staff through agency. NIFT Hyderabad will not be entitled for such cases.

119. The service provider will be responsible for supply / installation/ refilling / maintenance of all such items/equipment's used in wash rooms and other areas of NIFT for housekeeping purposes.

120. Any deviation in the house keeping tools/materials quality and quantity quoted will invoke penalty as decided by the competent authority. In case the service provider has not provided the sufficient material in time NIFT may procure it and deduct the cost from the management fee/ bills of the service provider.

121. The service provider will also maintain a suggestion book for comments on the services rendered by it.

122. The Service provider shall maintain a Register of persons employed on work on contract in prescribed format. The Service provider shall maintain Muster Roll. The service provider shall maintain the wages registers as per labour act.

123. GST and applicable taxes will be deducted at source as per Income Tax rules & regulation in force from time to time.

*Note: The contractors who are involved in court cases/Labour office cases with regard to NIFT- Hyderabad are not eligible for participation in the tender process. Also black listed contractors/agencies are not eligible for participation in the tender process. If anyone found involved in such cases at any stage of tender process, their tender will be summarily rejected. No further correspondence in this regard will be entertained.*

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## **SCOPE OF WORK**

The Service provider will provide the following services to NIFT, Hyderabad on every day/weekly/fortnight/monthly consisting of 9.25 acres of land total construction area of 2,44,000 sq.ft., which includes Buildings, Hostels, Resource Centre (Comprising Library, Materials and Audio Visual Wings), Academic Departments, Class rooms, Labs, Admn/Accounts Departments, Open Common areas, sporting areas, Machinery & Equipment areas like DG sets, old building, Annex Building, Hostels, Gym Area, Fire hydrants Auditorium, Playground, Canteen surroundings etc.,

### **A. Daily Scope of work**

1. Sweeping & Mopping to be done with suitable floor cleaner of all the floors during office hours.
2. All the toilets shall be cleaned three times in a day i.e. 8.30AM, 12.00 Noon, 2.30PM and adequate number of naphthalene balls, odonil air freshener to be provided in each toilet.
3. Mopping of Office Rooms, Class rooms, Labs, Hostel Room, Canteen surroundings etc. With Soap oil every day
4. Cleaning i.e. sweeping and mopping of all the rooms, stairs and corridors of floors of the old building, Annex building, hostel premises, J.D.'s / Director's Office, class rooms, Labs, RC, A/c, & Admin. Block including pathways/Side Roads daily twice before opening and closing. The jobs are to be completed before 9.00 a.m. respectively.
5. Cleaning of toilets of all floors, blocks including WCs and wash basins, Urinals etc., with soap oil/phenol. Providing Phenyl / cleanzo pocha in the toilets, water cooler areas and wherever / whenever necessary.
6. Removal of garbage from outside the premises of Canteen, NIFT premises, Rain water outlets in Terraces, cleaning Sewer lines Storm water lines etc. **Removal of garbage/washers which are having no commercial value to outside NIFT Campus or place designated by GHMC.**
7. Cleaning & mopping of pantries and electrical rooms once in a day during office hours.
8. Room fresheners in all office area to be used daily in the morning. Room freshener should be of reputed/ISI Mark or of standard make.
9. Cleaning of lift walls with silver/brass liquid cleaner.
10. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows Venetian blinds, racks, sofas, computers, telephones, curtains wall mounded fans and etc., with dry/wet cloth, feather brush and duster.
11. Lifting, carrying and disposing the dead birds animals, rats, insects etc., if found in and around the office building.
12. Removal of Dogs/Cats/Rats/Bats/Cobwebs from the Campus and its premises.
13. Cleaning of dust bins, baskets, cobwebs etc., and disposing on daily basis at regular intervals i.e., 3 times.

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14. Clearing and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc., Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles.
15. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc., after daily check-ups in the morning, afternoons and on call basis during day time
16. Sweeping, Mopping , dusting ,changing of Bed lines & pillow covers etc. at Guest house
17. Sweeping, Mopping, dusting of Gymnasium, Auditorium, Canteen surroundings etc.
18. Cleaning of any choking in the drainages, manholes etc.
19. Cleaning of compound including front and backside of the hostel premises, canteen surroundings daily in the morning.
20. Cleaning of corkage in sewerage and pumping lines within premises as and when required.
21. Cleaning gulley trap and manholes within NIFT Campus Premises as and when required.
22. Cleaning of any water stagnated areas. Watering and proper care of lawns & plants.
23. Cleaning of lawns playground area and green carpet area.
24. The House Keeping service provider should maintain work chart in each toilets, logbooks.
25. Collection, mechanized screening/segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an ecofriendly manner. The contractor will arrange for required resources, including manpower. The contractor will also ensure that the garbage collection/disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots. The contractor will ensure the all wastage/disposal be removed from campus on daily basis.
26. Weeding of grass in the lawns should be done with proper garden hand tools
27. Any other related work assigned by NIFT authorities

**B. Weekly scope of work**

1. Cleaning of windowpanes, doors and firefighting equipment's to keep them dust free.
2. Washing of floors of corridors with Vim / Detergent preferably on Saturday / Sunday.
3. Removal of cobwebs/Honey webs from the office building and its premises.
4. Rain water outlets in Terraces, cleaning Sewerage lines, Storm water lines etc.
5. Lift lobby and all toilets floors and other areas, as may be directed by Officer in Charge, shall be cleaned with floor scrubbing machine.
6. Cleaning of Electrical Room, DG set room, Cable trenches etc.

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7. Cleaning of Tube light & Ceiling Fans at campus & Hostels
8. Cleaning of Watercoolers in the campus & Hostels.
9. All the WC& Wash Basins at the Campus & Hostel toilets should be cleaned by using suitable Machines Viz. water Jet Pump, pressure Pumps, Floor scrubber Machines etc.
10. The entire Common Corridor floor in Campus & Hostels should be cleaned with scrubbing Machines.
11. Vacuum cleaning of all carpets and upholstery furniture
12. Lawn cutting and trimming of plants & trees with suitable Lawn Movers and garden tools.
13. Dusting and vacuum cleaning all carpet areas like office of Director, , FMS Dept., Seminar Hall, AV Room, Auditorium etc. once in a week.

**C. Fortnightly scope of work**

14. Polishing of brass items with approved brass cleaning materials
15. Cleaning of roof/Terrace and clearing of drain outlet.
16. Cleaning of solar panels on the terrace

**CLEANING FREQUENCY:**

Sl. No.	Place	Cleaning frequency
1	Toilets	Thrice a day
2	Lobby and Passage	Twice a day
3	Staircases	Twice a week or as instructed
4	Spider web cob cleaning	Once a week
5	Reception area and prominent places	Thrice a day

- As and when required, the housekeeping staff may be deployed for the purposes of shifting of furniture, loading and unloading the new furniture/materials received for various department from various vendors/suppliers and other miscellaneous work etc.

*Note: Cleaning schedule chart shall be prepared and monitored by supervisor which shall be submitted weekly to office for inspection and verification.*

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**(Full Signature with Seal of the Service Provider/Contractor)**

**ANNEXURE – I**

**NATIONAL INSTITUTE OF FASHION TECHNOLOGY, HYDERABAD**

Website: <https://nifttenders.eproc.in>

**TECHNICAL BID**

This Technical Bid is for providing Housekeeping Services shall be filled in by the tenderer, duly signed, stamped and sealed along with an EMD of Rs. 2,65,000/- in form of Demand Draft in favour of NIFT, Hyderabad in a separate cover super scribed with “Technical Bid”.

Sl. No.	Particulars	Details
1.	Name of the Tendering Company/Firm/ Service Provider	
2.	Full Address of the Registered Office/ Branch Office (if any)	
3.	Phone No. Fax No. Mobile No; Email Id:	
4.	Date of incorporation of the Firm State whether firm is Proprietary/ Partnership firm/ Company	
5.	Name(s) of the Director/ Proprietor/ Partners of the firms	
5 a)	Tender Document Fee If downloaded	
	Amount in Rupees	Rs. 590/-
	Bank Challan/DD No. & Date	
	Issuing Bank	
6.	<b>Details of EMD</b>	
	Amount in Rupees	Rs. 2,65,000/-
	DD No. and Date	
	Issuing Bank	

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7	Gezatted officer certified copy of Shop and Establishment certificate	
8	Gezatted officer certified copy of GST Registration Certificate	
9	Gezatted officer certified copy of License under Contract Labor Act	
10	Gezatted officer certified copy of EPF Registration with Regional PF	
11	Gezatted officer certified copy of PAN Card	
12	<p><b>Present Experience:</b> (Attach the Statement I)            At Present the agency should have similar running agreement/Works in any Central/ State Govt./ Semi. Govt./public Sector undertaking/ Autonomous Body/ Private Body/ corporates/ Educational Institute as detailed below:            a) one similar work costing not less than Rs. 60.00 Lakhs per annum            OR            b) Two similar works costing not less than Rs.40.00 Lakhs each per annum</p>	
13	<p><b>Previous Experience: (Attach the Statement 2)</b>            Last 3 consecutive years' experience certificate from the concerned organization i.e, any Central/ State Govt./ Semi. Govt./public Sector undertaking/ Autonomous Body/ Private Body/ reputed corporates/ Educational Institute as detailed below            a) Completed one similar work costing not less than Rs. 60.00 Lakhs per annum (work order, agreement and IT return from the agencies)            OR            b) Completed Two similar works costing not less than Rs.40.00 Lakhs each per annum (work order, agreement and IT return from the agencies)</p>	
14	Audited Certified document / Balance sheet duly certified by the CA in support of annual gross turnover of Rs.100.00 lakhs (Rs.1.00 Crore) per year for last 2 years. Assessment year i.e. 2016-2017 & 2017-18 of the agency along with all relevant copies Income Tax returns(ITR).	

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**

15	Tenderer should not blacklisted by any department of the Central or state Government or any PSU (State/Central) or any other organization. An affidavit in this effect must be enclosed.	
16	Catalogue/photograph of the tools and cleaning equipment along with brief description	
17	Signed all the pages of tender documents and enclosed	

**(All the attested documents must be attested by the Gezatted Officer)**

**NOTE:**

1. Provide details of major similar contracts handled by the tendering Housekeeping service provider in the last three years with minimum turnover of Rs.1.00 Crore per annum in the following format along with copy of the same are attached (if the space provided is insufficient, a separate sheet may be attached:
2. Quality Assessment from your reputed clients (latest) must be attached for providing House Keeping services from the client(s) must be attached.
3. Pl. submit copies of evidences of last 3 years i.e. Work Orders, Experience certificates, Quality Assessment, completion certificates from clients specifying value and period of work order.

S · N O	Name and Address of the Company/ Organization	Name, Designation and Contact Phone No. of the official –in-charge	Housekeeping services provided			Duration of contract		Total Year of Experience	Sr. No. of Proof attached
			Total value of contract	No. of persons deputed	Monthly contract amount Rs.	From	To		

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**



**Present Experience (Statement – I): (All the attached documents must be attested)**

**List of similar works IN HAND costing not less than Rs.60 Lakhs p.a. (OR) two similar works costing not less than Rs. 40 lakhs p.a.**

Sl. No.	Name of work and location	Nature of work involved in the contract	Name of client. Whether Central/ State Govt./ Semi. Govt./Public Sector Undertaking/ Autonomous Body/Universities/ Private Body/reputed corporates/ Educational Institute/ IT industries with address and name of the official from the client's side (with phone No.	Contract Amount	Period of the contract	Any other relevant Information regarding details of penalty imposed/litigations, if any,

**Note: In case the space is insufficient a separate annexure may be attached.**

**(Full Signature with seal of the Service Provider/Contractor)**

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**

**Previous Experience (Statement – II): (All the attached documents must be attested)**

**List of similar works undertaken by the firm during last 3 consecutive years costing not less than Rs.60 Lakhs p.a. (OR) two similar works costing not less than Rs. 40 lakhs p.a.**

**(Must enclose the work order, agreement and form 16 form the agencies)**

Sl. No.	Name of work and location	Nature of work involved in the contract	Name of client. Whether Central/ State Govt./ Semi. Govt./Public Sector Undertaking/ autonomous Body/Universities/ Private Body/reputed corporates/ Educational Institute/ IT industries with address and name of the official from the client's side (with phone No.	Contract Amount	Period of the contract	Any other relevant Information regarding details of penalty imposed/litigations, if any,

**Note: In case the space is insufficient a separate annexure may be attached.**

Financial turnover of the tendering Housekeeping service provider for the last two years

Assessment Year	Amount (in lakhs)	Pg. No.
2017-18		
2018-19		

**Seal & Signature of the Service Provider/Firm/Company**

**Place:**

**Date:**

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**

**MATERIAL LIST - A**

**LIST OF MATERIAL OF REPUTED/ ISI BRANDS TO BE SUPPLIED TO NIFT, HYDERABAD (MONTHLY QUANTITY) AS FOLLOWS:**

**Note: Do not mention rates in Technical Bid.**

Sl. No.	Items	Brand Name	QTY.,	Pl. Mention Supply Yes/No.
1	(Toilet cleaner Blue /wash basin liquid)	HARPICK/Domex /Frosch	100 Bottles (Each 1 Litter)	
2	Cakes (Air fresheners)	ODONIL, /GLADE/GODREJ	80 Pieces (50Gms Each) 20packs *4	
3	antiseptic Floor Cleaner	DETOL/LIZOL/ NIMYLE	25 Lts., 5*5can	
4	SMELL OUT/ Urinal Cubes	ZERMISOL/Homocol	60 Packs. (Each 12 No.s)	
5	Glass Cleaner Liquid	COLINE, WINDOX/ CLEXOL	20 Bottles Each 500 ML	
6	SOFT BROOMS	Vigo/Subh/Maharani Gold/GALA/JK	50 Nos.,	
7	HARD BROOMS Coconut Patti	Any Brand	50Nos.,	
8	HARD BRUSH With Handle	SCOTCH BRITE/VIGO	10 Nos.,	
9	Toilet Cleaner BRUSH (Double Hockey)	SCOTCH BRITE/VIGO	20 Nos.,	
10	PLUMBING PUMP	SCOTCH BRITE/VIGO	20 Nos.,	
11	YELLOW CLOTH Medium	Sunil/Prakash	50Nos.,	
12	ROOM SPRAY TINS (250 ml)	AIR WIC /Good Home/Flora	50 Nos.,	
13	SCRUBING PADS Green Pads/ 3*4 size	SCOTCH BRITE/VIGO/Good	60 Nos.,	
14	MOP REFILLES Cotton Mops (4 Clips) 225 gms each	Any Brand	60 Nos.,	
15	MOPS Sticks / Iron roads	Any Brand	30 Nos	
16	Toilet rolls	Regal/Softy/Flower	100 Nos.,	
17	NAPHTHELENE BALLS Colour/White	Natraj/Zermisal/ Flora/ Fresheners	12 Kgs., (each pack 1 Kg.)	
18	TISSUE/paper napkins	Regal/Softy/Flower	100 Nos.,	
19	HIT BLACK(250 ml)	HIT/GODREJ	50 Nos.,	
20	Garbage CARRY BAGS – BIG Garbage rolls (black)	ANY BRAND	30 Packs (each Pack 15 no.s)	
21	Garbage CARRY BAGS – SMALL Garbage rolls (black)	ANY BRAND	30 Packs (each Pack 30 no.s)	
22	HAND WASH LIQUID (225 ml)	DETOL/CLEXOL or equivalent	80 Nos. Bottles	

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**

23	RIN Powder	RIN	5 kgs (each 1 kg pack)	
24	SOAPS (100gms)	SANTOOR/Detol	10 Nos.,	
25	Vim Bar Soap (250Gms) mediam	VIM	10 No.s	
26	Mosquito COILS Small	JET/Good Night	25 Packs (Each 10 No.s)	
27	PHYNYLE White/ colour liquid	NIMYLE/Prince	50 Lts., (Each Can 5 Liter)	
28	SOAP Oil/Water Liquid (Multipurpose)	TASKI/ Jem Cleaner	50 Lts., (Each Can 5 Liter)	
29	ACID Liquid	HCL/Klinol	50 Lts., (Each can 5 Ltr)	
30	All out Refill	ALL OUT	30 Nos.	
31	All out Machine	ALL OUT	15 Nos.	
32	Dusting Cloth Big	Any Brand	50 Pieces/ Nos	
33	Carpet Brush Medium	Any Brand	05 Nos.	
34	Rat Pads	Any Brand	25 Nos	
35	Wipers With Iron Stick	Any Brand	15 Nos.	
36	Hand Gloves (Rubber)	Any Brand	60 Pieces	
37	Mouth Mask Blue	Any Brand	60 Pieces	
38	Dust Pan (Super Clip)	Vigo / Chetan/Milton	15 nos.	
39	sponge	Any brand	30 Nos	
40	Small Carry bags (Black) wash room for hostel	Any brand	3000 Nos. carry bags (1 pack for 30 Nos) total 100 packs	

**Material List of B Items (Whenever required)**

Sl. No.	Items	Brand Name	Pl. Mention Supply yes/No.
1	Dust bin Small	Milton /Chetan	
2	Dust Bin Big	Milton/ Chetan	
3.	Hand wash Bottle	Dettol	
4.	Buckets Big	Milton/ Chetan	
5.	Buckets Small	Milton/ Chetan	
6.	Mugs (medium)	Milton/ Chetan	
7.	All out Machines	All out	
8	BIG SQUEEZER Floor Wipers (Long)	SCOTCH BRITE	
9	SMALL SQUEEZER Floor Wipers (Long)	SCOTCH BRITE	
10	MOPS – MEDIUM Sticks	SCOTCH BRITE	
11	SOAPS (200gms)	SANTOOR	
12	Dust remover Tray with handle (Plastic)	Milton/ Chetan	

- Note: 1. All the materials should be produced before the designated authority.  
2. For final quote only the material list "A" will be considered for evaluation.*

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**

**UNDERTAKING BY THE HOUSEKEEPING SERVICE PROVIDER/CONTRACTOR**

1. I ..... Son/Daughter/Wife of Sri. ....  
Signatory of the service provider, mentioned above, am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the e-tender and undertake to abide by them.
3. We have inspected the institute/ premises/hostel and have acquainted ourselves with the tasks, requirements required to be carried out, before making this offer.
4. I affirm that all the rates quoted above are correct and I am aware that my bid cancelled in case of any variation.
5. The information/documents furnished are true and authentic to the best of my knowledge and belief. I/we, am/ are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
6. I am also certifying that I will supply all the material, machinery equipment and uniform etc. to workman in accordance with the tender terms & conditions.
7. I shall not bring any external legal/political influence to continue beyond the contract period or any appointment of staff through agency. NIFT Hyderabad will not be entitled for such cases.
8. NIFT reserves the right to accept or reject any or all the tenders in part or whole or may cancel the tender at its sole discretion without assigning any reason whatsoever and decision of NIFT to this effect shall final and binding. No further correspondence in this regard will be entertained.
9. I have not involved in court cases/ labour office cases with regard to NIFT- Hyderabad are not eligible for participation in the tender process. If anyone found involved in such cases at any stage of tender process, their tender will be summarily rejected at the same time and NIFT Hyderabad will not be responsible for any writ petition in any court and the whole expenses will borne by tenderer itself.
10. I have submitted all the DD's along with the Technical Bid only and Not with the Financial Bid. If the Technical and Financial are submitted together in the same single envelop the tender will not be considered and rejected.

We have not submitted any fake/fabricated certificates and my Agency is not black listed by any organization.

11. L-1 will be decided based on price quoted for service charge/agency commission which will not be less than 0%. In case L-1 is more than one, then the past performance of the Tenderer will be the criteria for selection and it would be at the discretion of the Service Contract Committee, and the decision of Director, NIFT, Hyderabad shall be final in all respect and will be acceptable to all the tenderers.
12. In case of NSIC certificate and got the L1 position I undertake to submit the full amount of security deposit within 07 days from the date of awarding in form of demand draft/valid bank guarantee.
13. **In case of awarding the contract, the awardee has to start their operations w.e.f. 01.07.2019.**
14. We hereby sign this undertaking in token of our acceptance of various conditions listed above.

**Full Signature of & seal of the service provider/Agency/Firm/Company**

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**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**

**ANNEXURE – II**

NATIONAL INSTITUTE OF FASHION TECHNOLOGY, HYDERABAD  
 Website: <https://nifttenders.eproc.in>

**FINANCIAL BID**

This Financial Bid should be filled in by tendering party duly signed, stamped and sealed and must be submitted in a separate cover, super scribed with “Financial Bid”.

- a) The total No. of Sweepers/Cleaners required 50\* Nos. + 4 Nos. (Un- Skilled) Rs.584/- per day  
 \* stands for the requirement will be increased or decreased as per requirement or workload from time to time.
- b) L-1 will be decided based on price quoted for service charge/agency commission which will not be less than 0%. In case L-1 is more than one, then the past performance of the Tenderer will be the criteria for selection and it would be a at the discretion of the Service Contract Committee, and the decision of Director, NIFT, Hyderabad shall be final in all respect and will be acceptable to all the tenderers.
- c) My / Our quote is Rs. \_\_\_\_\_ per day per Sweeper/Cleaner (Un-skilled) as per Govt. of India, Minimum Wages issued by Office of the Deputy Chief Labour Commissioner (Central), Vidyanagar, Hyderabad-07 (vide Memorandum No.47(1)/2019-C2, Dated:01.04.2019, Page No.2, Notification No.S.O.190(E), dated:19.01.2017 read with Order No.1/8(5)/2019-LS-II, dated:27.03.2019 w.e.f. 01.04.2019, Minimum wages rates for employees employed in “Employment of Sweeping and Cleaning Excluding Activities Prohibited under the Employment of manual scavengers and construction of dry latrines (Prohibition) Act, 1993” for 8 Hrs. Duty including EPF, ESI, Service Charges, all statutory leaves as detailed below.

**1) Wages: Please indicate below break-up details of lump-sum contract fees per month quoted by the agency, to enable NIFT to ascertain the viability of the bid without compromising quality of service.**

<b>Particulars</b>	<b>Amount Rs.</b>
Basic Minimum Wages plus VDA (26 Days)per shift of worker(8 hours shift) Rs.584/- x 26 days ( 54 workers per month)	<b>8,19,936.00</b>
PF @ 13% on Basic + VDA (Agency’s contribution towards Provident Fund @ 13.00 % for 54 workers per month( on Rs.819936/-)	<b>1,06,592.00</b>
ESI @ 4.75% on Basic + VDA (Agency’s contribution towards ESI @4.75% for 54 workers per month( on Rs.819936/-)	<b>38,497.00</b>
Lump-sum service charges of the Housekeeping Agency ( _____ ) %	.....
<b>GST (%)</b>	.....
<b>Grand Total Rs.</b>	.....

Note: a) GST will be reimbursed by NIFT after actual payment by the contractor/agency and on production of documentary evidence.

b) Any other payments likewise Uniform, Shoe, Leave Salary, Bonus and etc., should be met by the Service Provider only. NIFT has no liability towards the above.

c) Tax will be applicable as per Govt. Norms

d) Minimum wages should be Govt. of India Minimum Wages Act from time to time.

**I accept the above terms & conditions.**

**(Full signature & Seal of the Service Provider/Firm/Company)**

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**

**2) MATERIAL LIST (A) ITEMS: LIST OF MATERIL OF REPUTED/ ISI BRANDS TO BE SUPPLIED TO NIFT, HYDERABAD (MONTHLY QUANTITY) AS FOLLOWS:**

Sl. No.	PARTICULARS	NAME OF THE BRAND	QTY.	Unit Rate Rs. (per Ltr/piece/Kg/Pack etc.	Amount Rs.
1	(Toilet cleaner Blue /wash basin liquid)	HARPICK/Domex /Frosch	100 Bottles (Each 1 Litter)		
2	Cakes (Air fresheners)	ODONIL, /GLADE/GODREJ	80 Pieces (50Gms Each) 20packs *4		
3	antiseptic Floor Cleaner	DETOL/LIZOL/ NIMYLE	25 Lts., 5*5can		
4	SMELL OUT/ Urinal Cubes	ZERMISOL/Homoc ol	60 Packs. (Each 12 No.s)		
5	Glass Cleaner Liquid	COLINE, WINDOX/ CLEXOL	20 Bottles Each 500 ML		
6	SOFT BROOMS	Vigo/Subh/Maharani Gold/GALA/JK	50 Nos.,		
7	HARD BROOMS Coconut Patti	Any Brand	50Nos.,		
8	HARD BRUSH With Handle	SCOTCH BRITE/VIGO	10 Nos.,		
9	Toilet Cleaner BRUSH (Double Hockey)	SCOTCH BRITE/VIGO	20 Nos.,		
10	PLUMBING PUMP	SCOTCH BRITE/VIGO	20 Nos.,		
11	YELLOW CLOTH Medium	Sunil/Prakash	50Nos.,		
12	ROOM SPRAY TINS (250 ml)	AIR WIC /Good Home/Flora	50 Nos.,		
13	SCRUBING PADS Green Pads/ 3*4 size	SCOTCH BRITE/VIGO/Good	60 Nos.,		
14	MOP REFILLES Cotton Mops (4 Clips) 225 gms each	Any Brand	60 Nos.,		
15	MOPS Sticks / Iron roads	Any Brand	30 Nos		
16	Toilet rolls	Regal/Softy/Flow er	100 Nos.,		
17	NAPHTHELENE BALLS Colour/White	Natraj/Zermisal/ Flora/ Fresheners	12 Kgs., (each pack 1 Kg.)		
18	TISSUE/paper napkins	Regal/Softy/Flow er	100 Nos.,		
19	HIT BLACK(250 ml)	HIT/GODREJ	50 Nos.,		

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**

Sl. No.	PARTICULARS	NAME OF THE BRAND	QTY.,	Unit Rate Rs. (per Ltr/piece/Kg /Pockets	Amount Rs.
20	Garbage CARRY BAGS – BIG Garbage rolls (black)	ANY BRAND	30 Packs (each Pack 15 no.s)		
21	Garbage CARRY BAGS – SMALL Garbage rolls (black)	ANY BRAND	30 Packs (each Pack 30 no.s)		
22	HAND WASH LIQUID (225 ml)	DETOL/CLEXOL or equivalent	80 Nos. Bottles		
23	RIN Powder	RIN	5 kgs (each 1 kg pack)		
24	SOAPS (100gms)	SANTOOR/Detol	10 Nos.,		
25	Vim Bar Soap (250Gms) mediam	VIM	10 No.s		
26	Mosquito COILS Small	JET/Good Night	25 Packs (Each 10 No.s)		
27	PHYNYLE White/ colour liquid	NIMYLE/Prince	50 Lts., (Each Can 5 Liter)		
28	SOAP Oil/Water Liquid (Multipurpose)	TASKI/ Jem Cleaner	50 Lts., (Each Can 5 Liter)		
29	ACID Liquid	HCL/Klinol	50 Lts., (Each can 5 Ltr)		
30	All out Refill	ALL OUT	30 Nos.		
31	All out Machine	ALL OUT	15 Nos.		
32	Dusting Cloth Big	Any Brand	50 Pieces/ Nos		
33	Carpet Brush Medium	Any Brand	05 Nos.		
34	Rat Pads	Any Brand	25 Nos		
35	Wipers With Iron Stick	Any Brand	15 Nos.		
36	Hand Gloves (Rubber)	Any Brand	60 Pieces		
37	Mouth Mask Blue	Any Brand	60 Pieces		
38	Dust Pan (Super Clip)	Vigo / Chetan/Milton	15 No.s		
39	sponge	Any brand	30 Nos		
40	Small Carry bags (Black) wash room for hostel	Any brand	3000 Nos. carry bags (1 pack for 30 Nos) total 100 packs		
			<b>Total Rs. (Sl.No.1 to 40 items)</b>		

**(Rupees in words (from sl. No. 1 to 40 items)**

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**





The above rates are quoted including all taxes, Transportation & etc. I affirm that all the rates quoted above are correct and I am aware that my bid cancelled in case of any variation in total value.

Note: 1. Any corrections/alterations will not be accepted.

2. All the materials should be produced before the designated authority.

3. For final quote only the material list “A” will be considered for evaluation.

3) Material List “B” Items (Whenever required)

Sl. No.	Items	Brand Name	Rate per each quantity
1	Dust bin Small	Milton /Chetan	
2	Dust Bin Big	Milton/ Chetan	
3.	Hand wash Bottle	Dettol	
4.	Buckets Big	Milton/ Chetan	
5.	Buckets Small	Milton/ Chetan	
6.	Mugs (medium)	Milton/ Chetan	
7.	All out Machines	All out	
8	BIG SQUEEZER Floor Wipers (Long)	SCOTCH BRITE	
9	SMALL SQUEEZER Floor Wipers (Long)	SCOTCH BRITE	
10	MOPS – MEDIUM Sticks	SCOTCH BRITE	
11	SOAPS (200gms)	SANTOOR	
12	Dust remover Tray with handle (Plastic)	Milton/ Chetan	

**a) Wages (Minimum wages + Service charges) :**

**b) Material List – A (for 40 items) :**

**Total :**

*I affirm that all the rates quoted above are correct and I am aware that my bid cancelled in case of any variation in value.*

**(Full Signature of Authorized person of the Firm/Agency with stamp)**

**I accept all the Terms & Conditions**

**(Full Signature with Seal of the Service Provider/Contractor)**



## ANNEXURE – II (A)

**QUALITY ASSESSMENT SHEET**  
**(03 years from Jan. 2016 onwards, to be submitted with financial bid)**

Important: This carries 50% marks and the marks scored in this will be used for Evaluation of tender.

Name of the Agency: \_\_\_\_\_

Period of service availed from Agency: \_\_\_\_\_ to \_\_\_\_\_

(Please tick  numerical assessment – 5 being the maximum score)

Sl. No.	Description	1	2	3	4	5	Remarks
1	The Agency's response has been prompt and as required by the administration						
2	All the workers were professionally trained						
3	The agency ensured proper dawning of uniform by workers to protect the image of organization						
4	Supervisors employed by the agency have been competent and ensured proper service by workers						
5	All the workers have been punctual and performed their duties with complete responsibility						
6	There have been no removals/ replacements of workers on the grounds of indiscipline, negligence etc.						
7	Agency has been prompt in taking action against any complaints or suggestions of the management						
8	All the workers employed have been as per the age prescribed by the organization						
9	All the workers employed have possessed the required educational qualification as prescribed by the organization						
10	The agency did comply with labour laws by ensuring timely contributions to EPF, ESI etc. and provided salary slips, PF slips, ESI cards etc. to individuals and the confirmation data on the same to organization on a regular basis.						
	TOTAL (out of 50):						

Signature of Head of Organization, Seal & address

Date:

I accept all the Terms & Conditions

(Full Signature with Seal of the Service Provider/Contractor)