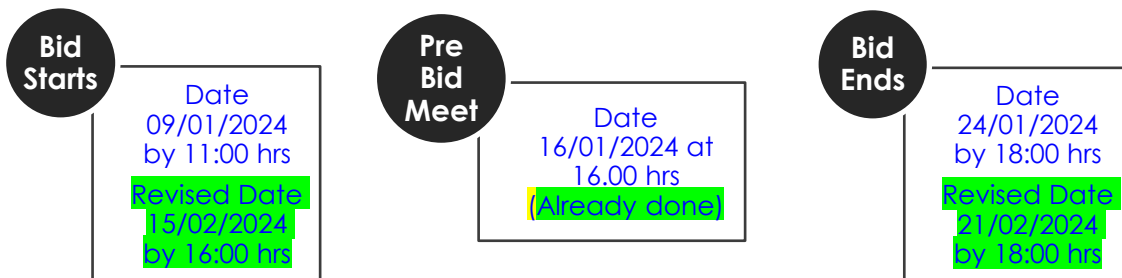




**NOTICE FOR INVITING BIDS  
FOR  
PROVIDING HOUSEKEEPING SERVICES  
FOR GENERAL CLEANING  
AT  
CEPT UNIVERSITY, AHMEDABAD**



**Tender Fee** • Rs. 12,000/- →

**Note:- Necessary changes are highlighted in GREEN**

**Address:-**

CEPT University, K L Campus, University Road, Navrangpura, Ahmedabad- 380009  
Ph.:079 – 68310000, ext 104/ 236 / 451

E-mail: [campus.tenders@cept.ac.in](mailto:campus.tenders@cept.ac.in)  
URL: [www.cept.ac.in](http://www.cept.ac.in)

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## Section-I Instruction to Bidders

### 1. Notice Inviting Tender

CEPT University (referred as a “Client” hereafter) is inviting sealed quotations from established, reputed and experienced service providing firms to provide housekeeping services for general cleaning at various premises located at CEPT main campus, CEPT FM building, CEPT-GIDC Bhavan, CEPT-Workshop at Navrangpura, Ahmedabad-380009

Name of work	Providing Housekeeping services for general cleaning at CEPT University, Ahmedabad
Duration of Contract	12 Months starting 1 <sup>st</sup> March 2024/ <b>15<sup>th</sup> March 2024</b>
Bids forms available from	Date 09/01/2024 by 11:00 hrs <b>Revised Date 15/02/2024 by 16:00 hrs</b>
Bid forms downloading source	RFQ housekeeping general cleaning services
Pre Bid Meeting	Date 16/01/2024 between 16.00 hrs to 17.30 hrs (Already done)
Last date for bid submission	The technical bid data submission shall be in <b>online form</b> , and only financial bid to be submitted in hardcopy in the format as prescribed in <b>Annexure-G</b> in sealed cover (labeled with “offer for providing housekeeping services-general cleaning at cept university -financial bid”) before or on Date <b>24/01/2024 till 18:00 hrs</b> <b>Revised Date 21/02/2024 till 18:00 hrs</b>
Tender Fee	Rs. 12,000/- (Rupees twelve thousand only)
EMD	Rs. 1,80,000/- (Rupees One lakh eighty thousand only)
Security Deposit & Bank Guarantee (to be deposited at the time of award of contract)	Successful Bidder has to deposit Security deposit of Rs. 3,50,000 (estimated to 50% of monthly bill value) and Furnish Bank Guarantee of Rs. 3,50,000 (estimated to 50% of monthly bill value) in the name of CEPT University comprising full value of Rs. 7,00,000 (estimated monthly bill value) before commencement of work
Contact details for bid related communications	For any other queries please connect with concerned officials during office hours (10 am to 6 pm) <ul style="list-style-type: none"> <li>• Mr. S J Chauhan / Mr. Kushal Gajjar (Purchase office) Contact no. - 079-6831000 ext 104/ 236</li> <li>• Mr. Ajay Patil/Divyesh Sharma (Campus Office) Contact no. - 079-6831000 ext 324/451 Email ID: <a href="mailto:campus.tenders@cept.ac.in">campus.tenders@cept.ac.in</a></li> </ul>
Financial Bid (hardcopy) submission address	CEPT University, Kasturbhai Lalbhai campus, university road, Navrangpura, Ahmedabad- 380009

#### Terms:

1. Complete set of tender document, link for online data submission will be available on CEPT University website <https://cept.ac.in/campus-services/general-housekeeping> from

09/01/2024 Revised Date 15/02/2024 by 16:00 hrs to 24/01/2024 Revised Date 21/02/2024 by 18:00 hrs .

2. Technical bid details shall be submitted in prescribed **online form** only along with payment details of Tender fee, EMD and necessary supporting attachments, only financial bid to be submitted in hardcopy format.
3. Bid submitted in other than specified format and without Tender fee and EMD (Earnest Money Deposit) will be straightaway rejected without any prior information.
4. Bidder will be provided only one chance per firm/agency for online bid submission, hence it is advisable to refer all tender documents carefully before submitting the tender.
5. CEPT University will not be responsible for any delay in online bid submission caused by network-technical issue and in financial bid submission caused by courier/post.
6. For any query related to scope of work, terms and other information mentioned in tender document, communication to be done only with above provided contact details preferably via email.
7. CEPT University reserves right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to award of contract, without incurring any liability to the affected bidder or bidders.

Thanking You,  
CEPT University

## 2. Eligibility Criteria

2.1. Bidder must possess statutory requirement:

- PAN
- GST
- Valid company registration
- Valid local office registration under shops establishment
- Bank details (MICR/IFSC/NEFT details)
- P.F. Code number
- Professional tax registration number

2.2. Bidder should have valid License to provide Housekeeping Services.

2.3. Bidder should have experience in providing Housekeeping Services at Reputed and Established Organizations not less than **5 years** and preferably served educational Institution.

2.4. Bidder should have average annual turnover of **Rs. 2 Crore** for last three financial years. Balance sheet certified by chartered accountant for last three financial years to be furnished.

2.5. Bidder should not have been blacklisted by any central/state govt. /Autonomous body/PSU. Declaration to be furnished.

If any of the information provided by the bidder is found to be incorrect or fake, the contract is liable to be terminated and EMD/security deposit will be forfeited.

## 3. Place of Work

3.1. CEPT University (consists of main campus, CEPT workshop, GIDC Bhavan and FM Bldg.) spread over 16 acres of land.

- Address: CEPT University, k I campus, university road, Navrangpura Ahmedabad, 380009

## 4. Rates, Taxes and Prices: -

4.1. Bidders should quote unit price in the prescribed financial bid format as per **Annexure-G**

4.2. Prices quoted shall be **exclusive of all taxes** but **inclusive of all other statutory charges, allowance and management fees etc.**

4.3. Prices quoted and accepted shall be valid for the period of one year or contract period whichever less and will be binding on the bidder. No variation will be permitted in quoted prices during the contract period.

## 5. Tender Fee:

5.1. Bidder has to submit rupees 12,000/- (Rupees twelve thousand only) as tender fee in favor of "CEPT University" through online payment mode only.

5.2. Tender fee submitted by bidder is non-refundable and will not be refunded in any case.

## 6. Earnest Money Deposit (EMD):

6.1. Bidder has to submit rupees 1,80,000/- (Rupees one lakh eighty thousand only) as EMD in favor of "CEPT University" through online payment mode only.

- 6.2. EMD can be forfeited if the bidder fails to commence the work as per contract schedule.
- 6.3. There will be no Interest payable on EMD.
- 6.4. EMD deposited at the time of tender submission (in case non-MSME waiver case) shall be returned within one month after award of contract. (Please refer Annexure-1)
- 6.5.

**7. Bank Details of “CEPT University” for online payment of Tender fee and EMD**

<b>Name of Account Holder</b>	CEPT UNIVERSITY
<b>Address</b>	K.L.CAMPUS,OPP GUJARAT UNIVERSITY,NAVRANGPURA
<b>City</b>	AHMEDABAD
<b>State/Province</b>	GUJARAT
<b>Postal Code</b>	380009
<b>Phone Number</b>	079-6831000
<b>Country</b>	INDIA
<b>Account Number</b>	002401039324
<b>IFSC CODE</b>	ICIC0000067
<b>Account Type</b>	Savings

**8. Bid validity**

- 8.1. Proposal will remain valid for 90 days from the date of submission.

**9. Bid submission**

- 9.1. Interested parties can download complete Bid document from client's website <https://cept.ac.in/campus-services/general-housekeeping> from 09/01/2024 by 11: 00 hrs Revised Date 15/02/2024 by 16:00 hrs.
- 9.2. Interested parties are advised to attend pre bid meeting session on 16/01/2024 on 16.00 hrs at “bid submission address” to get brief idea about the services.
- 9.3. The technical bid data submission shall be in online form, and only financial bid to be submitted in hardcopy in the format as prescribed in Annexure-G in sealed cover (labeled with “**offer for providing general cleaning services-financial bid**”) before last date of financial bid submission at the bid submission address mentioned below.

**Chief Purchase Officer (CPO), CEPT University, K L Campus, University Road, Navrangpura, Ahmedabad-380009**

- 9.4. Bidders are advised to visit the campus (with prior approval only) sufficiently in advance of the date fixed for submission of the bid. A bidder shall be deemed to have full knowledge of all the relevant documents, site, and nature of work.
- 9.5. Proposals without Tender fee, EMD and other required documents shall not be considered for further evaluation process.
- 9.6. Proposals received after the prescribed time and date shall be rejected.

**10. Bid Evaluation**

- 10.1. Technical bid data will be evaluated as mentioned in below table, marking will be done

for each criteria after verifying the valid and relevant supporting documents submitted (attached with online form submission) by bidder.

Sr. no.	Criteria	Weightage marks (upto)
1	Experience of running housekeeping services during last 5 years	25
2	Experience of running housekeeping services in similar nature educational institutes	10
3	Balance sheet certified by chartered accountant validating average annual turnover of Rs. <b>2 Crore</b> for last three financial years i.e. 2020-21, 2021-22, 2022-23	25
4	Clientele feedback obtained from clientele ref. provided in technical bid Proforma	10
5	Present <b>MANPOWER</b> strength based on present client list provided in technical bid Proforma.	20
6	Agency Profile (management/staff related policies/training facilities etc.)	10

10.2. A minimum of 70 marks will be mandatory to qualify for financial bid opening.

10.3. During the evaluation process, if the requirement of any additional information arises, the bidder will be asked to furnish the same in stipulated time duration.

10.4. Once the technical bids evaluation process gets completed, financial bid of qualified bidders will be opened for further process.

## 11. Security Deposit (SD) & Bank Guarantee:

11.1. Successful Bidder has to deposit Security deposit of Rs. 3,50,000 (estimated to 50% of monthly bill value) and Furnish Bank Guarantee of Rs. 3,50,000 (estimated to 50% of monthly bill value) in the name of CEPT University comprising full value of Rs. 7,00,000 (estimated monthly bill value) before commencement of work.

11.2. Security Deposit can be forfeited, and Bank guarantee will not be released if bidder fails to deliver required items and services as per contract conditions.

11.3. Security deposit and bank guarantee will be refunded and released respectively within two months after successful completion of contract and fulfill of all legal compliances; there will be no interest payable on it for said period.

## 12. Payments

12.1. Monthly bill payment against providing general cleaning service will be made within 21 to 28 working days after completion of month and against submission of:

- Monthly invoice
- Certified bill summary for the billed period.
- Copy of monthly statutory compliance documents mentioned in Annexure-H

### 12.2. Penalty and Incentive terms

- Penalty of Rs. 15,000/ flat- incase of manpower attendance less than 85% of estimated monthly manpower requirement.
- Incentive of Rs. 10,000/flat, incase of manpower attendance equal to or more than

98% of estimated monthly manpower requirement.

- c) Penalty for negligence in duty = Rs.100/- per incident with intimation to you and consent\confirmation from you will be levied.
- d) Penalty in case person found without proper uniform = Rs. 100/- per person per incident with intimation to you and consent\confirmation from you will be levied.
- e) Penalty for misbehavior = Rs. 100/- per incident with intimation to you and consent\confirmation from you will be levied.

### 13. Award of Contract

- 13.1. The contract for providing **housekeeping services** for general cleaning will be awarded to the successful bidder whose bid has been considered most suitable in terms of technically and financially for the said work.
- 13.2. Client reserves the right to change the scope of work and also reserves the right to cancel or revise or modify the other contract terms without giving any reasons.
- 13.3. President, CEPT University shall be the final authority to reject full or any part of the service providers/Service Providers contract, which is not confirming to the specifications and other terms and conditions. No payment shall be made for unsatisfactory service(s).



## Section-II Scope of work, Conditions of Contract

The selected Bidder (hereinafter described as "Service provider") shall be responsible for providing **housekeeping MANPOWER for general cleaning** as per requirement mentioned in later part of document at CEPT University main campus and remote locations.

### 14. General cleaning services

Service provider has to supply cleaning staff in adequate numbers to carryout daily cleaning work between **7.00 hrs. to 20.00 hrs.** at various locations AT CEPT University Campus.

Building	Floored and Covered Area (Sq. feet)	Paved Area (Sq. feet)	Open Area (Sq. feet)
Faculty of Architecture	18,959	5,380	
Faculty of Planning	18,400	4,304	
Faculty of Design	10,760	4,304	5,380
Faculty of Technology	12,912	4,304	
Faculty of Management			5,380
GIDC Bhavan	2,582		3,228
New Workshop	10,760	5,380	
SSO Block			1,614
New Library Bldg.	21,520		
Material Testing Lab Building	1,076		2,152
New Canteen	2,690		2,152
Old Workshop	2,690		1,076
East Canteen	538		3,228
CFP	19,368		
BNB Hall	5,380		
Shrenikbhai Plaza		10,760	5,380
Library Surrounding		12,912	
CFP-BNB-KUND AREA		4,304	
Open Area-road & parking			10,760
<b>Total</b>	<b>1,27,635</b>	<b>51,648</b>	<b>40,350</b>
		<b>Grand Total</b>	<b>2,19,633</b>

General cleaning area has been classified into three categories based on cleaning priority

- a. Floored and covered area (Total = 1,27,635 Sq. feet): -
  - Mainly require dusting, dry moping, wet moping, **vacuum cleaning surface (approx. 10,000 Sq. feet.)** furniture arrangement etc.
  - Daily cleaning schedule between 7.00 hrs. to 10.00 hrs. & 11.00 hrs to 20.00 hrs
- b. Paved area (Total = 51,648 Sq. feet): -
  - Mainly require dry moping (manual and by machine).s
  - Daily cleaning schedule between 10.00 hrs. to 13.00 hrs.
- c. Open area (Total = 40,350 Sq. feet): -
  - Mainly require brooming.
  - Daily cleaning schedule between 10.00 hrs. to 16.00 hrs.

Apart from above, if require additional cleaning rounds shall be performed after routine cleaning schedule to improve cleanliness as instructed by client's officer Incharge.

### 15. Estimated staff deployment for general cleaning.

Sr. No.	Type	7.00 hrs to 16.00 hrs	11.00 hrs to 20.00 hrs	15.00 hrs to 24.00 hrs
1	Supervisor Male	1		
2	Housekeeping Person-Male	22	3	2
Total		23	3	2
<b>Grand Total</b>				<b>28</b>

# duty schedule may change as per requirement arises later.

### 16. Job Responsibilities

#### 16.1. Supervision services

- (i) Assigns workers, their duties and inspects work for conformance to prescribed standards of cleanliness.
- (ii) Assigns workers, their duties and inspects work for conformance to prescribed standards of cleanliness.
- (iii) Investigates complaints regarding housekeeping service and equipment and takes corrective action.
- (iv) Supervisor need to provide corrective action/feedback taken against any complain/request through digital media i.e. through a photograph captured by a smartphone.
- (v) Coordination with Client's Staff, Provide daily attendance and manpower duty allocation report to client as per prescribed format.
- (vi) Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate the use and maintenance of equipment.
- (vii) Inventories stock to ensure adequate supplies of cleaning chemicals and tools supplied by client.
- (viii) It will be his overall duty to see that cleanliness/hygiene is maintained thoroughly in the campus.
- (ix) Supervisor deputed at client premised will act as single point of contact, client will share the necessary directions to him/her which need to be further shared with rest housekeeping staff.
- (x) Supervisors need to check the washroom cleaning on specified schedule (to be shared with him at the time of contract award) and submit the cleaning checklist (as per format mentioned in Annexure-C) on regular basis with client.
- (xi) Ensure optimum utilization of manpower.

#### 16.2. Housekeeping- general area cleaning

- (i) Hard flooring – dust control sweep, damp mop

- (ii) Furniture / desks – damp dust (all removable furniture e.g. trolleys must be pulled
- (iii) Out and cleaned under)
- (iv) Fixtures & fittings – dust and damp wipe (incl. Skirting, pipes, window ledges, electrical fixtures)
- (v) Bins – empty daily and damp wipe monthly
- (vi) Doors – remove marks from glass, doors and walls.
- (vii) Collection of filled dustbins from all over the campus premises and emptying it to common dumping place for further segregation process.
- (viii) Segregation of collected waste from all over the campus as per direction from client.
- (ix) Coordination with municipal solid waste department staff during pickup and drop of municipal waste container at client premises.
- (x) Look after food waste recycling system in campus as per direction from client.
- (xi) Look after furniture movement inside and outside campus building premises.
- (xii) Any other cleaning related work assigned by client's officer Incharge.

#### 16.3. Caretaker services for staff Lunchroom

- (i) Timely opening and closing of the staffroom.
- (ii) Housekeeping of the staff room including cleaning of utensils if any.
- (iii) Table and counter cleaning.
- (iv) Monitoring working of AC and watercooler.
- (v) Any other work assigned by client's officer Incharge.

## 17. Cleaning Job schedule

### 17.1. Jobs to be carried out daily.

- (i) Cleaning of corridors staircases and common area with proper chemical in the morning and with plain water as and when required.
- (ii) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, cupboards, air conditioners, filing cupboards, cabinets, glass panes, computers etc. with dry/wet duster and or with a suitable cleaning agent. Mopping of floors with proper chemical.
- (iii) Collection of wastepaper from rooms, waste paper baskets, lobbies and putting in bags at the specified location.
- (iv) Cleaning of carpets by soft brush \ Vacuum Cleaner.
- (v) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- (vi) Cleaning of duct and shaft spaces, garbage, and removing and putting them in dustbin kept outside the building.
- (vii) Cleaning/removal of any type of stains of ink/ Pan Masala etc. from the building premises walls and staircases.
- (viii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- (ix) Cleaning of lift walls (if applicable) with silver/brass liquid cleaner.
- (x) A spray of scented Mosquito and cockroach killer on all floors as and when required.
- (xi) Collection of garbage from each building/office on a daily basis.

- (xii) Any other work related to cleaning and hygiene as entrusted by the officer in charge of the client.

17.2. Jobs to be carried out weekly.

- a) Deep cleaning of floors and walls in rooms, corridors with suitable chemicals.
- b) Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherette upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.

17.3. Jobs to be carried out fortnightly basis.

- a) Polishing of metal items with approved metal cleaning material.
- b) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- c) Dusting of false ceiling, etc. with a soft broom and cloth.
- d) Cleaning of sofa sets/chairs with soap, water/ vacuum cleaners.

**18. Cleaning Specification Standards-**

18.1. General Area:

Sr. No.	Type of Area	Cleaning Methodology	Expectable Result
1	Floored & Covered	Dry mopping / brooming / vacuuming of floor followed by wet mop with phenyl. Dusting of furniture.	Free from impact debris, dust removable stain and fluid. Uniform appearance.
2	Paved	Brooming (manual/mechanical) on all surfaces, wet cleaning with mop on tile/stone surfaces.	Have uniform appearance, dry & free of from spillage, removable stains, superficial marks and loose debris.
3	Non-paved/ open	Brooming (manual/mechanical)	Free from visible free debris, dust, fluff & lint. Overall even appearance.

**Note:** The required quantities of cleaning material and aids will be issued by the client to the supervisor to distribute among cleaning staff as required. Proper record for the material usage shall be maintained by supervisor which shall be reviewed by CEPT staff on regular basis.

18.2. General area cleaning checklist:

The general area cleaning checklist duly acknowledged by respective admin staff at client shall be maintained by the Service Provider supervising staff on daily basis.

18.3. Housekeeping Service Requirements/ Complaints Register:

Proper record should be maintained by the supervisor 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. The supervisor / Service Provider should take immediate action to resolve the same, failing to which the Penalty will be invoked as per Terms.

18.4. Garbage Disposal:

All housekeeping staff shall collect garbage all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the campus after performing segregation.

**19. Conditions of Contract-**

- 19.1. Staff engaged in housekeeping services by the service provider should not have any police records/criminal cases against them. The service provider should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of persons will be verified by the service provider through local police in form of certification, collecting identity & residence proofs and submit the same with recent photograph with client within a month period for contract commencement.
- 19.2. The service provider shall ensure that the Staff engaged in housekeeping services are not more than 50 years of age with medically fit, should be free from any communicable diseases, service provider shall keep a certificate of their medical fitness and should made available the same to client for inspection if require. The service provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
- 19.3. All the staff should report atleast 15 minutes prior to their duty timings.
- 19.4. Chemicals and tools will be provided by client as and when require to housekeeping supervision team which will be further distributed by him/her among rest housekeeping staff. Proper use and control to be done by supervision team
- 19.5. Service provider shall not appoint any sub-Service Provider for the work assigned, if found doing so, the contract may get terminated without any reason and cause forfeit of security deposit.
- 19.6. In case of prolonged non-performance and inability to fulfill service requirements, client reserves the right to terminate the contract after giving 15 days' notice in writing.

It will be the sole responsibility of the service provider to abide by the provisions of the following statutory acts and as and when asked necessary supporting documents need to be submitted with client.

The Vendor agrees that it shall implement, observe and comply in-total with all applicable central, state and local acts, Labour laws, enactments, rules, regulations, schemes, notifications, codes, etc. including but not limited to the following in performing its obligations whatever, wherever and whenever required for its business such as:

- a. To procure or obtain relevant registrations, licenses, permits and certificates etc.  
Vendor will not start work without obtaining required registrations/Licenses i.e. P.F.,

- E.S.I.C, Professional tax, W.C. Policy, BOCW etc.. Vendor will submit all registration and licenses to CEPT before starting the work.
- b. To revalidate or renew promptly registrations, licenses, permits and certificate etc.
  - c. To pay and remit taxes, levies, fees, contributions, compensation etc.
  - d. To produce for audit or inspection by labour authorities, evidence of all of the above and hereunder or as applicable in future including but not limited to, in fulfilling its statutory obligations and comply with the all relevant labour laws including
    - (i) The Equal Remuneration Act
    - (ii) The Employees' Provident Funds and Miscellaneous Act, 1952
    - (iii) The Employees' compensation Act, 1923
    - (iv) 4 The Payment of Wages Act, 1936
    - (v) 5 The Industrial Disputes Act, 1947
    - (vi) The Minimum Wages Act, 1948
    - (vii) 7.The Employees' State Insurance Act, 1948
    - (viii) The Maternity Benefit Act, 1961
    - (ix) The Payment of Bonus Act, 1965
    - (x) The Contract Labour (Regulation and Abolition) Act, 1970.
    - (xi) The Payment of Gratuity Act, 1972
    - (xii) Child And Adolescent Labour (Prohibition And Regulation) Act, 1986
    - (xiii) The Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979
    - (xiv) Any other act or legislation which may govern the nature of the contract

The Vendor shall extend all the benefits under various labour laws or other similar statutory provisions to its Personnel deployed at the designated place and shall insure all its personnel under an appropriate renewed insurance policy under the Workmens' Compensation Act, 1923. The Vendor agrees to absolve CEPT from all liabilities with regard to the applicable labour laws and also from all the liabilities with regard to all other statutory enactments to the extent applicable.

It is clearly understood by the Vendor that, should CEPT be called upon to make any payment including any penalty to any authorities in this behalf, the Vendor shall immediately reimburse such amounts with its incidental charges to CEPT without any protest, during the currency of this Agreement or even after this Agreement is terminated.

**At the time of ending or termination of contract period, service provider is required to furnish a notarized declaration that, there is no pending payment for any compliance from service provider at CEPT University, and if any discrepancy for payment towards Govt/ Municipal corporation or any agency arises in future CEPT University will not be liable for the same. After receiving such declaration your pending payments (SD/applicable pending payments) will be processed.**

- 19.7. Any liability arising on client due to service provider's work, shall be deducted from the bills of the service provider and if the full amount is not recovered then the same shall be

- recovered from the security deposit of the service provider. Client will not be accountable for any liability towards the workers of the service provider.
- 19.8. Client reserves the right of altering the specifications of works of adding to or removing any items of work or of having portions of the same carried out departmentally or otherwise and such alterations and variations shall not violate this contract.
  - 19.9. In the event of the service provider fails to execute the work under contract in whole or in part an alternative arrangement will be made by client at the risk and cost of the service provider besides applicable fine/ penalty.
  - 19.10. The service provider shall be liable to pay compensation against any loss and damage caused to property of client or its students by the service provider or his staff.
  - 19.11. The service provider shall personally be responsible for the conduct of his staff and in case of any complaint received against any staff; service provider will be under obligation to change the worker when instructed by authority. The service provider shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. Client will not hold any responsibility with regard to staff on the role of the service provider whatsoever.
  - 19.12. The service provider and his staff shall follow the rules and regulations of the institute in force and instructions issued to them from time to time. Client reserves right to take action against the service provider for violating the same.
  - 19.13. Housekeeping manpower requirement on daily basis as mentioned in clause no. 14 to be fulfilled by service provider for all the days (7 days working) failing to which a penalty will be levied as per penalty terms.
  - 19.14. Service provider's staff shall follow necessary record procedures performed by security endorsements at entry points of client premises while entering and existing the client premises.
  - 19.15. The housekeeping staff should be properly dressed (preferably category wise different uniforms) and should carry identity card while working in client premises.
  - 19.16. Any action on the part of the service provider to influence any officer of the institute or canvassing in any form shall make the bid liable for rejection.
  - 19.17. The contract will be for the period of 12 months initially, which can be extended further on satisfactory performance of the previous year of the contract. Client may renew/extend the contract to such further period(s). However, it shall be with consent / written request by the service provider in this regard.
  - 19.18. During the said contract period, if requirement arises client may increase or decrease quantity of manpower which will be supplied by service provider on agreed charges.
  - 19.19. If it is observed at any stage that the quality of work is not satisfactory, client reserves the right to terminate the contract/work order as a whole. In such case the security deposit can be forfeited, and the service provider will have no claims whatsoever on the institute.
  - 19.20. Service provider will be fully responsible for any accident or mishaps involving workers engaged by the service provider and the service provider would pay claims made on this part. The service provider shall indemnify the institute from any claims arising out of accidents, disabilities of any nature or death arising out of provisions under law, or any other nature in respect of all workers engaged by the bidder. The staff engaged by service provider for working at client premises must be covered under accidental and life insurance by service provider and supporting document to be submitted with client.
  - 19.21. Client will provide required working space for supervisor to carry out day to day



- operations. The allotted space should be kept well maintained during contract period and need to handover in proper condition at the end of contract, any damage of loss to allotted space will be recovered from bill /security deposit.
- 19.22. Supervisors deputed at client premises will act as single point of contact for rest housekeeping staff, client will share the necessary directions to him/her which need to be further shared with rest housekeeping staff.
  - 19.23. Supervisors deputed at client premises must have a smart phone with internet connectivity to enable him & her to share corrective action/feedback (through photograph) which he/she has taken against any complain/request done by the user to comply cleaning standard terms.
  - 19.24. A senior level representative of Service Provider shall visit client premises at least once-a-week and review the service performance of its personnel. During the weekly visit, Service Provider's representative should also meet the client's officer Incharge dealing with service under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working.
  - 19.25. Service provider shall ensure that any replacement of the personnel, as required by client for any reason specified or otherwise, shall be effected promptly without any additional cost. If service provider wishes to replace any of the personnel, the same shall be done with prior concurrence of the client.
  - 19.26. Service provider shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the Client /Govt. Of India/any State/or any Union Territory.
  - 19.27. The day-to-day operations shall be carried out in consultation with and under direction of the client's officer Incharge. Proposals for efficient functioning of the housekeeping activity shall be discussed, considered and implemented from time to time by service provider with the approval of client.
  - 19.28. In case of any theft or pilferage, loss or other offenses, Service Provider should investigate and submit a report to client and maintain liaison with the police. FIR will be lodged by client, wherever necessary. If need be, joint inquiry comprising of both the parties shall be conducted and responsibility fixed.
  - 19.29. In the event of any housekeeping personnel being on leave/absent, service provider shall ensure the suitable alternative arrangement to make up for such absence. To meet such eventualities service provider shall make provision of relievers.
  - 19.30. As and when client requires additional manpower on temporary or emergency basis, service provider will depute such manpower under the same terms and conditions. For the same, a notice of two days will be given by the client. Similarly, if the housekeeping personnel deployed by service provider any time are found absent or found engaged in irregular activities, client shall deduct the requisite amount on pro rata basis from the bill of service provider besides the imposition of penalty for non-observance of the terms of contract.
  - 19.31. Service Provider shall arrange to maintain at the daily shift-wise attendance record of the housekeeping personnel deployed by it showing their arrival and departure time. Service Provider shall submit to client an attested photocopy of the attendance record and enclose the same with the monthly bill.
  - 19.32. Service provider will have to submit certificate along with monthly bill, that all legal dues of employees like PF etc. have been fulfilled by service provider along with attendances muster, monthly wages register, ESIC challan\WCP documents, PF challan, Professional



Tax challan, Contactors Checklist-Annexure-H etc.

- 19.33. There would be no increase in rates payable to Service Provider during the Contract period, except reimbursement of the statutory wages revised by the Government.
- 19.34. Client will reimburse service provider to the extent of the amount of variation arising out of the upward revisions in minimum wages as per labor commissioner of Gujarat\govt. Of India above the rates mentioned in the contract and derived statutory obligations thereof, provided the documentary evidence is produced by service provider making such payments to that extent only.
- 19.35. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
- 19.36. For any dispute regarding any contract terms, decision of The President-CEPT University will be final and will be binding to Service Provider.
- 19.37. After reporting in beginning of shift, any person leaving the client premises shall be with exit checkout only. If a person has left the premises without exit record, it shall be treated as malpractice and for first incidence a penalty of Rs. 1000/- per person per incident will be deducted from the bill, second incident it will be Rs. 2500/- person per incident.
- 19.38. If client decides to implement biometrics for attendance of housekeeping staff, the service provider shall follow the same and ensure entry-exit punching of all the personnel and same shall become basis for payment.
- 19.39. Usage of mobile headphone/earphones by working staff is strictly not allowed while on duty; usage of mobile phone by working staff is to be minimized while on duty.

## Section-III Annexures and Forms

### **Annexure-A: Technical Bid Proforma**

(Details to be filled in [online form](#) only)

## Inviting Proposal for Providing Housekeeping Services for General Cleaning at CEPT University, Ahmedabad FY: 24-25

Interested firms are required to submit the following information

[campus.tenders@cept.ac.in](mailto:campus.tenders@cept.ac.in) [Switch account](#)



The name and photo associated with your Google account will be recorded when you upload files and submit this form. Only the email you enter is part of your response.

\* Indicates required question

**Email \***

Your email

**Name of the registered Company / Firm: \***

Your answer

**Communication Address for Company / Firm: \***

Your answer

Name of Authorized contact Person \*

Your answer

Designation of Authorized contact Person \*

Your answer

Contact Number (Office) \*

Your answer

Contact Number (Mobile) \*

Your answer

Contact Email ID \*

Your answer

Website address of Company / Firm

Your answer

PAN details \*

Your answer

Attach copy of PAN card \*

 Add file

GST Details \*

Your answer

Valid Company Registration \*

Yes

No

If Yes, Attach copy of company registration

 Add file

Valid EPF and ESI Registration \*

Yes

No



**If Yes, Attach copy of EPF and ESI Registration**

 Add file

**Valid License to provide housekeeping services \***

Yes

No

**If Yes, Attach copy of License**

 Add file

**Experience in providing Housekeeping Services \***

Your answer

**Numbers of years experience in Education sector \***

Your answer

**Average annual turnover (for housekeeping service business only) for last 3 financial years not less than 2 crore \***

Yes

No

If Yes, Attach copy of balance sheet certified by chartered accountant for last 3 financial years i.e. FY 2020-2021, 2021-22 and 2022-23

 Add file

Whether blacklisted by any Central / State govt. / Autonomous body / PSU. \*

Yes

No

If No, attach self declaration

 Add file

Experience Details for past and ongoing service contracts (for top five relevant works) as per prescribed format (excel / spreadsheet only) mentioned in Annexure -B of RFP Document \*

 Add file

Attach copy of completion certificate / workorder for top five relevant works \*

 Add file

Attach signed and stamped copy of proposal document covering acknowledgement of all clauses mentioned in RFP document \*

 Add file



**Additional information about the company / firm Company profile**

 Add file

**Online Tender Fee Paid ? \***

Yes

No

**If tender Fee paid, attach the payment advice copy \***

 Add file

**Online EMD (Earnest Money Deposit) Paid ? \***

Yes

No

**If EMD paid, attach the payment advice copy \***

 Add file

A copy of your responses will be emailed to the address you provided.

Submit

Clear form

**Undertaking**

(To be furnished along with Technical Bid)

I/we hereby certify that all the information furnished above is true to my/our knowledge. I/we have no objection to CEPT University verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I /we have read all the terms and conditions of contract and all other documents of the tender technical bid has / have understood properly the nature and method of providing housekeeping services with clear understanding.

Date:

Place:

Signature of the authorized signatory of the agency

Official seal/ stamp



**Annexure-B: Experience details**

A) Client details for ongoing service contracts (top five)

<b>Sr. No</b>	<b>Name of Client (with contact details)</b>	<b>Location and description of service provided</b>	<b>Value of Service contract (in Lakh)</b>	<b>Quantum of housekeeping Staff Deputed per day</b>	<b>Date of contract commencement</b>	<b>Date of contract completion (as per contract)</b>

B) Client details for works carried out in past (top five)

<b>Sr. No</b>	<b>Name of Client (with contact details)</b>	<b>Location and description of service provided</b>	<b>Value of Service contract (in Lakh)</b>	<b>Quantum of housekeeping Staff Deputed per day</b>	<b>Date of contract commencement</b>	<b>Date of contract completion (actual)</b>





# Attach supporting documents i.e. work order copy and contract completion certificate

**Annexure-C: Format for daily General area cleaning checklist**

CEPT UNIVERSITY  
Daily House Keeping Check List

Name of Person:	
કામ કરનારનું નામ	

Date:	
તલ.	

અનુ. નં.	જગ્યા	ઝાડુ	પોતુ	ફર્નિચર	કચરાપેટી	ફર્નિચર	અન્ય	કામકરનારની સહી	યુઝરનું નામ	યુઝરની સહી	રિમાર્ક્સ
Sr. No.	Location	Dry Mop	Wet Mop	Dusting	Garbage Removal	Furniture Arrangement	Others	HK's Sign	User's Name	User's Sign	Remarks
											
1											
2											
3											
4											
5											
6											
7											
8											
9											

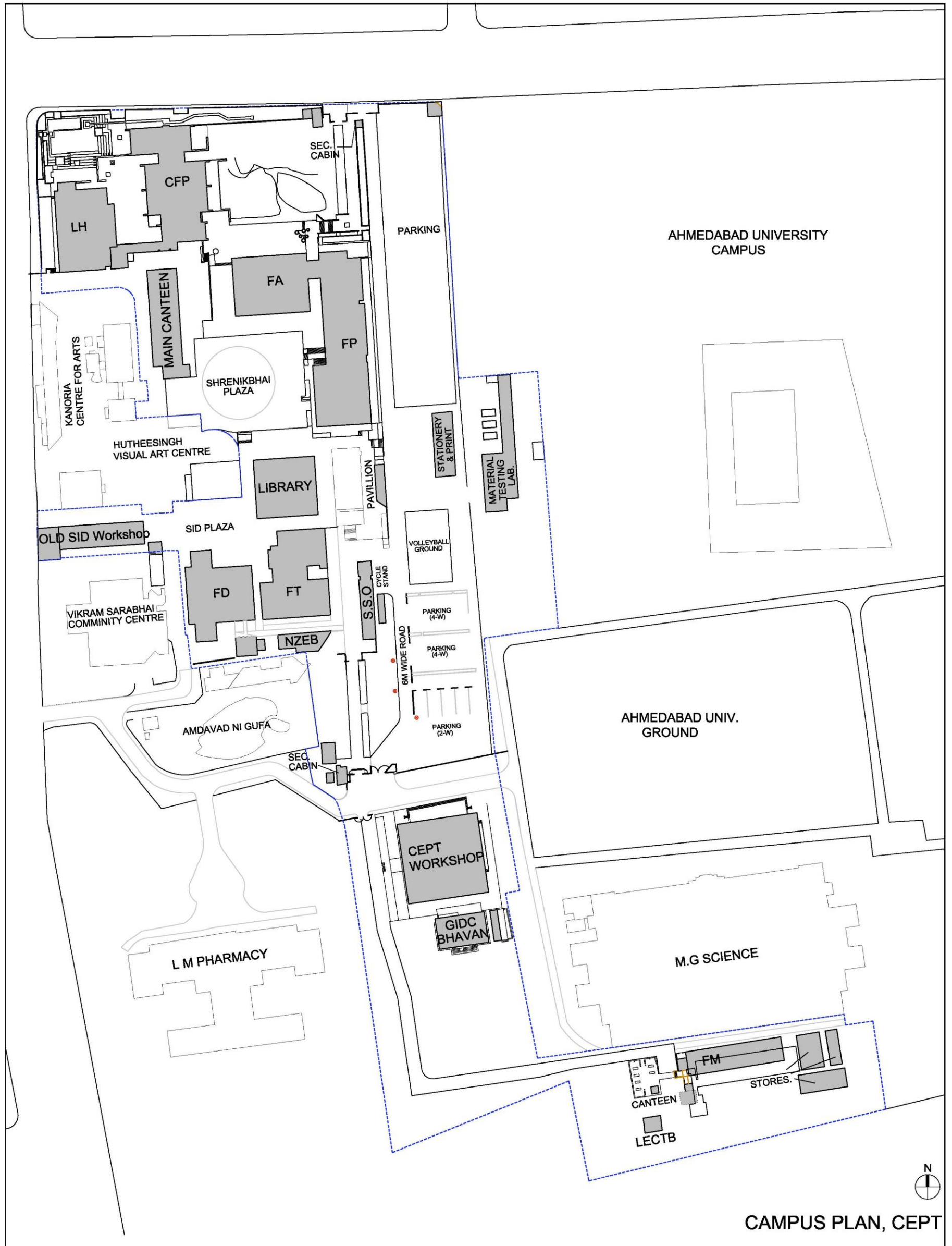
Checked by:

Housekeeping Supervisor

Verified by:

Campus Supervisor

Annexure-D: Map Showing Locations in CEPT University Main Campus



**Annexure-E: Agreement Pro forma (Draft)**

**AGREEMENT for providing MANPOWER for general cleaning services at CEPT University and its premises at Navrangpura Ahmedabad**

**Agreement No.**

**Dt:-**

This agreement made on **(date of agreement)** between CEPT University (hereinafter called as "client") of the one part and m/s. \_\_\_\_\_ (hereinafter called the "service provider") on the other part.

Whereas the client being desirous of having provided and executed certain works mentioned, enumerated or referred to in the scope of work and other conditions of the "proposal" and acceptance thereof, copy hereto annexed, all of which are deemed to form part of this contract and are included in the terms contract whenever herein used.

And whereas the company accepted the tender of service provider for ..... The provision and the execution of the said work at the rates stated in the "financial bid" (hereinafter called the "contract price ") which is annexed. The contracted value works out to Rs.\_\_\_\_\_ (rupees \_\_\_\_). Reference (bid proposal and related correspondence)

**Now this agreement witnessed & it is hereby agreed and declared as follows:**

1. In consideration of the payments to be made to the service provider for the work to be executed by him, the service provider does hereby covenant with the client that the service provider will duly provide, execute, and complete the said work for a period one year **w.e.f. As provided in the contract**, perform all other acts to be implied there from or may be reasonably necessary for the completion of the said works and in the manner and subject to the terms and conditions or stipulation mentioned in the contract.
2. The works shall be executed as per terms & conditions laid down in the tender document.
3. Security deposit & Bank Guarantee.
  - a) Successful Bidder has to deposit Security deposit of Rs. 3,50,000 (estimated to 50% of monthly bill value) and Furnish Bank Guarantee of Rs. 3,50,000 (estimated to 50% of monthly bill value) in the name of CEPT University comprising full value of Rs. 7,00,000 (estimated monthly bill value) before commencement of work.
  - b) Security Deposit can be forfeited, and Bank guarantee will not be released if bidder fails to deliver required items and services as per contract conditions.
  - c) Security deposit and bank guarantee will be refunded and released respectively within two months after successful completion of contract and fulfill of all compliances; there will be no interest payable on it for said period.
  - d) Wherever the contracts are rescinded, the security deposit can be encased and the balance work will got done separately.

- e) The original service provider shall be debarred from participating in the bidding process for executing the balance work. If the failed service provider is JV or a partnership firm, then every member/partner of such a firm would be debarred from participating in the bidding process for the balance work either in his/her individual capacity or as a partner of any other JV/partnership firm.

The cost of stamp paper on this account shall be borne by CEPT University.

- 4. All disputes arising out of this agreement and all question relating to the interpretation of this agreement shall be decided by the CEPT University and the decision of the CEPT University shall be final.

In witness whereof the said parties have hereunto set their hands the day and year first above written.

\_\_\_\_\_  
For and on behalf of Service  
Provider  
M/s  
  
Witness  
1. \_\_\_\_\_  
\_\_\_\_\_  
2. \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Registrar, CEPT University  
  
Witness  
1. \_\_\_\_\_  
\_\_\_\_\_  
2. \_\_\_\_\_  
\_\_\_\_\_

Schedule detailing the terms of work with rates thereof and the conditions of contract are annexed.

**Annexure-F: Accounts Details filled by Bidder**

Sr. No.	Particulars	Details
1	Name of bidder	
2	Permanent account no. (PAN)	
3	Particulars of bank account	
	• Name of bank	
	• Name of branch	
	• Branch code	
	• Address	
	• City name	
	• Telephone no.	
	• Type of account	
	• Account no.	
	• NEFT/IFSC code	
	• RTGS code	
	• MICR code appearing on the Cheque book	
4	Email id of bidder	

Note: - Please attach original cancelled Cheque

**Annexure-G: Financial Bid Pro forma**  
(In separate sealed Cover labelled as Financial Bid)

A. Charges for providing **housekeeping services for general cleaning**

**NOTE – Service provider has to provide one week-off to all general cleaning staff working at CEPT per week, accordingly provide require adequate cleaning staff for whole month, service provides has to calculate reliever staff requirement and cost of staff to be provided including the reliving cost considering the condition of week-off.**

Category	Type	Estimated Quantity	Rate per person per month (Rs.)*	GST ( Rs.)	Total Cost per person per month ( Rs.)#
A	Supervision service – Male	1			
2	Housekeeping service-Male	27			
Total cost per month					

# Detailed rate bifurcation shall be provided separately for each category.

**Annexure-1-Clarity over queries raised by bidders in pre-bid meeting**

**# Clarification of Bidders Queries:**

Sr No	Bidders' Query	Client's Reply
1	Exemption for EMD amount mentioned in tender document	MSE's & MSME's (According to Rule 170 of GFR) will be facilitated by providing them tender sets free of cost, exempting MSEs from payment of earnest money deposit, adopting e-procurement to bring in transparency in tendering process. However, exemption from paying of Performance Bank Guarantee is not covered under the policy. (In case of EMD exemption) Successful bidder will have to deposit the full amount against Security Deposit before commencement of contract.
2	Supplier Labour licence applicable or not	Supply of Labour license will be applicable as per the provisions of The Contract Labour (R&A) ACT,1970 and Gujarat Rules ,1972.  Threshold of the contract labour (50 or more workmen)

**Annexure-H: Check List for Contractors Records**

Sr. No	Forms	Description Of the Form	Section/Clause/Sub-clause	Submission Requirement	Remarks (Yes/No)
1	Form VI	Form of licence granted by the Office Of the licensing officer	Rule 25(1)	Starting	
2	Challans	Monthly under EPF Act.	EPF Act.	Monthly	
3	ECR List	Monthly under EPF Act. (Employee working at CEPT University.)	EPF Act.	Monthly	
4	Form - 11	Declaration under EPF Act.	EPF Act.	Monthly	
5	Form - 2	Employee Nominee Declaration as per EPF Act.	EPF Act.	Monthly	
6	Form - F	As per Gratuity Act.	Garatuiety Act.	Monthly	
7	Form XIII	Register of Workmen employed by the contractor	Rule 75	Monthly	
8	Form XIV	Employment Card	Rule 76	Monthly	
9	Form XIX	Wage Slip	Rule 78(1)(b)	Monthly	
10	Form XVI	Muster Roll	Rule 78(1)(a)(i)	Monthly	
11	Form XVII	Register Of Wages	Rule 78(1)(a)(i)	Monthly	
12	Form XVIII	Register Of Wages cum Muster Roll	Rule 78(1)(a)(i)	Monthly	
13	Form XX	Register of deductions for damage or loss	Rule 78(1)(a)(ii)	Monthly	
14	Form XXI	Register Of Fines	Rule 78(1)(a)(ii)	Monthly	
15	Form XXII	Register Of Advances	Rule 78(1)(a)(ii)	Monthly	



Sr. No	Forms	Description Of the Form	Section/Clause/Sub-clause	Submission Requirement	Remarks (Yes/No)
16	Form XXIII	Register Of Overtime	Rule 78(1)(a)(iii)	Monthly	
17	ESIC	Monthly History & Challan if applicable		Monthly	
18		Payment should be made on or before 10th of every month.	Payment of Wages Act.	Monthly	
19		List of ECR for exiting employee in CEPT University	EPF Act.	Monthly	
20		Bank Statement / Voucher		Monthly	
21		Application Form		New Emp.	
22		Appointment Order		New Emp.	
23	Form XXIV	Return to be sent by the contractor to the licensing officer	Rule 82(1)	Half Yearly	
24	LWF	Labour Welfare Fund paid record - January & July		Half Yearly	
25	Form C	Payment of Bonus Register as per Bonus Act.	Bonus Act	Yearly	
26	Form D	Intimation to ALC of Bonus payment as per Act.	Bonus Act	Yearly	
27	Form XV	Service Certificate	Rule 77	Yearly	
28		Copy of Workmen Compensation Act Insurance Policy	Compensation Act	Yearly	
29		Visit books under Minimum Wages Act. & EPF Act.	M.W. & EPF Act.	After Inspection	

All forms mentioned in above check list to be provided along with checklist at the time of monthly submission of bills, mentioning yes/no in remarks column.

**Undertaking**

(To be furnished along with Financial Bid on Company letter head)

I /we have read all the terms and conditions of contract and all other documents of the tender financial bid has / have understood properly the nature and method of Housekeeping Services with clear understanding.

I/we am/are offer my /our rate as above and agree to abide by the terms and conditions of contract.

Date:

Place:

signature of the authorized signatory of the agency

Official seal/ stamp