



Tender No. 014/HR/019/AKU/2019 (TENDER)

Date : 04/04/2019

Address : Registrar  
Aryabhatta Knowledge University,  
Near Bus Stand, Mithapur,  
Patna, 800 001.

e-mail : [akuniv10@gmail.com](mailto:akuniv10@gmail.com)

Contact : 0612-2351919

Website : [akubihar.ac.in](http://akubihar.ac.in)

**TENDER DOCUMENT  
FOR  
HOUSEKEEPING SERVICE CONTRACT**

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## Section-I

### TENDER NOTICE FOR PROVIDING HOUSE KEEPING SERVICES

Aryabhata Knowledge University, Patna invites sealed tenders under two bid systems from eligible firms/companies for providing housekeeping services for its University located at the above mentioned address.

The Sealed bidding document (Technical Bid, Financial Bid & along with EMD duly (filled and signed) should be sent on or before 27 April 2019, 12:00 Noon. Tender received after stipulated time and date shall be rejected summarily.

Cost of Tender Document	Rs. 500/- (Rupees Five Hundred only) (Non-refundable) DD should be submitted in favour of "Aryabhata Knowledge University" Payable at Patna
Earnest Money Deposit	Rs. 75,000/- (Rupees Seventy Five Thousand Only) DD should be submitted in favour of "Aryabhata Knowledge University" Payable at Patna
Issuance of Tender Document	From 04 April 2019 to 27 April 2019 (May be downloaded from our website)
Last Date for submission of Tender	27 April 2019 up to 12:00 Noon
Date and time of opening of Tender	27 April 2019 at 1:00 PM (Technical Bid)

The tender document may be downloaded from our web site [www.akubihar.ac.in](http://www.akubihar.ac.in). The bidder should submit Separate DD for the application fee of Rs.500/- and this should be attached with the fee for EMD of Rs. 75,000/- (Seventy Five Thousand only) in the Technical bid of tender document; else tender document for the bid will not be accepted.

The University reserves the right to accept / reject any of the Tender(s) without assigning any reason whatsoever and shall be final and binding:

**REGISTRAR**  
**ARYABHATTA KNOWLEDGE UNIVERSITY,**  
**Near Bus Stand, Mithapur,**  
**Patna, 800 001**

**Section-II**

**IMPORTANT DATES AND INFORMATION**

Sl. No.	FAQ	Answer
1	Cost of Tender Document	Rs. 500/- (Rs. Five Hunderd Only) DD should be submitted in favour of “Aryabhatta Knowledge University” Payable at Patna
2	EMD	Rs. 75,000/- (Rs. Seventy Five Thousand Only) DD should be submitted in favour of “Aryabhatta Knowledge University” Payable at Patna
3	Performance Security Deposit	5% of yearly Contract amount DD should be submitted in favour of “Aryabhatta Knowledge University” Payable at Patna. (Applicable for successful bidder only)
4	Address and place of Submission of Tender	Registrar Aryabhatta Knowledge University, Near Bus Stand, Mithapur, Patna, 800 001.
5	Tender Document Delivery Mode.	Through Speed Post / Registered Post/ Courier or either by person.
6	Last date and time of submission	27 April 2019 up to 12:00 Noon
7	Date & Time of opening Technical Bid	27 April 2019 at 1:00 PM (Technical Bid)
8	Date of opening Financial Bids for technically qualified bidder	To be communicated later
9	Venue of opening tender	Conference Hall of the University
10	All the bid documents from section-III to X need to be duly signed and sealed. However, the Financial Bid (Section-VIII) will be opened later on.	if signature & stamp in any of the section III to X found missing, the tenderer shall communicate on the same, on the day of opening for acceptance.
11	Duration of contract	One year from the date of awarding of contract, which is further extendable for a period of two years with same rates and terms & condition; subject to satisfactory performance each year.
12	Validity of Tender	120 days from the date of opening of tender
13	Total Number of pages of Tender Document	15 pages

**TECHNICAL BID SUBMISSION FORM**  
**Letter of Bid**  
**(To be printed preferably on Bidder's letterhead)**

Date :

To

The Registrar  
Aryabhata Knowledge University,  
Near Bus Stand, Mithapur,  
Patna, 800 001.

Ref: Invitation for Bid in respect of Tender Notice dated **04th April 2019**

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents.
2. We offer to execute in conformity with the Bidding Documents for "Housekeeping Service Contract" for The Aryabhata Knowledge University, Near Bus Stand, Mithapur, Patna, 800 001.
3. Our bid shall be valid for a period of 120 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security of 5% in accordance with the Bidding Documents.
5. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that the Bureau is not bound to accept highest ranked bid / lowest bid or any other bid that the Bureau may receive.

Yours sincerely,

Authorised Signatory

**(Authorised person shall attach a copy of Authorisation for signing on behalf of Bidding company)**

Full Name and Designation

Date :

Place:

Stamp:

**CONTACT DETAILS FORM**  
**General Details of Bidder**

1. Name of the Company .....
2. Name and Designation of Authorised Signatory .....
3. Communication Address .....  
.....
4. Phone No. / Mobile No. ....
5. Fax .....
6. E-Mail ID. ....
7. G.S.T. REGN. NO. ....
8. PAN NO. ....

**Particular Details of the Bidders Representative'**

1. Name of the Contact Person .....
2. Designation .....
3. Phone No. ....
4. Mobile No. ....
5. E-Mail ID. ....

**UNDERTAKING**

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and period of extension, if any and it is certified that the rates quoted are the lowest rates as quoted in any other institution of India.
3. I/We give the rights to the University to forfeit the Earnest Money/Performance Security Deposit by me/us in case of breach of conditions of Contract.
4. I hereby undertake to provide the housekeeping services as per the provisions in the tender document/contract agreement.

**Signature of the Authorised Signatory**

**Date:**

**Place:**

**Designation:**  
**(Office seal of the Bidder)**

**GENERAL CONDITIONS**

1. For the Bidding / Tender Document Purposes, Aryabhata Knowledge University, Near Bus Stand, Mithapur, Patna, 800 001, shall be referred to as 'University' and the Bidder / Successful Bidder shall be referred to as 'Contractor' and / or Bidder or interchangeably.
2. The sealed bidding documents should be delivered to the Registrar of the University on or before the stipulated date and time. The technical bid and the financial bid must be sealed in separate envelopes super-scribing "Technical Bid" and "Financial Bid" and both these two envelopes must be placed in a third envelope super-scribing "Tender for Housekeeping Contract Service". This third envelope should be sealed and delivered to the Registrar, Aryabhata Knowledge University, Near Bus Stand, Mithapur, Patna, 800 001.
3. The tender document may be downloaded from our web site [www.akubihar.ac.in](http://www.akubihar.ac.in). The bidder who had downloaded the tender document should submit the document with a DD for the application fee of Rs. 500/- along with the tender document; else tender document for the bid will not be accepted.
4. While all efforts have been taken to avoid errors in the drafting of the tender document, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
5. Each page of the Tender documents must be stamped and signed by the person or authorized persons submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the University. **NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT.**
6. The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
7. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are **liable to be rejected.**
8. The parties to the Bid shall be the 'Bidders' (to whom the work has been awarded) and the Registrar, Aryabhata Knowledge University, Near Bus Stand, Mithapur, Patna, 800 001.
9. For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post to the Registrar, Aryabhata Knowledge University, Near Bus Stand, Mithapur, Patna, 800 001. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

(Signature)

(Stamp)

## Section-V

10. No request for transfer of any previous deposit of earnest money or Performance Security Deposit or adjustment against any pending bill held by the University in respect of any previous work will be entertained.
11. Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with the stipulations made herein or back out after quoting the rates, the EMD will be forfeited.
12. Validity of the Bids: The quoted bids shall have the validity for a period of 120 days from the date of opening of the tenders.
13. Opening of Tender: The tenderer either himself or may authorize any person to be present at the time of opening of the tender. The person attending the opening of the tender on behalf of the tenderer should bring with him a letter of authorization as proof.
14. Right of Acceptance: The University reserves all rights to reject any or all tenders without assigning any reason.
15. Communication of Acceptance – Successful bidder shall give acceptance within 10 days from the date of receipt of the work order, failing which, the work order issued stands cancelled and the EMD will be forfeited. Further, the successful bidder shall pay an amount of 5% of yearly Contract amount towards Performance Security which will be adjusted from the EMD.
17. Corrigendum/Amendment to the tender will be effected if required.
18. The tenderer shall bear all cost associated with preparation and submission of tender form.
19. The bidder shall submit the tender form legibly in English and attach copies wherever required.
20. Bidders sending their bids through courier/ by Speed post/by Person should also ensure that their bids are received on the said address by the stipulated date and time. No time extension for courier/Speed Post/by Person shall be granted.
21. The Technical Bid will be opened on in the said date and time at our office.
22. The agencies who qualifies the Technical bid shall be call for next meeting for opening of Financial Bid for which the date, time and venue will be intimated to the qualified agencies separately.

## Section-V

23. The bidder or the authorized person of the bidder are allowed to take part in the financial and technical bid opening meeting and they are required to sign the attendance.

24. Absence of bidder or representative shall not impair legality of the opening procedure

25. After opening of Technical bid and verifying the EMD amount, the technical bids shall be evaluated later on to ensure that, the bidders meets the eligibility criteria as specified in the tender document.

26. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the University may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the University shall not be considered. The University request for clarification and the response shall be in writing.

27. If a bidder does not provide clarifications of its bid by the date and time set by the University, their bid may be rejected.

28. The successful bidder shall enter in to contract and the authorized signatory shall execute and sign the contract agreement in accordance with the article agreement and general conditions and provisions contained in the tender document before commencement of service.

29. Financial bid will be opened for the qualified technical bidders.

Date:

Place:

**(Name and Signature of Tenderer  
with stamp of the firm)**



## MINIMUM ELIGIBILITY CRITERIA

1. The following shall be the minimum eligibility criteria for fulfilling the Technical evaluation. The Financial evaluation shall be carried out only in respect of those bidders whose bid meets the Technical criterion. **(A Proof in support of the following criterion by the Bidder shall be submitted).**
2. Bid Security (EMD): EMD for Rs. 75000/- (Seventy Five Thousand Only) is to be submitted along with the tender document only in the form of Demand Draft drawn in favour of “Aryabhata Knowledge University” Payable at Patna.
3. The agency shall be a Limited Company or a Private Limited Company registered under the companies Act 2013 or any prior companies act/partnership firm or a proprietorship. **For proof, self-attested/attested copy of Certificates of Incorporation / partnership deeds or any other valid document issued by the respective registrar of firms/companies may be submitted. In case of Proprietorship firm, Self-declaration or self-certificate supported by PAN in the proprietor name would suffice.** The Bidder should have a valid PAN issued by the Income Tax department. Bidder shall have valid GST Registration.
4. The agency shall be registered with Employees Provident Fund Organization and Employees State Insurance Corporation. Attested copies of relevant document in this regard should be attached in the tender document.
5. The agency should have minimum three year experience in providing housekeeping services consecutively in the Government departments / Public sectors (Central or State) / Private limited company at the time of submitting the tender. Attested copy of relevant document in this regard should also be attached in the tender document.
6. Income Tax Return of the company/firm /proprietor for the past three years should be enclosed.
7. GST/ST Return of the Company/firm for the past three years should be enclosed.
8. EPF (monthly return) for the month of December '2018 & January 2019 should be attached.

Date:

Place:

**(Name and Signature of Tenderer  
with stamp of the firm)**

## TECHNICAL BID DOCUMENT

**Mandatory details to be provided with seal & signature else tender will be rejected summarily.**

Sl.	Particulars	***
1	Name of the Tenderer/Firm, Office Address, Telephone No., Fax No., Mobile No., E-mail (Please attach registration certificate of Firm)	Copies shall be enclosed
2	EPF Registration No. Document of Monthly Return submitted for the last two months (December '2018 & January' 2019)	Copies shall be enclosed
3	ESI Registration No., if applicable	Copies shall be enclosed
4	Present Employers certificate	Copies shall be enclosed
5	Experience certificate from existing employer/past employer Experience certificate should be enclosed for three years	Copies shall be enclosed
6	Income Tax Return for the Past three years (2015-16, 2016-17 & 2017-18)	Copies shall be enclosed
7	Service Tax/GST Return for the past three years (2015-16, 2016-17 & 2017-18)	Copies shall be enclosed
8	Tender Fee, Rs. 500/- (Five Hundred Only) in favour of "Aryabhatta Knowledge University" payable at Patna.	
9	EMD, Rs. 500/- (Five Hundred Only) in favour of "Aryabhatta Knowledge University" payable at Patna.	
10	All the bid documents from section-III to X need to be duly signed with seal. However, the Financial Bid (Section-VIII) will be opened later on.	if signature & stamp in any of the section III to X found missing, the tenderer shall communicate on the same for acceptance.

Date:

Place:

**(Name and Signature of Tenderer  
with stamp of the firm)**

## FINANCIAL BID DOCUMENT

The agency willing to provide housekeeping services shall undertake the works quantified in Section-IX.

Sl.	Particulars	To be filled and not to be left blank
1	<p>Bid value should be quoted only for one month for the quantified housekeeping work as specified in <b>Section-IX</b></p> <p>Bid value should not include Service tax which shall be raised in invoice every month in accordance to Government notification from time to time.</p> <p><b>Note:</b> <b>Only one bid value shall be quoted and it shall not be bifurcated in any manner.</b></p>	<p>Expenditure / month</p> <p>Rs. In Figures:</p> <p>Rs in Words:</p>

**Note: All cleaning items like spray, room freshener, deodorant, brooms, naphthalene ball, etc and other disinfectant and consumables shall be provided by the agency as per the requirements of every month and every now and then and cost of the same shall be reimbursed at the end of the month on submission of proper bills. This variable cost should not be included in the financial bid value.**

Date:  
Place:

**(Name and Signature of Tenderer  
with stamp of the firm)**

## QUANTIFIED WORK FOR HOUSEKEEPING

The purpose of housekeeping is that the whole University premises must look neat and clean every time and the contractor has to undertake all such jobs/activities required to maintain the University premises neat and clean whether such activities are elaborated hereunder or not.

### General Information

Area of the Building – Approx. 3,84,132 sq.ft.

Office working hours – 10:30 AM to 5:00 PM

### Work to be done daily: (Between 09:00 AM to 10:00 AM)

1. Brooming, Sweeping of floors
2. Dusting and cleaning of office furniture, Table top office equipments, tables, paper trays and other installations.
3. Toilets, Wash basins and Canteen area etc. should be cleaned twice a day and disinfected with necessary disinfectant.
4. If required, additional cleaning should be taken up as per the directions given by the University.
5. Replenishment of soap, naphthalene balls/air purifiers [As and when required].
6. Emptying of dustbins.

### Work to be done once in two weeks:

1. Linen/Towel washing
2. Dusting of files, cleaning of side racks and office furniture items
3. Partition glass should be cleaned with cleansing liquid.

### Work to be done once a month:

1. Dusting and cleaning of doors and window panes.
2. Vacuum cleaning of venetian blinds and carpets etc.
3. Cob-web removal, Dusting of ceilings fans, tube lights, fixtures, furniture items specifically steel almirahs.

In addition to above, in case of emergency, cleaning should be done at call on unforeseen events like breakage, spillage and special occasions.

**Note: Interested agency shall visit our office between 10.30 AM to 5:00 PM on all working days except Sunday and holidays and shall take note the office open area, carpet area, toilets etc to be cleaned.**

Date:

Place:

**(Name and Signature of Tenderer  
with stamp of the firm)**

## GENERAL CONDITION OF CONTRACT

1. The purpose of housekeeping is that the whole premises of the University must look neat and clean every time and the contractor has to undertake all such jobs/activities required to maintain the University premises neat and clean whether such activities are elaborated hereunder or not.
2. All the cleaning personnel to be provided for undertaking the housekeeping services in the University shall be provided with required uniform and cleaning equipment and should maintain decent behavior.
3. **All the cleaning personnel provided for the housekeeping services shall be governed by Govt. of India Ordinance Minimum Wages Act/Govt. of Bihar Minimum Wages Act whichever is beneficial to the employee, EPF and ESI and all statutory recovery & remittance shall be taken care by the Contactor.**
4. All the cleaning personnel to be provided for housekeeping services are bound to work all the days except holidays and Sundays and they should reach the university premises well in advance at-least before 09:00 AM to start cleaning work. The working hours of housekeeping is 09:00 AM to 5:00 PM with lunch break of 1:00 PM to 1:30 PM
5. The contractor shall liable to pay, the monthly wages on or before 07th of succeeding month to his deployed housekeeping personnel in accordance to applicable minimum wages Act.
6. The contractor shall strictly observe and adhere the following from their deployed housekeeping personnel:
  - Are always smartly turned out and vigilant
  - Are punctual and arrive at least 30 minutes before start of their duty time.
  - Take charges of their duties properly and thoroughly.
  - Perform their duties with honesty and sincerity.
  - Read and understand their post and site instructions and follow the same.
  - Extend respect to all Officers and Staff of the University.
  - Shall not consume intoxicated drinks on duty hours, or come drunk and report for duty.
  - Will not gossip or chit chat while on duty.
  - Will never sleep while on duty post.
  - Will not read newspaper or magazine while on duty.
  - Will immediately report to the Registrar of the University for any untoward incident/ misconduct or misbehavior.
  - Do not entertain visitors.
  - Shall not smoke in the University premises.
7. It is the sole responsibility of the deployed housekeeping personnel to execute the assigned work perfectly and neatly. If any damages are caused to University assets while discharging the duty, suitable amount will be deducted from the contractor's monthly payment.
8. The contractor shall follow the instruction of Bureau from time to time in discharging the duty everyday.

## Section-X

9. The University shall have the rights to remove any deployed housekeeping personnel from the duty who is considered to be undesirable.
10. The contractor shall exercise adequate supervision to reasonably ensure proper performance of housekeeping work in accordance to the schedule of work.
11. The contractor shall issue identity card/identity documents of the employees who are deployed to execute the work.
12. All necessary reports and other information shall be supplied immediately by the contractor as and when required by the University and at regular meeting will be held with University.
13. The contractor shall not employ any person of age below 18 years and above the age of 60 years and they should be sound in health in carrying out the duty and should not have infected diseases.
14. The contractor shall not subcontract the assigned work to any other agencies.
15. The University shall comply with and fulfill the recommendations (if any), if deemed necessary by the University, made in writing by the Contractor in connection with the performance of the services. The University shall notify the contractor of any dishonest, wrongful or negligent acts or omissions of the contractor's employees or agents in connection with the assigned services as soon as possible after the University becomes aware of them.
16. If required amendment to the contract shall be effected from time to time in accordance to Government notifications or otherwise.
17. The contractor shall raise the invoice/Bill before 07th of the succeeding month for the payment.
18. All the payments to the contractor by the University shall be made through NEFT/RTGS/A/c Payee Cheque only with applicable TDS in accordance with the Govt. of India guidelines from time to time.
19. Administrative Service charge (Bid Value) claimed for providing housekeeping contract shall not be raised at any cost during the contract period for any reason, force majeure etc.
20. **All the cleaning items and consumables shall be provided by the contractor as per the requirement and the cost of the same shall be reimbursed by the University on submission of bills / vouchers etc.**
21. On expiry of the contract, such portion of the said Performance Security Deposit may be considered by the University sufficient to recover any incorrect or excess payments made on the bills to the firm, shall be retained until the final bill is settled.
22. In case of any accident caused to the housekeeping personnel during the work period, it is the sole responsibility of the agency to meet any expenditure in this regard.
23. The contract shall be for a period of one year from the date of awarding of contract service and the same shall be extended for further period of two years with same rates and Terms &

## Section-X

Conditions subject to mutual consent between the University and Contractor and satisfactory performance by the contractor each year.

24. The contractor shall execute the assigned work as per the schedule and if the same have not been executed up to the expected level, warning notice shall be issued in this regard. If the situation continues still, penalty will be imposed at the rate of 1% of the contract value per month.

25. The contract may be terminated by either parties by giving Two month notice in writing.

26. The contract may be terminated by the University by giving notice in writing to the Contractor, if in case of serious negligence or serious breach of any of the terms and conditions of the contract by the contractor, and the University is of the opinion that any further continuance of the contract is not in the interest of the University, then the University shall have the right to terminate the contract without assigning any reason thereof, or without giving any notice, and any amount payable by the University as well as the performance security is liable to be forfeited.

27. Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this contract) arising out of, or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period of 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the University in accordance with the provisions of the Arbitration and Reconciliation Act 1996 and rules made thereunder including any modifications, amendments and future enactments thereto. The venue for the Arbitration will be Patna and the decision of the arbitrator shall be final and binding on both parties.

29. Jurisdiction of Court: This contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Patna.

Date:

Place:

**(Name and Signature of Tenderer  
with stamp of the firm**