

Indira Gandhi National Tribal University, Amarkantak (M.P)



TENDER FOR PROVIDING CLEANING & WASTE MANAGEMENT SERVICE AT IGNTU, AMARKANTAK M.P.

Tender Ref. No. IGNTU/ P&S/ 2025/ 61.

Date 15/10/2025

Tender Processing fee : Rs 3000.00/- (Three Thousand) only
Estimated Cost of the Tender : Rs 220 Lakhs (two hundred twenty lakhs) only
EMD : Rs. 5 lakhs (five lakhs) only
Last Date for submission of Tender : As per GeM Schedule
Date & Time for opening of Tender : As per GeM Schedule

Agencies are advised to visit the place of work for assessing the nature and volume of work realistically before quoting the rates.


15/10/2025
Registrar

Indira Gandhi National Tribal University
Lalpur, Amarkantak, Distt- Anuppur (M.P.) - 484 887

Website: www.igntu.ac.in

Registrar
I.G.N.T.U. Amarkantak (M.P.)
कुलसचिव
इ.ग.रा.ज.वि. अमरकंटक (म.प्र.)

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SECTION-I

NOTICE INVITING TENDER (NIT)

"Providing Cleaning & Waste Management Services at Indira Gandhi National Tribal University, Amarkantak M.P."

1. The Indira Gandhi National Tribal University (IGNTU) invites **e-Tender** under Single Stage Two Bid System through **GeM Portal** Government e-Marketplace (<https://gem.gov.in/>) (Part-I: Technical bid and Part II: Financial Bid) from experienced and reputed firms/ agencies/ companies for **"Providing Cleaning & Waste Management Services at Indira Gandhi National Tribal University Amarkantak M.P."**

2. Interested firms/agencies/companies are advised to visit GeM Portal <https://gem.gov.in> and apply as per the NIT uploaded on GeM portal under ATC. The tender document is also available on university website i.e. www.igntu.ac.in

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SCHEDULE OF TENDER

Name of Works/ Services	Providing Cleaning & Waste Management Services at Indira Gandhi National Tribal University, Amarkantak, M.P. This includes cleaning of inside and outside areas of institute Administrative, Academic, Residential, Hostel, Amentias and Utility building, Roads, drains, open areas and playgrounds.
Tender Processing Fee	Rs 3000 /- (Non-Refundable)
EMD	Rs Five lakhs (Rupees five lakhs Only)
Mode of EMD	EMD of Rs. 05.00 Lakh (Rs. Five Lakhs) only through in the form of an account payee Demand draft, fixed deposit receipt from e. commercial bank, bank guarantee from a commercial bank, which should valid upto period of 45 days beyond the final bid validity period or through online in favour of "Indira Gandhi National Tribal University, payable at Canara Bank, IGNTU Branch A/C No. 6752101000027 IFSC: CNRB0006752 shall be submitted along with the Technical Bid. Exemption shall be allowed as per rule 170 of GFR 2017. EMD of the unsuccessful bidders shall be returned on written request.
Publication of e-Tender	As per GeM Schedule
Pre-Bid Meeting	As per GeM Schedule
Last date and time for Submission of online tender documents	As per GeM Schedule
Date and time of Tender Opening	As per GeM Schedule
MSE Exemption for Years of Experience and turnover	NO
Startup Exemption for Years of Experience and turnover	NO
Tender Document to be uploaded	On GeM portal under Bid specific ATC


 15/10/2025
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 IGNTU, Amarkantak (M.P.)
 IGNTU, Amarkantak (M.P.)
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SECTION- II

INSTRUCTIONS TO BIDDERS

1. Tender document can be downloaded from GeM Portal <https://gem.gov.in>.
2. The bidders are requested to read the tender document carefully and ensure all the compliance with instructions herein. Non-compliance of the instructions contained in this document may disqualify the bidders from the tender process.
3. The agencies/ bidders/ firms are advised to read carefully the tender documents and terms & conditions before quoting/ submitting their bid.
4. *All the pages of the tender documents should be signed and stamped by bidders for their acceptance of all terms and conditions of the tender.*
5. All offers should clearly be mentioned and **price** should be written in both, **figures and words, as per the GeM Policy.**
6. Quoting firms **must put page number on every page** of the bid. It is also required that page nos. of the documents attached should be mentioned against each item of the main bid.
7. The NEFT / Online Payment for EMD must be deposited to the account of "Indira Gandhi National Tribal University, Amarkantak M.P." **before the last date of bid submission.** NEFT/ Online Payment transfer details for EMD must be submitted along with the tender document.
8. **Eligible and willing agencies are advised to visit the University site to get an onsite assessment of the work on any working day between 10.00 AM to 04.00 PM after taking permission from the Registrar, Indira Gandhi National Tribal University, Amarkantak M.P.**
9. Tender incomplete in any respect will be rejected outrightly. Similarly conditional Tenders will also be rejected outrightly.
10. Address and contact numbers for seeking clarifications & Communication: -
 - (a) **Address for Communication:**
The Registrar
Indira Gandhi National Tribal University
Lalpur Amarkantak
P.O.-IGNTU Campus
Dist.- Anuppur - 484887
(Madhya Pradesh)
 - (b) E-mail Id for communication: registrar@igntu.ac.in



SECTION-III

QUALIFICATION/ ELIGIBILITY CRITERIA

1. The bidder must have experience in the area of providing of **Providing Cleaning & Waste Management Services** in Central/ State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/ Reputed Organizations for a minimum period of **three** years ended 31st March, 2025. Service rendered with list of such Central/ State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/ Reputed Organizations with duration of service and work value shall be furnished/ uploaded with bid.
2. **Capability:** Average annual financial turnover of the bidder during the last **three** financial years ended 31st March, 2025 should be at least **Rs. 264 Lakhs (Rupees Two Hundred Sixty-Four Lakhs only)** for "Providing Cleaning & Waste Management Services".
3. **Past Experience:** The bidder must have at least **three years'** experience of providing Cleaning & Waste Management Services to Central/ State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/ Reputed Organizations. The bidder must have successfully executed/ completed **Providing Cleaning & Waste Management Services**, over the last three financial years ended 31st March, 2025:-
 - (a) **One** similar work contract of at least **80%** of estimated bid value;
or
 - (b) **Two** similar work contracts of at least **60%** each of estimated bid value;
or
 - (c) **Three** similar work contracts of at least **40%** each of estimated bid value.
4. **One Bid Bidder:** Each bidder shall submit only one tender either by himself or as a partner or as a member of consortium. If a bidder or if any of the partners or any one of the members of the consortium participates in more than one bid, the bids are liable to be rejected.
5. **Validity of Bid:** The bid shall remain valid for 180 days after the date of opening of bid. A bid valid for a shorter period shall be rejected by IGNTU, Amarkantak as non-responsive. IGNTU, Amarkantak may request the bidder for extension of period of bid validity. In such eventuality of extension of bid validity, the validity of bid security provided shall also be suitably extended. However, modification in Bid will not be allowed at any stage.
6. Self-Attested copies of registration certificate/ documents defining the constitution or legal status, place of registration and principal place of business; written power of attorney of the signatory of the bid to commit the bidder.
7. Copy of valid license under the relevant Act/ Rules, as applicable, promulgated by Government of India/ Concerned State in which the service is performed.



8. The bidder must be registered with the following statutory authorities and must furnish attested copy of following supporting documents:-

- (a) Valid labour license under the contract Labour (Regulations & Abolition Act, 1970)
- (b) GST Registration certificate
- (c) Registration under EPFO
- (d) Registration under ESIC
- (e) PAN Card
- (f) Any other registration/ license which are mandatory for such agencies stipulated by concerned authorities from time to time such as Storage of Hazardous Chemicals.

9. Self-attested Copies of work orders and experience with financial value in Providing Cleaning & Waste Management Services for last three years and names & address of clients who may be contacted for further information on those contracts. **[Format-II]**.

10. Income Tax returns filed for the last three Assessment years (2022-23 & 2023-2024, 2024-25)

11. Certified copies of Audited Annual accounts of the last three financial years (2022-23 & 2023-2024, 2024-25) by CA comprising following: -

- (a) Balance sheet
- (b) Profit and loss Statement
- (c) Income and expenditure account

12. Bank Account details (NEFT Mandate Form) **(Format-IV)**

13. Duly notarized undertaking on non-judicial stamp paper of **Rs.100.00** to be furnished as per the

Format- V of the tender document.



SECTION- IV

ACTIVITY SCHEDULES AND SCOPE OF WORK

1. **Description of Services** Indira Gandhi National Tribal University, Amarkantak M.P. is required services for Providing Cleaning & Waste Management Services
2. **Area of work:** All covered area within the boundary of the Indira Gandhi National Tribal University, Amarkantak M.P. will be in the scope of Providing Cleaning & Waste Management Services to be provided by the contractor. Details are as follows: -

(a) **Area at IGNTU Campus, Amarkantak M.P.:**

Sl. No.	Description	Type	Area (Approx)	Unit	Minimum Frequency of Days
1	Faculty of Science Building	Academic	20506	Sq Meter	22 Days
2	Faculty of Education	Academic	6336	Sq Meter	22 Days
3	Tribal Model School	Academic	12633	Sq Meter	22 Days
4	Faculty of Commerce & Management Building	Academic	11095	Sq Meter	22 Days
5	Faculty of Mass Communication & Journalism	Academic	4121	Sq Meter	22 Days
6	Kendriya Vidyalaya School Building	Academic	2987	Sq Meter	22 Days
7	C/o Ground floor Pharmacy Building (Phase-I)	Academic	2138	Sq Meter	22 Days
8	Yoga Building	Academic	1280	Sq Meter	22 Days
9	Old Portal Frame Academic 14 Blocks	Academic	7000	Sq Meter	22 Days
10	Permanent Administrative Building	Admin	15236	Sq Meter	22 Days
11	KVK Admin Building	Admin	650	Sq Meter	22 Days
12	Mess Building for Girls Hostel	Amenities	3260	Sq Meter	30 / 31Days
13	Sports Complex	Amenities	4260	Sq Meter	30 / 31Days
14	Kitchen cum dinning Building	Amenities	2500	Sq Meter	30 / 31Days
15	Guest House Building	Amenities	1446	Sq Meter	30 / 31Days
16	Library	Amenities	-	-	30 / 31Days
17	Old Portal Frame Guest House 03 Blocks	Amenities	1800	Sq Meter	30 / 31Days
18	Swimming Pool	Amenities	2245	Sq Meter	30 / 31Days
19	Permanent Girls Hostel	hostel	12120	Sq Meter	30 / 31 Days
20	Permanent Boys Hostel	hostel	12120	Sq Meter	30 / 31 Days
21	Boys Hostel for Model School	hostel	10000	Sq Meter	30 / 31 Days
22	Girls Hostel for Model School	hostel	10000	Sq Meter	30 / 31 Days

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23	450-Seater Girls Hostel (G+2 :342-Seater at Phase-I)	hostel	3414	Sq Meter	30 / 31 Days
24	Sone Hostel	hostel	2500	Sq Meter	30 / 31 Days
25	NSS Park, Sabri Park, Ambedkar Park & another open spaces, cricket ground, basketball ground, football ground etc.	Open Area			Twice Weekly
26	Type - III Quarter	Residential Common Area	426	Sq Meter	Twice Weekly
27	Type - IV Quarter	Residential Common Area	665	Sq Meter	Twice Weekly
28	Teachers Residence for Model School	Residential Common Area	280	Sq Meter	Twice Weekly
29	Principal / Vice Principal Residences	Residential Common Area	73	Sq Meter	Twice Weekly
30	OBC Transit Hostel	Residential Common Area	1051	Sq Meter	Twice Weekly
31	Type 3 Non-Teaching G +7	Residential Common Area	877	Sq Meter	Twice Weekly
32	Statutory Officers Residence	Residential Common Area	294	Sq Meter	Twice Weekly
33	V.C. Bungalow	Residential	350	Sq Meter	30 / 31 Days
34	Type- 3 Block 2 & Block 3	Residential Common Area	1058	Sq Meter	Twice Weekly
35	20 Nos. Type-V faculty quarters(G+4)	Residential Common Area	1040	Sq Meter	Twice Weekly
36	Portal Frame Structure 05 Blocks	Residential Common Area	1960	Sq Meter	Twice Weekly
37	Narmada Residence	Residential Common Area	700	Sq Meter	Twice Weekly
	Total		158421	Sq Meter	
38	Road (Campus)		16	Km	

AREA SPECIFICATION & FREQUENCY FOR CLEANING SERVICES IN A BROADER SENSE			
S.NO	AREA	SPECIFICATION	MINIMUM FREQUENCY
1	ADMINISTRATIVE AREAS	INSIDE OFFICE	ONCE DAILY (EXPECT HOLIDAYS)
			(Manual and Mechanized)
			ONCE DAILY (EXPECT HOLIDAYS)

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		SANITATION	(Manual and Mechanized)
		LOBBIES, STAIRS etc.	ONCE DAILY (Manual and Mechanized)
2	ACADEMIC BUILDINGS,	LOBBIES, STAIRS etc.	ONCE DAILY (Manual and Mechanized)
		ROOMS/ CLASS ROOMS	ONCE DAILY (Manual and Mechanized)
		SANITATION (A	ONCE DAILY
		Check list is to be displayed in every toilet)	(Manual and Mechanized)
3	HOSTEL BUILDINGS	LOBBIES, STAIRS etc.	DAILY TWICE (Manual and Mechanized)
		SANITATION	DAILY TWICE (Manual and Mechanized)
		INSIDE AREAS, LOBBIES, STAIRS etc.	DAILY TWICE (Manual and Mechanized)
		SANITATION	DAILY TWICE (Manual and Mechanized)
5	ROADS, PATHWAYS AND PARKING		MONTHLY ONCE OR As per our requirement (Manual and Mechanized)
6	DRAINS		FORTNIGHTLY and As per our requirement
7	ROOFS / TERRACE		FORTNIGHTLY and As per our requirement
8	COLONY / RESIDENTIAL & OPEN AREAS		WEEKLY TWICE
9	PEST CONTROL, HONEY BEE CONTROL AND		As per our requirement

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Note: - The above-mentioned area may increase and decrease as per the requirements of the University.

3. TIME SCHEDULE OF WORKS OF CLEANING AND FACILITYMANAGEMENT ACTIVITIES

No.	Item	Activities involved	Frequency	Work to be completed During day and time
1	Surfaces on the periphery of the building	Maintenance and cleaning of surfaces	Once in every quarter or as required to maintain proper cleaning	As per instructions
2	Window Glass of the building	Maintenance and cleaning of Glass window of the building	Once in every week or as required to maintain proper cleaning	As per instructions
3	Toilets	1. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc. and also cleaning of all sanitary fittings, tiles and Mirrors on the walls in the toilets. 2. Sweeping the floor in and mopping with Water and Phenyl.	Two times a day or more often as required	Once in morning and once in evening

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		<p>3. Putting standard naphthalene balls on urine pot and wash basins.</p> <p>4. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.</p> <p>5. Collect all the sweepings, garbage and wastes and dispose of the same to the nearest pit.</p>		
4	Office chamber and rooms in all specified buildings (mentioned on scope of work)	Sweeping the floor and mopping with water and Phenyl. Dusting furniture, black boards, doors, windows, partitions including the particle board, glass and aluminum channels, etc.	Daily	Morning Shift
5	Lobby, passage and common area	Sweeping the floor and mopping with water and Phenyl	Once every day or as required to maintain proper cleaning	Morning shift
6	Corridors including common space	Dusting of furniture, windows, doors pelmets and curtains etc.	Twice a week	As instructions per
7	Special cleaning activities	<p>1. Removal of cobwebs from all the places</p> <p>2. Removal of dust accumulated on the walls, windows panes and ventilators in the toilets. Cleaning of window (with glasses). Cleaning of all other common areas which are normally difficult to access</p> <p>3. Cleaning of water coolers, dustbins, water flask and buckets</p>	Fortnightly	As instructions per

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		with detergent		
		4. Cleaning of carpet, sofa sets, curtains and file rack with vacuum cleaner		
8	Institute Campus	1.Cleaning of all roads in campus	Once is a month	
		2.Other areas/common area	Once a week	
		3. Faculty /Staff quarters	As per instruction	
		4. Waste Material Disposal from all dustbins	Daily	
9	Cellar	Sweeping and removal of cobwebs	Daily	MORNING SHIFT
Wooden panels first Saturday of the month				

Note: Preliminary Cleaning Service should be done before the classes /offices start (09:30 am)

4. **Cleaning Services:** The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The agency has to ensure that the staff deployed is dressed in neat and clean uniform approved by the IGNTU. Officials of IGNTU will also monitor the entire work and staff.
5. **Daily Services:** Housekeeping/cleaning services should be provided round the clock on all days including holidays, so that all areas are spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 AM in rooms where work starts at 9:00 AM. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation during University accreditation process.

Housekeeping staff has to do following activities for all offices/ class rooms / blocks, auditorium, hostel etc. of all the departments/ Cells/ Centers/ Sections of the University, all corridors and all covered and open areas: -

- (i) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including all other departments twice on daily basis.
- (ii) The agency will provide, maintain, and refill Hand Wash / sanitizer in all the Toilets / Rest Rooms etc.
- (iii) Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, corridors, ceilings, office rooms, training rooms, auditorium etc. daily or as per requirement/direction.
- (iv) Vacuum cleaning of all carpets and upholstered furniture once in a day or as per requirement/direction.
- (v) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, doors,

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windows, furniture, window glasses, grills, curtains etc.

- (vi) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times or as per requirement/direction.
- (vii) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
- (viii) Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the University.
- (ix) Refilling, replacing and emptying of containers at all stations.
- (x) Spraying room fresheners in all rooms on twice a day basis or as per requirement/direction.
- (xi) Cleaning, mopping, disinfecting floors, walls, ceilings/ lights morning before starting office, in between recess and terminal cleaning at the end of the day.
- (xii) Scrubbing/ cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc. on hourly basis or as per requirement/direction.
- (xiii) Cleaning 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. 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 daytime.
- (xiv) Cleaning of open areas between the building and boundary including sweeping of roads, paths, cleaning open drains etc. or as per requirement/direction.

(b) **Weekly Services**-The deep cleaning of the entire area will be done by the Bidder once a week as under:-

- (i) Dusting of entire area including windows/ window panes /doors/ ledges/ elevation frames etc.
- (ii) Cleaning of ceilings and high walls, removal of wash/ spit stains on walls, cleaning of roofs, porches etc.
- (iii) Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
- (iv) Cleaning of all windows glasses and grills with detergent/ cleaning agents.
- (v) Washing of roads, paths etc. with High Pressure Jet machine or as per requirement/ direction.
- (vi) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- (vii) The Bidder will make a cleaning program and submit to IGNTU for weekly cleaning so that IGNTU's concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- (viii) The Bidder will cover all the specified area of scope of work.
- (ix) The Bidder will provide the duty register to IGNTU as required.
- (x) The Bidder will maintain and submit a Check list record of all weekly services.

(c) **Waste Disposal Management**, Other than Bio-Medical Waste.

- (i) The Bidder will prepare a flowchart indicating the method of collection/ disposal etc.
- (ii) The Bidder will teach and train his staff for collection / disposal work. The garbage will have to be disposed off at least once a day.
- (iii) The Bidder will make arrangement to collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at



- the designated area within the University.
- (iv) Ensure that the Dustbin is cleared daily.

(d) **Pest and Rodent Control Services**

- (i) The agency shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
- (ii) The agency shall use chemicals that are harmless to humans and machines and treated area. Material Safety Data Sheet (MSDS) report of these chemicals should also be attached. These chemicals, tools required for pest and rodent control and man power needed has to be arranged by the Bidder himself.
- (iii) The agency will be responsible for any damage to human/ machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Bidder.
- (iv) The agency will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of IGNTU. Frequency of the services as decided by the Registrar will be final.


(e) **Housekeeping Monitoring and Control** for better management and smooth services, the following monitoring mechanism will be adopted by the agency:-

- (i) **Toilets Checklist:** This is to be attached on the back of the toilet door. It is to be filled up by the supervisor /Housekeeping staff on twice a day. Weekly satisfactory reports signed by the concerned head or their representative have to be submitted.
- (ii) **Management / Housekeeping Service Requirements/ Complaints Report:** This is to be filled up by the management and administrative staff of the agency who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the agency will be registered at site on a computer and should be reported to Caretaker, IGNTU or any other designated official. The agency will take immediate action to resolve the same failing which the Penalty Clause will be invoked
- (iii) **Providing Cleaning & Waste Management Services Complaint Phone number, Email id and Register:** A dedicated complaint phone number and email id will have to be maintained by the agency for record and resolution of complaint. The compliance of the same will be monitored by the university and penalty will be imposed for pending complaints if not resolved. Complaint on the basis of information received by the Housekeeping Manager from IGNTU officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from IGNTU, etc. is also to be recorded and necessary action is to be taken.

3. **Additional scope and other conditions for University:**

- (a) The services shall be provided round the clock on all days including holidays. The services include:
- (i) Cleaning of the premises including toilets and other areas.
- (ii) Wet moping of covered areas.
- (iii) Cleaning of window panes and door panels.
- (iv) Cleaning and dusting of furniture and fittings.
- (v) Vacuum Cleaning of all Carpets and upholstered furniture.

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- (vi) Any other work within the scope of the specialized services.
- (b) **Cleaning of offices/ officers rooms**
- (i) The agency shall remove trash from office dustbins and change the trash liner every evening before closing hours.
 - (ii) The offices shall be dry dusted and swept.
 - (iii) Vacuum cleaning shall be done on carpets and upholstery.
 - (iv) The work tables shall be cleaned with soap solution in the morning.
 - (v) The office shall be mopped with soap solution in the morning.
 - (vi) Office staff rooms/toilets shall be cleaned using soap solution/Phenyl/ Harpic etc. and kept odour free using deodorizer.
 - (vii) The agency will provide, maintain, refill Hand Wash/sanitizer in all the Toilets /Rest Rooms.
 - (viii) Cleaning of Computers' peripherals, telephones, LCD panels etc. with appropriate brushes.
- (c) **Cleaning of laboratory and other critical areas**
- (i) All the dustbins shall be washed and lined with colour coded bags in the morning. The trash bag shall be changed when it is full.
 - (ii) Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
 - (iii) The floor shall be thoroughly mopped with a specialized soap solution.
 - (iv) The entire laboratory area shall be scrubbed at least twice in a week.
 - (v) Toilets/bathrooms shall be cleaned with soap solution/ Phenyl/ Harpic etc. and kept odour free using deodorizer cubes.
 - (vi) The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean. Rotation of staff in critical areas like Laboratory may be kept at minimum.
- (d) **Glass windows, doors & aluminum partitions:**
- All glass windows, doors and aluminum partitions should be cleaned with appropriate soap solution on daily basis. Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.
- (e) **Garbage disposal:**
- 1) The agency shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage. The agency shall not dump the waste inside the premises. It will be responsibility of the agency to coordinate with the municipal corporation regarding the scheduling of waste disposal at earmarked area far outside the IGNTU, Amarkantak campus for regular and proper management of waste disposal. The collection, segregation and disposal of the waste during the whole contract period is the responsibility of the agency. The agency quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.
- The agency shall clean & disinfect the Under Ground & Overhead Tank Quarterly after emptying the water from the tanks as per instruction of IGNTU. The Bidder's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.
- 

(f) Road Cleaning:

The agency shall clean the roads approximately 16 Km periodically/ monthly as per instruction/ schedule of IGNTU. The Bidder's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account. Monthly satisfactory certificate from estate department is to be obtained for the same.

(g) Terrace cleaning:

The agency shall clean the terrace periodically/ monthly as per instruction of IGNTU. The Bidder's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account. Monthly satisfactory certificate from engineering department is to be obtained for the same.

IMPORTANT: Every care has been taken to cover all important scopes, aspects, areas requiring Providing Cleaning & Waste Management Services, these are, however, not exhaustive and if deemed fit, Estate Officer/ University Authority may add additional scope of work, for which no additional payment whatsoever on any account will be made.

4. Other General Instructions:

- (a) All collection, storage, transportation and disposal of waste shall be in accordance with Bio-Medical Waste Management and Handling Rules of India, 1998 amended in 2000 and any other amendments or other regulations, in this regard.
- (b) All infected, chemical, Radiation, Cytotoxic Healthcare Waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that at no stage it gets mixed with general waste. Unscientific burning shall not be permitted. Different coloured bags/containers namely green, red, yellow and puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
- (c) Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
- (d) Covered Trolleys should be used for transportation. Before final disposal/treatment, waste Should be kept in specified location and in specific liner and containers.
- (e) The scope includes segregation, collection, storage, transportation within and out side the University until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

5. General Requirements and Documentation

- (a) Organizational structure and line of authority
- (b) Housekeeping manual and all SOP (Standard Operating Procedures)
- (c) List of equipment used
- (d) Colour coding
- (e) On job training and documentation
- (f) Description for each category of housekeeping
- (g) Empathetic and polite behavior with students, visitor and staff.
- (h) Personal Protective Equipment for the House keeping staff

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- (i) Maintaining records/details of
 - (i) Complaint Book
 - (ii) Duty Roster/Deployment Sheet of Housekeeping Staff
 - (iii) Inventory of Stores
 - (iv) Accident/theft Register
 - (v) Log and check lists
 - (j) Female toilet/bathroom should be cleaned by female staff only
6. **Materials Schedule:** The agency has to provide following items/ accessories at its own cost for carrying out the services to the employed personnel: -
- (a) All Housekeeping and Consumables Material as per **Annexure III** and directive of the University. **All housekeeping and consumables material must be supply within first week of every month. Minimum stock certificate duly signed by the estate officer or his representative and will be required for process of payment.**
 - (b) 02 pairs of Apron with Gloves and Mask and name talley annually. 01 additional Pair of demo Apron shall always be kept ready for any specific requirement/ special occasions/ VIP movement as directed by the University.
 - (c) Any additional item(s) required to execute services more efficiently, as per the Instruction/ direction of University in writing or verbal order by competent authority.
7. **Essential Equipment:** For the sweeping & cleaning, all machinery / equipment like Electrical Walk behind sweeper/ scrubber/ dryer, vacuum cleaner, mop machine, sanitization machine, rickshaw, grass cutter etc. as per **Annexure II** required for the Providing Cleaning & Waste Management Services are required to be provided by the service provider. All machinery should be in working condition and it will be kept in University Campus during the contract. The agency shall be responsible for the maintenance of all the equipment/ machines with maximum uptime.



SECTION-V

GENERAL CONDITION OF CONTRACT

1. **Bid Security.** The bidder shall submit NEFT/ Online Payment of **Rs. 5.00** (Rupees Five Lakh only) towards Earnest Money Deposits (EMD) as mentioned in the tender schedule **before the last date of bid submission**. NEFT / Online Payment transfer details for Tender Processing Fee and EMD must be submitted along with the tender document as per the following details: -
 - (a) The firms/ agencies duly registered with MSME shall be exempted from paying EMD (Certificate attached)
 - (b) The EMD shall be forfeited, if: -
 - (i) The contractor fails to commence the work as per the award letter for undertaking the job, or
 - (ii) In the event of withdrawal of offer during the validity period, or
 - (iii) Non-confirmation of acceptance of the order within the stipulated time after issue of the work order by the University, or
 - (iv) The successful bidder fails to furnish the required Performance Security or declines the offer of contract, for whatsoever, within the specified period, or
 - (v) The bidder withdraws or amends its/ his tender or impairs or derogates from the tender or does not honour it's bid, in any respect within the period of validity of the tender.
 - (c) Bid Security should remain valid for a period of **45 (Forty-Five) days** beyond the final bid validity period.
 - (d) The Bid Security should be submitted in the form of online payment to the account of Central University of Madhya Pradesh.
 - (e) Bid securities of the unsuccessful bidders should be returned to them at the earliest after expiry of the final bid validity period or latest by the 30th day after the award of the contract.
 - (f) Bid Security should be refunded to the successful bidder on receipt of a performance security as per para-2 below.
 - (g) No interest will be paid on the EMD.
2. **Performance Security** On receipt of notification of award of work order from the University, the successful Bidder **within 15 days** shall furnish the performance security of **Rs 11 lakhs** (Rupees Eleven lakhs only) through online/NEFT mode in favour of **"IGNTU, Amarkantak M.P."** as per following terms & conditions: -
 - (a) Performance security should remain valid for a period of **60 days** beyond the date of completion of all contractual obligations of the contractor/ agreement.
 - (b) The Performance Security will be forfeited and credited to the University account in the event of a breach of any terms & conditions of the contract/ agreement by the agency.
 - (c) It will be refunded after 60 days, post successful completion of all contractual obligations and duly performs of all agreed assignments as per agreement.



3. **Contract Period:** The contract shall be initially for a period of one year and renewed annually on the basis of performance and mutual consent with 10% escalation for the maximum period of three years. 10% escalation shall be applicable in case of extension of contract for more than six months period. The contract shall be terminated by the University giving a notice of **30 days** to this effect. However, the contract can also be terminated by the agency giving a written notice of **90 days**.
4. **Payment Terms & Conditions:** Payment to Service Provider shall be made on monthly basis. **Triplicate** Bill/s shall be submitted along with following duly certified documents, by the firm/ agency after completion of every month: -
- (a) Ink-signed copy of Commercial invoice.
 - (b) Monthly/ quarterly/ half yearly satisfactory report from HOD/Section Heads or their representative/ Wardens/Caretaker of Hostels, Engineering section, will be required to produce by the agency for processing bill for the pertaining month. The format will be provided by university after the award of contract. Payment will be made for average area per sqm. of one month by IGNTU.
 - (c) Biometric record of the attendance of the engaged workers
 - (d) Minimum stock certificate as per material schedule provided with bills, as per tender terms & conditions (**Annexure III**), duly certified by an officer authorized in this regard by the University.
 - (e) Essential equipment schedule provided, as per tender terms & conditions (**Annexure-II**), duly certified by an officer authorized in this regard by the University.
 - (f) Salary payment sheet of the engaged employee (**Annexure-IV** /as **required**) for the current month, through online transaction details duly signed by the employed personnel and agency officials.
 - (g) Challan (Duly signed & stamped by company officials) showing proof of remittance of ESI and EPF in respect of personnel deployed (**Annexure-V** /as **required**) to execute for previous month to the respective authorities.
 - (h) Challan of deposit of GST and TDS or any other statutory dues, as **applicable** (Duly signed & stamped by company officials) for previous month.
 - (i) Duly certified copy of daily Feedback/ Complaint Register/ Satisfaction Report duly signed by HoD of the concerned areas,
 - (j) While submitting the bill, service provider must file a certificate certifying the following along with relevant supporting documents: -

"We, M/s _____ (name of agency), do hereby certify that the Wages of engaged workers were credited to their bank accounts on _____ (Acknowledgment by bank enclosed), ESI Contribution relating to engaged workers amounting to Rs. _____ Was deposited on _____ (Copy of Challan enclosed with contribution sheet) and EPF Contribution relating to engaged workers amounting to Rs. _____ Was deposited on _____ (copy of the Challan enclosed with contribution sheet)

It is also certified that We are complying with all applicable statutory Labour Laws including Minimum Wages Act."

Note: -

Engaged Workers of agency should get the wages on or before the seventh (07th) day of each month. The payment of wages shall not be linked to the payment of bill by IGNTU. The Housekeeping Agency shall make payment of monthly wages to the deployed staffs through online mode only. Cash payment receipt will not be entertained and payment in



cash will be deemed as no payment at all and if the agency does not make payment through online mode, the contract will be terminated.

5. In case, the Service Provider **does not execute the work** as per the terms and conditions of the work order/ Agreement, the same shall be **executed through** the some **other firm/ agency** and the **expenditure**, ' if any', incurred in this regard shall be **recovered** from the Service Provider's Security Deposit and Pending bills.
6. The successful bidder/firm/agency **shall not be paid any kind of advance** under any circumstances.
7. Technical Bids will be scrutinized, by the technical evaluation committee as constituted by the Competent Authority of the University to check all requisite and relevant documents and their authenticity, as per GeM Policy.
8. **Deduction of Income Tax, GST** and so on, at source from payment to suppliers: his will be done as per existing government rules/ regulations/ laws in force during the currency of the contract.
9. **Refund from Supplier**: if the supplier, after claiming and receiving reimbursements for GST or other taxes and so on, from the purchaser, applies to the concerned authorities for refunds, on genuine grounds, of certain portions of such duties and taxes paid by it and receives the allowable refunds. Such refunds contain the university's share also (out of the payments already made by the university to that supplier) and that should be **refunded to the University**.
10. The successful bidder shall have to obtain labour license before commencement of work from concerned labour authorities, wherever applicable, under the provisions of contract labour (Regulations & Abolition) Act, 1970 and the rules/amendments made there under from time to time. The bidder shall also ensure renewal of such license well before it's expiry.
11. The agencies/bidders/firms should maintain all the records/ registers / documents which are necessary under various labour laws applicable to contract labours/ personnel and also shops and establishment Act/Rules applicable to his/her establishment and make them available at IGNTU at all times. Indicative list of such records is given for example, which has to be put up for signature to nominated officer by the University on monthly basis: -
 - (a) Register of workmen
 - (b) Employment card
 - (c) Muster Roll
 - (d) Register of wages
 - (e) Wage slips
 - (f) Overtime registers
 - (g) Daily Feedback/Complaint Register etc.

Note: -The Bidder will maintain a Feedback/Complaint/suggestion Register and it should be produced to the University administration or designated official on daily basis.

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12. **Site Visit:** The bidder, at the bidder's own responsibility, risk and expenses, may be encouraged to visit and examine the site and its surroundings and shall obtain all information that may be necessary for preparing the bid and entering into a contract for the services.
13. **Workmen Safety and Insurance:** The service provider shall alone be fully responsible for safety, security and insurance or life insurance of their employed personnel, who are engaged for the services of the University. The service provider shall provide and ensure sufficient protection gears like gloves, mask etc. are being used by their workers while carrying out the work. The University **shall not be liable/responsible** for any compensation in case of any fatal injury/death caused to or by engaged personnel while performing/discharging their duties/for inspection or otherwise.
14. **Registered Branch office in Madhya Pradesh state:** The agency/ firm should have a proper registered/ branch office in Madhya Pradesh and **if not available**, an undertaking that the agency, if work awarded, will establish an office in Madhya Pradesh within one month of award of work. The office shall have effective communication facilities like telephone, fax, e-mail, mobile phones, vehicles etc. and manned control room to ensure quick response. **Documents pertaining to registered branch office** i.e. Registration documents, rent agreement/ property documents etc. shall be submitted with technical bid, as applicable.
15. For the purpose of selection of the bidder, a Single Stage Two Envelops System (Two Bid System) process on GeM Portal will be followed. The response to the tender should be uploaded as per **two bid system** i.e. **Technical Bid & Financial Bid, as per GeM Policy.**
- (a) **Technical Bid:** Technical bid should contain information regarding the company/ firm registration details, Authorization letter, Client list (List of Users), Performance certificate from clients, self-declaration for not blacklisted, business turnover, experience and other details of the firm to judge the suitability of the bidder. **(Format II with Format I / Check List)**
- (b) **Financial Bid:** Financial bid should contain the rates quoted for the services to be provided as per the instructions given in this tender document, as per GeM Policy. **(Format III)**
16. **Evaluation of bid.**
- (a) Technical Bid along with pre-qualification criteria of this tender will be evaluated by a technical evaluation committee nominated by competent authority to conclude the tender. Financial bids of bidders who are technically qualified as per evaluation committee will only be opened on GeM Portal.
- (b) L1 (lowest bid) will be decided on lowest reasonable rate basis (as mentioned in financial bid), on GeM Portal.
- (c) **Unless otherwise stated in the price bid, it will be construed that the price quoted is inclusive of all taxes and duties. No claim in this regard will be entertained at a later stage.**
- (d) All the rates quoted by the bidder shall remain unchanged during the period of contract. The price quoted by the bidder should be final and no escalation shall be



permitted during the contract period except for statutory levies enhanced or introduced subsequent to the date of submission of the price bid duly supported by documentary evidence.

- (e) **The overall successful bidder/ lowest bidder (L1) will be decided on the basis of lowest reasonably quoted rate in Financial Bid as per GeM policy.**

17. **Rejection of Bids:**

- (a) If bidders give wrong information in their bid, University reserves the right to reject such bids at any stage and forfeit the EMD/ Performance Security and cancel the order, if awarded.
- (b) **If the technical offer contains any price information the offer will be summarily rejected.**
- (c) Canvassing in any form in connection with the tender is strictly prohibited and the bids submitted by the bidder who resort to canvassing are liable for rejection.
- (d) Unsigned tenders/bids, unattested corrections and overwriting by bidders are also liable for rejection. **All pages of the tender documents have to be duly signed and stamped by the authorized signatory.**
- (e) Bids submitted without supporting documents as mentioned or required to submit with bids are liable to be rejected.
- (f) The Tenderer must confirm in their bid acceptance of all the terms and conditions in this enquiry. Any non-acceptance or deviations from the terms and conditions must be clearly brought out. However, tenderers must note carefully that any conditional offer or any deviation from the terms and conditions of this enquiry may render /liable the Quotation for rejection.
- (g) Incomplete tenders, amendments and additions to tender after opening are liable to be ignored and rejected. Conditional tenders will also be rejected.

18. **Bid Validity:** Bids should be valid for a period of **180 days** from the date of opening of bid.

19. **Settlements of disputes:** All the disputes shall be initially settled with mutual discussions or arbitration. Any dispute, disagreement of question arising out of or relating to this contractor relating to services or performance, which cannot be settled amicably, if any, with regard to providing services and interpretation of any clause in this agreement, the Hon'ble High Court of Madhya Pradesh at Jabalpur shall have the Jurisdiction only.

20. **Arbitration:** The arbitration proceedings will be followed as enumerated below:-

- (a) All disputes or differences arising out of or in connection with the present contract or any part thereof, should be settled by bilateral discussions.
- (b) Any dispute, disagreement of question arising out of or relating to this contract or relating to services or performance, which cannot be settled amicably, shall within sixty (60) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to a sole Arbitrator.
- (c) Within sixty (60) days of the receipt of the said notice, at least 03 arbitrators shall be nominated in writing by the authority agreed upon by the parties. One of the arbitrators should be an expert of security or concerned field.



- (d) The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 as amended time to time.
- (e) Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses there to shall be shared equally by the parties, unless otherwise awarded by the arbitrator.
21. The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.
22. **Assignment/ Subcontracting/ Sublet:** The Firm/Agency shall not assign the order received, any rights under this agreement or to become due here under neither delegated nor sub-contracted/ sublet any obligations or work hereunder without the prior written consent of the University.
23. **Cancellations of tender/ Contract:** The University reserves right to accept or reject any or all Bids. The University also reserves the right to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Purchaser's action. The University may cancel agreement entered with vendor in whole or in part, for no cause, upon written, e-mail, or letter to the Vendor, in the event that the vendor: if:-
- (a) Fails to comply with/violates any term & conditions of the tender/agreement; or
 - (b) Fails to pay the statutory dues; or,
 - (c) Appoints a receiver, liquidator or trustee in bankruptcy or other similar officer over any or all of its property or assets; or
 - (d) Files a voluntary petition in bankruptcy; or
 - (e) Has had filed against it an involuntary petition in bankruptcy which remains in effect for thirty (30) days; or
 - (f) Voluntarily ceases trading; or
 - (g) Merges with or is acquired by a third party; or
 - (h) The delivery of the services is delayed for causes **not attributable to Force Majeure** For more than **15 days** after the scheduled date of delivery.; or
 - (i) The firm/agency is declared bankrupt or becomes insolvent. ;or
 - (j) The delivery of services is delayed due to causes of Force Majeure by more than (06 months) provided Force Majeure clause is included in contract. ;or
 - (k) The Service provider has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.; or
 - (l) As per decision of the Arbitration Tribunal.; or
 - (m) Assigns any of its rights or obligations under the order to a third party without the university's prior written consent or any breach of contract
 - (n) Not enter into an **Agreement** with the University on **Non-Judicial Stamp Paper of Rs.11000/-** (Rupees Eleven Thousand only) **as per the letter of Award of work.**



24. **Access to Books of Accounts:** In case it is found to the satisfaction of the University that the firm/agency has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the firm/agency, on a specific request of the University, shall provide necessary information/ inspection of the relevant financial documents/information.
25. **Penalty for use of Undue influence:** The firm/ agency undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the University or otherwise in procuring the Contracts or for bearing to door for having done or for borne to do any act in relation to the obtaining or execution of the present Contractor any other Contract with the Government of India for showing or forbearing to show favour or dis favour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the firm/ agency) or the commission of any offers by the firm/ agency or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the University to cancel the contract and all or any other contracts with the firm/ agency and recover from the firm/ agency the amount of any loss arising from such cancellation. A decision of the University or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the firm/ agency. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the firm/ agency towards any officer/employee of the University or to any other person in a position to influence any officer/employee of the University for showing any favour in relation to this or any other contract, shall render the firm/ agency to such liability/ penalty as the University may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the University.

26. **Force Majeure clause:**

- (a) Neither party shall bear responsibility for the complete or partial non- performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods/ Services under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
- (b) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
- (c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case, not later than 10 (Ten) days from the moment of their beginning.



- (d) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.
 - (e) If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.
27. The Agencies/ Firms shall perform all the assigned jobs to the satisfaction of the University and shall be liable for any loss or damage to the University as stated herein:
- (a) The Agencies/Firms and its staff shall take due and required steps & precautions to preserve from loss, destruction, misuse, the areas of responsibility given to the mandate not knowingly lend to any person or Agencies/Firms/Agency, any effects or assets of the University under its control.
 - (b) In event of any loss being caused to the University that is prime-facie on account of the negligence and/or dereliction of duties by the Agencies/Firms or its staff, a Committee comprising of a representative of the University shall determine whether the loss is on account of unsatisfactory performance of the Agencies/Firms and in that case, it will also determine the compensation to be paid to the University by the Agencies/Firms.
The recommendations of the committee will subject to the approval of the Competent Authority.
 - (c) The liabilities are met by the Agencies/Firms. For the liabilities the Agencies/Firms may make good such a loss by compensating to the University due to negligence or poor performance by the Agencies/Firms.
 - (d) However, the Agencies/Firms will not be held responsible for the damages caused due to Force Majeure circumstances.
28. Disputes, Grievances, if any, between the Service Provider and personnel deployed by it or between deployed personnel, has to be settled/ resolved by the Service Provider only.
29. **Other terms & conditions.**
- (a) IGNTU, Amarkantak reserves the right to verify/seek confirmation of all original documentary evidence submitted by bidders in support of above-mentioned specification for eligibility criterion. In case any information furnished by the bidder is found to be false/ incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.
 - (b) If any information furnished by the applicant is found to be incorrect at a later stage, he shall be liable to be debarred from tendering/taking up of work in IGNTU, Amarkantak.
 - (c) IGNTU, Amarkantak reserves the right to verify the particulars furnished by the applicant independently.



- (d) IGNTU, Amarkantak reserves the right to reject any or all prospective applicants without assigning any reason and to restrict the list of tendered contractors to any number deemed suitable by it, if too many applications are received satisfying the basic criteria.
 - (e) After issuance of acceptance of the contract, agency shall deploy the requisite no. of personnel, equipment etc. and commence the services at the earliest as per the terms & conditions of the contract and the directives of the authorities of the university.
30. **Letter of acceptance** The bidder should submit the letter of acceptance along with tender document as per **Annexure-I**.



SECTION-VI

SPECIAL CONDITION OF CONTRACT

1. The Bidder should have sufficient employees on its rolls specifically trained for housekeeping work. The agency has to depute suitable minimum number of manpower for Providing Cleaning & Waste Management Services seamlessly:
Skilled (Supervisor) – 03
Unskilled: - 72
2. The successful agency has to install, repair & replace a biometric system at its own cost for the attendance of the outsourced staff in the University. The payment for the service rendered will be processed after the submission of attendance recorded.
3. The Bidder should have a valid labour license and license for providing Pest control and storing chemicals used for the same including University Waste Management (other than Bio Medical Waste) services, as applicable.
4. The contractor shall issue proper uniform (minimum two pair), name badges, gumboots, rubber hand gloves, helmets, brushes, gunny bags, tools and tackles for protection, sanitation and general cleaning to all its representatives and ensure that they wear them while on duty. Contractor shall issue to all its workers, identity cards bearing their photographs this shall be ensured by the contractor, without any extra cost to IGNTU, Amarkantak. The charges for the same shall not be deducted from the minimum wages of the workers. The Bidder's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.
5. The Contractor engaged personnel (as required) should be polite, cordial, positive and efficient, while handling the assigned work.
6. The University requires cleaning on all days. The normal working hours will be from 06.00 A.M. to 10.00 P.M. daily to be divided in required shifts. If a particular person is absent on any day another person should be deployed in his /her place. The personnel should attend to work punctually and complete the cleaning work of all the designated rooms before the commencement of normal working hours. The personnel will perform all the duties assigned to the contractor and as specified by IGNTU, Amarkantak from time to time. Cleaning services should be provided round the clock on all days including holidays for effecting cleaning of all areas.
7. IGNTU, Amarkantak will have the right to increase or decrease up to 10% of the Tender quantity /area of services specified in the schedule of requirements without any change in the charges of the offered quantity/ area or other terms and conditions at the time of award of contract. However, IGNTU, Amarkantak shall notify any deviation from the work order/ ordered quantity.
8. At any point of time, whenever required, the contractor must have to provide manpower as per instruction provided by the Institute from time to time for any work required by the institution.



9. Contractor needs to be maintained consumable required (as per Annexure III) for cleaning and should be purchased by him. The quality of disinfect, cleaner, detergent etc should be branded and of ISI mark and in conformity with the specification/ makes keeping in view quality standards. At any point of time during providing of cleaning services, if it is found that the quality of material used for Cleaning are not appropriate/lower quality, the University has right to intervene and instruct for alteration in the quality of these materials. The contractor will have to execute as per the instruction in such cases.
10. The IGNTU, Amarkantak, reserves the right to disqualify the supplier for a suitable period who habitually failed to provide the services as per the terms and condition of the tender. Further, the Contractor who provides the services do not perform satisfactory in the field in accordance with the specifications may also be disqualified for a suitable period as decided by the purchaser. The IGNTU, Amarkantak, also reserves the right to blacklist a bidder for tendering in IGNTU, Amarkantak for a maximum period of 2 years in case he fails to honor his bid without sufficient grounds.
11. The contractor shall assign the job of providing cleaning services only to qualified experienced licensed workers and also assume full responsibility for the safety and security of the officers /officials as well as essential store items while performing duties. IGNTU Amarkantak shall have no direct or indirect liability arising out of such negligent, careless work which is an offence under relevant section under IPC and any loss caused to IGNTU, Amarkantak have to be compensated by contractor. The contractor shall remove forthwith any of its worker found undisciplined.
12. The persons to be deployed by the Bidder should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/ equipment.
13. The agency will arrange all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The house keeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipment, etc.
14. IGNTU, Amarkantak will provide the space for setting up a control room for the agency in the premises of the University from where the agency and his own supervisory or office staff can control the house keeping labour force working in the University.
15. IGNTU, Amarkantak will provide space for a store room to the agency in the premise of the IGNTU. The store keeper deployed by the Bidder will store all their liveries, materials, equipment in the store room and maintain a computerized record of the stores which shall be opened to inspection by IGNTU.
16. The agency should ensure the health and safety measures of the engaged employees. IGNTU may also conduct health check-up of the staff deployed at regular intervals.
17. The agency will be responsible for supply/ installation/ refilling/ maintenance of all consumables, items and equipment used in all areas of the University for housekeeping purpose, as given in "Annexure-II & III".

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18. The agency shall:-

- (a) Ensure Pest/Animal and Rodent free environment in the premises of IGNTU
- (b) Provide all items and consumables to his house keeping staff as per **Annexure-III**.
- (c) Provide all essential equipment as per **Annexure-II**.
- (d) Ensure that their managers/ supervisors are equipped with mobile phones, and are available round the clock.
- (e) Only deploy the work force that is on it's pay roll.
- (f) Provide University Waste (Non-Biomedical) management Services including all equipment, containers, trolleys, collection pick up etc.
- (g) Arrange for a garbage disposal vehicle with fuel and other equipment required for segregation and disposal of waste in a professional manner. Plan, manage, collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco friendly manner. The agency will arrange for required resources, including manpower, machinery, disposables etc. which is used by the house keeping staff.
- (h) Ensure that the garbage collection/ disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the agency to the housekeeping staff.

19. The Bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Bidder shall be fully responsible for the conduct of his staff.

20. The engaged personnel action shall promote goodwill and enhance the image of the University.

21. The service provider shall be responsible for any act of commission or omission or indiscipline on the part of persons deployed by him.

22. The University may require the service provider to dismiss or remove and immediately replace the engaged personnel from the site of work, as per following service conditions, if:-

- (a) He/ She observed to be incompetent to discharge the assigned duties.
- (b) His/She misconducts with the university officials or students.
- (c) His/ Her services being not required by the University.
- (d) He/ She observed to be involved in activities which are considered as threat to the security of University.
- (e) He/ She observed to be involved in any unlawful activities within the premises or outside of the university.
- (f) He/ She founded intoxicated.
- (g) He/ She observed insecurity risk.
- (h) He/ She observed in incompetence.
- (j) He/ She founded in conflict of interest.
- (k) He/ She founded breach of confidentiality.
- (l) Instruction/ direction received from University in writing or verbal order by Competent Authority.



23. The service provider has to provide following items/ accessories at it's own cost for carrying out the services to the employed personnel: -
- (a) Photo Identity Cards for constant display and it's loss shall be reported immediately to the Service Provider for replacement.
 - (b) Sufficient pairs of Apron with Gloves and Mask and name tally annually, shall always be kept ready for any specific requirement/ special occasions/ VIP movement as directed by the university.
 - (c) Minimum two pairs of uniform, name badges, gumboots, rubber hand gloves, helmets, brushes, gunny bags, tools and tackles for protection, sanitation and general cleaning. Any additional item(s) required to execute services more efficiently, as per the Instruction/ direction of University in writing or verbal order by competent authority.
 - (d) Provide all items/machinery and consumables to his house keeping staff as per **Annexure-II & Annexure-III.**
24. The University **shall not allow** any employee of the Agencies/Firms to work inside the University without uniform except in cases wherein specifically asked for.
25. If during the period of contract, the Apron and other items is torn, it shall be the responsibility of the Agencies/Firms at own cost to supply another apron/items to the employed personnel and ensure that the persons wear apron/items while they are on duty in the University.
26. The service provider agency shall ensure proper conduct of the personnel deployed in University campus and enforce prohibition of consumption of alcoholic drinks, chewing tobacco, smoking, loitering etc.
27. All services shall be performed by persons qualified and experienced in performing such services.
28. The University shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel deployed by the service provider.
29. The contractor shall be responsible to maintain all property and equipment of the University entrusted to it. Any damage or loss caused by contractor's persons to the University in whatever shape would be recovered from the contractor. That in the event of any loss occasioned to the University, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the University, the said loss can be claimed from the contractor up to the value of the loss. The decision of the Competent Authority, IGNTU, Amarkantak will be final and binding on the service provider/agency.
30. The contractor has to quote service charge keeping in view of deduction of present TDS @ 2%, expenditure towards uniforms, shoes, identity card, consumable, machinery, verification of character & antecedents and all the statutory charges relating to this contract, etc.; and reasonable margin thereafter. The Institute 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.

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etc. thereby affecting the performance of the workers.

31. The service provider shall depute an experienced and qualified Supervisor for seamless management of employed personnel.
32. The service provider's employed staffs, in any circumstances, **shall not** divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative matters as these are confidential / secret in nature.
33. The service provider's employed staffs, in any circumstances, **shall not claim** any benefit/ compensation/absorption/regularization of services from the University under the provisions of Industrial Disputes Act., 1947 and Contract Labour (Regulation & Abolition) Act, 1970. An undertaking to this effect from the personnel engaged shall be submitted by the service provider to the University. **(Format-V)**
34. The service provider shall ensure deployment of suitable personnel post collection and diligent verification of following documents **(Pre-requisites): -**
 - (a) Certified/ proper background/ character verification certificate by the local police
 - (b) Proof of identity as per document issued from Govt. of India / Madhya Pradesh.
 - (c) Proof of residence as per document issued from Govt. of India /Madhya Pradesh.
 - (d) Proof of Age /DOB as per document issued from Govt. of India /Madhya Pradesh.
 - (e) Adhaar Card
 - (f) Driving license, as applicable
 - (g) PAN Card
 - (h) Recent Coloured Photographs (02)
 - (i) Bank account details
 - (k) Certified previous work experience certificate
 - (l) Education qualification certificate
 - (m) Resume with all standard/ required details as per format **(Annexure-VI)**
 - (n) Any other relevant documents/ certificate as directed by the university.
35. The character and antecedents along with all the above documents of each deployed personnel has to be verified by the agency/ service provider before their deployment.
36. The service provider shall engage the appropriate qualified personnel as required by the University from time to time. The said personnel engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their wages every month as per the Minimum Wages Act, 1948, Contract Labour (Regulations & Abolition) Act, 1970, Payment of Wages Act, 1936 **by the Seventh (07) day of the following month without linking to payment to be received from the University**. In case of delayed payment, the Service Provider is liable for penalty as decided by the competent authority of the University.
37. The agencies/bidders/firms shall be wholly and exclusively responsible for payment of wages, EPF, ESIC, Bonus etc. to the persons engaged by it, in compliance of all the statutory obligations under all related legislations as applicable to it; from time to time including Minimum Wages Act, 1948, Employees Provident Fund Act, 1952, ESI Act,



1948, Contract Labour (Regulations & Abolition) Act, 1970 etc. or any other law relating thereto and rules made there under from time to time. IGNTU will not own any responsibility in this regard and IGNTU shall not incur any liability for any expenditure whatsoever on the persons employed by the service provider on account of any obligation.

38. The minimum wages as per the notifications by the Ministry of Labour & Employment, Govt. of India or the State Government / Union Territory Administration, whichever is higher, as per the Minimum Wages Act, 1948, revised from time to time shall be applicable for the engaged personnel. The Service Provider shall ensure that individual Bank Accounts of members are opened in their respective names and all payments shall be made through **e-transfer only** as per the **minimum wages notified by the Ministry of Labour & Employment, Govt. of India or the State Government / Union Territory Administration, whichever is higher, as per the Minimum Wages Act, 1948, revised from time to time. Payment in cash is totally prohibited.** A certificate that the wages have been paid in accordance with the said notification should invariably be furnished along with bank transfer details by the service provider every month along with the monthly bill to the University.
39. The Service Provider shall be available to contact at all times (24 X 07 Hrs a day) and message sent by WhatsApp, E-mail, or any Special Messenger from University to the service provider shall be acknowledged immediately on receipt on the same day.
40. The Service Provider has to maintain EPF account of each person employed.
41. It will be **sole responsibility of the Service Provider** to maintain/ open EPF/ESI account and bank account of all serving/ newly joined personnel. EPF/ ESI account and bank account of all newly joined personnel has to be opened within one month of his/ her joining.
42. The Service Provider shall be **solely responsible** for any query raised from the office of Regional/Assistant Labour Commissioner on issues related to EPF/ESI, minimum wages, bonus etc to the employed personnel.
43. The successful bidder shall enter into an Agreement with the University on **Non-Judicial Stamp Paper of Rs. 11000/- (Rupees Eleven Thousand only) within 15 days** of the issue of letter of Award. **Non-fulfilment of this condition** of executing an agreement/ contract document by the contractor would constitute **sufficient ground for annulment of the award of the contract** and forfeiture of Bid Securing Declaration Form, as per the provisions of GFR.
44. In case, the Service Provider fails to executes any term & conditions of the contract, the performance guarantee and the amounts payable by the University to the Service Provider, shall be utilized by the University to discharge primary liability of the Service Provider towards various services and also liable to terminate the agreement.
45. The Service Provider shall ensure adherence to all relevant acts/ laws including (as amended time to time): -



- (a) The Contract Labour (Regulations & Abolition) Act, 1970
- (b) The Payment of Wages Act, 1936
- (c) The Workmen Compensation Act, 1923
- (d) Minimum Wages Act, 1948
- (e) ESI Act 1948
- (f) The Employee's Provident Fund and Miscellaneous Provisions Act, 1952
- (g) The Industrial Disputes Act, 1947
- (h) The Payment of Bonus Act, 1965
- (j) The Payment of Gratuity Act, 1972
- (k) The Equal Remuneration Act, 1976
- (l) The Inter-State Migration Workmen (Regulation of Employment and Conditions of Services) Act, 1979

46. **Penalty:** - The service provider shall provide Providing Cleaning & Waste Management Services at all time in any circumstances. In the event of the Agency/Contractor's failure to execute the work entrusted to it under. This tender/ Agreement satisfactorily during the contractual period, University shall make alternative arrangement to do it and the difference of cost incurred by the University thereby shall be recovered from the Agency/Contractor's unpaid bills and Contractor's Security deposit. *For failures in providing satisfactory service, not so grave as to warrant termination of the contract, penalty as given in terms & conditions or elsewhere in this tender or as decided by the university shall be recovered from the bill payables to the agency: -*

Sl. No.	Reason of Penalty	Amount (in Rupees)	Remarks
(a)	If the Agency does not setup the office at, Madhya Pradesh state (if does not have an existing office in Madhya Pradesh) within a month of award of the contract,	15,000/-	Per month
(b)	Non- supply of complete (or supply of Partial only) consumable housekeeping materials as per Annexure-III	The difference in amount of the available stock and the minimum stock	Per month
I	Non- supply of complete (or supply of partial only) essential equipment as per Annexure-II	10,000/-	Per month
(d)	Continuously non-working of any essential Equipment as per Annexure- II for more than 05 working days	2000/-	Per equipment per day (after 05 working days)
(e)	Delay/ non-performance in providing services as per the specified schedule	100/-	Per item/ incident for each day of delay
(f)	Misuse of any space/ room/ Entry of any unauthorized person	1000/-	per day per unauthorized person/ use

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(g)	Non attending the daily cleaning, mopping, sweeping, dusting etc.	500	per complaint
(h)	Non cleaning of toilets daily as per schedule	500/-	per complaint per occasion or Per toilet.
(i)	Non cleaning of cobwebs, fans and tube lights, window frames, shutters, Vertical Blinds, doors as per schedule	500/-	Per complain
(j)	Non cleaning of roof/ terrace of Buildings As per schedule	5000/-	Per instance per building.
(k)	Non wearing of both ID card & uniform by Engaged personnel of agency	100/-	Per person per incident
(l)	Non visit of contractor or his authorize Person to University at least once in a month	5000/-	Per month
(m)	Goods and Service Tax: Non uploading of GSTR 3B in the relevant Website even after mandatory and non providing of GSTR- 1 to University.	1000/-	Per month
(n)	Any Loss or Damage caused to the University due to the activities of workers deployed by the Agency (Intentionally or Un-intentionally) or loss in any other ways. Caused by the Agency/ Workers.	As decided by the University	To the extent of loss, the amount will be recovered from EMD/ Security Deposit amount
(o)	If found any engaged personnel found in In toxicants/ drugs/drunk	1000/-	Per person/ incident
(p)	If found indulged in the act of misbehave/ misconduct with students/ employees of University	500/-	Per person per incident
(q)	Delay/ Non-payment of wages to the engaged staffs in time i.e. within 07days of every month	1000/-	Per day
I	Less/Non-payment of ESI /EPF/ Bonus to Any engaged personnel	5000/-	Per month
(s)	Per person per day absence or without any Replacement worker	Equal to the wage of concerned employee	Per person, Per day
(t)	For failure to lift food waste from Mess, canteens, shops, vegetable shops, recreation center	1000/-	Per day per incident

Note:-

- Penalty shall be recovered from the bill due for payment/ Security Deposit.
 - In case of repeated complaints, University may review the performance of the agency for termination of contract and forfeiture of Performance Security.
- Provided, that such cancellation shall be only on issuance of notice to show cause as to why in

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view of the default the contract be not cancelled and provided further that it would be open to the University to impose a penalty for forfeiting security deposit in lieu of the cancellation. However, neither the cancellation nor penalty shall be imposed without giving opportunity to show cause against either of the proposed actions and the failure of the service provider to give a satisfactory reply in response thereto within the time allowed for filing reply.

47. The Service Provider shall be responsible for all the acts of the engaged personnel and will be liable for penalties as decided/ promulgated by the University.



SECTION-VII

FORMATS

Format-I

CHECKLIST

(To be filled by the bidder and submit supporting documents along with the Technical Bid.)

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

S. No.	Document details	Yes/ No	Page No. of Supporting documents
1	Signed copy of Tender documents		
2	All pages of tender document are numbered, signed & stamped		
3	EMD		
4	Valid MSME Certificate, if applicable		
5	Company/ Firm registration details		
6	Authorization details		
7	Registered branch office in Madhya Pradesh . (Attached Copy of Registration documents/ rent agreement /property documents etc.), as applicable		
8	PAN No.		
9	GST No.		
10	Bank accounts details for NEFT payment		
11	EPFO		
12	ESIC		
13	Attach copy of Work orders for satisfactorily completed at least three years' experience of providing Cleaning & Waste Management Services to Central/ State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/Reputed Organizations.		
14	Income Tax Return (Last three years)		
15	Certified copies of CA Audited Annual accounts of the last three years, comprising following:- (a) Balance sheet (b) Profit and loss Statement (c) Income and expenditure account		

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16	Client list and work done list of the similar orders Executed during the last three years. (Format III)		
17	No. of years of experience in Housekeeping Services (Attach supporting documents)		
18	Letter of Acceptance of all terms & conditions (Annexure I)		
19	Notarized Declaration/ undertaking on Non- Judicial Paper (as per Format V)		
20	List of essential equipment attached (Annexure II)		
21	Details of owner /director/ senior executive officers with Mobile no. & email		
	Document pertaining to type of organization/ company		
22	Signed copies of any other documents as mentioned in tender		
23	Non Debarment Certificate		
24	Any other supporting documents/ certificate/ information Supplied by bidder		

Note: The tender shall be submitted through GeM in two parts (Technical Bid and Financial Bid). The offers submitted by Post/Fax/email shall not be considered. No correspondence will be entertained in this matter.

(Signature of the Tenderer with stamp of firm with Date)



TECHNICAL BID**(A) GENERAL INFORMATION**

SL No.	Particular	Details
1	Name of the firm/ contractors/ agency	
2	Address of the firm/ contractors/agency	
3	Address of Registered branch office in Madhya Pradesh (as applicable)	
4	Mobile No.	
5	E-mail	
6	Registration Number and date of registration of company/ cooperative/agency/SHG/Society, if any	
7	Year of Establishment	
8	Type of Organization: (Whether Proprietorship, Partnership, Private Ltd. Company or Co-operative body etc. In case the applicant is a non-individual, Certified copy of a Partnership deed/ Certificate of Incorporation/ Certificate of Registration issued by the Registrar of Cooperative Societies, as the case, should be enclosed)	
9	GST no.	
10	PAN Card no.	
11	EPFO Registration No.	
12	ESIC Registration No.	
13	Bank Accounts Details	
14	Annual Turnover (Rs. In Lakh) for last three Financial years.	FY2022-23 Rs..... FY2023-24 Rs..... FY2024-25 Rs.....
15	Income Tax Return for last three Assessment years	AY2022-23 YES /NO AY2023-24 YES /NO AY2024-25 YES /NO
16	Performance certificates from previous clients With contact number from 2022-23 to till date separately in respect of works.	
17	Have you satisfactorily completed at least three years' experience of providing Cleaning & Waste Management Services to Central/State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/Reputed Organizations?	
18	No. of years of experience in housekeeping Service	



19	Name, rank, Mobile Number & email of the company Proprietor/ owner/ Director/ CEO/ CMD or equivalent	
20	Any other relevant information important in the opinion Of the tenderer	

Note:

- Attach supporting documents for all the above-mentioned details.
- Tenderer may use separate/ additional sheet wherever required.
- Without relevant supporting document, bid details may not be considered for evaluation.

(Signature of the Tenderer with stamp of firm with Date)



TECHNICAL BID

II (B) FINANCIAL INFORMATION

Financial Analysis: Furnished following financial details, duly supported by certified copy of audited balance sheet, profit & loss statement for the last three years: -

Financial Year	Annual Turnover	Profit/ Loss	Remarks
FY2022-23			
FY2023-24			
FY2024-25			
Gross Total			
Average Annual Turnover of three years			

(Signature of the bidder with stamp of firm with Date)

Details of certifying Chartered Accountant

Name:-

Reg. No.-

Member ship No.-

Address with Mobile no. and E-mail-

Certified by Charter Accountant (ink signed with stamp)



TECHNICAL BID

III DETAILS OF SIMILAR WORKS COMPLETED DURING LAST THREE (03) YEARS.

Sl. No.	Name of the project and location	Name of the organization	Cost of work in Lakh	Date of Commencement as per the contract	Stipulated date of completion	Actual date of completion	Litigation/arbitration pending/in progress with details *
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							

*Indicate gross amount claimed and amount awarded by the Arbitrator

Notes: -

1. Submit the relevant supporting documents.
2. Please mention all works executed equal to or above the qualifying amount.
3. For stipulated date of completion, submit copy of work order.
4. For actual date of completion, submit copy of completion certificate from the purchaser.
5. Please clearly indicate the works (in the above form) on the basis of which pre-qualification is being sought.

(Signature of the Tenderer with stamp of firm with Date)



FINANCIAL BID/ BOQ**Represented**

Scope of Work: Providing complete Cleaning Services and Waste Management at IGNTU, Amarkantak M.P.

1. Name and full address of the Agencies /Firms: (with Email Id &Tel./Mobile No.)

HOUSEKEEPING SERVICE CHARGES

Sl. No.	Description	Total Area excluding Roads (Sq. Mtr.) (Approx)	Rate per Sq. Mtr. Per Month (Rs.)	GST etc, as applicable (Rs.)	Total (per month) (in Rs.)
		(a)	(b)	(c)	(d)= (a×b) + (c)
1.	Providing Cleaning & Waste Management Services at Indira Gandhi National Tribal University Amarkantak M.P. This includes cleaning of inside and outside areas of institute Administrative, Academic, Residential, Hostel, Amentias and Utility building, Roads, drains, open areas and playgrounds	158421.00	Please do not fill in this format	Please do not fill in this format	

Note:

Please note that the minimum quantity of Housekeeping consumables Materials & Essential equipment (**Annexure-II & III**) must be provided by the contractor per month.
Rate to be quoted accordingly.

(Signature of the Tenderer with stamp of firm with Date)



NATIONAL ELECTRONIC FUNDS TRANSFER (NEFT) – MANDATE FORM

- (1) Name of Account holder: _____
- (2) Bank Name: _____
- (3) Bank Branch Address: _____
- (4) Account Type: Savings/Current/Cash Credit/NRI _____
- (5) Account No. _____
(Bank account number should be written from left to right)
- (6) IFS Code: _____
- (7) MICR Code. : _____
- (8) Bank Registered Mobile number: _____
- (9) Bank Registered E-Mail Id: _____

Signature of the Account holder

Date:

Enclosure:-

(a) Cancelled cheque leaf

Or

(b) If cheque is not having the name of bank holder then Photo copy of the page of Bank pass book containing details of Bank accounts number, IFS code etc.



UNDERTAKING/ DECLARATION BY THE BIDDER

(To be executed & attested by Public Notary/ Executive Magistrate on Non-Judicial Stamp paper of Rs. 100/- by the bidder)

I/We _____ Proprietor of M/s. _____ do hereby declare following, that :-

1. The firm/ company namely M/s. _____ **has not been black listed or debarred** in the past by GeM/ Union / State Government or any Govt. PSU/ Autonomous organization from taking part in Government tenders in India.
2. Neither myself nor any of my family members are employee of the IGNTU, Amarkantak M.P.
3. I/ We do accept all the terms and conditions of the tender documents towards "Tender for Providing Cleaning & Waste Management Services at Central University of Madhya Pradesh, Ranchi."
4. All the pages of the tender documents have been duly signed, numbered and stamped by us for their acceptance of all terms and conditions of the tender.
5. I/We have not involved any litigation, current or during the last five years (if yes, we shall provide the details of parties concerned and disputed amount).
6. All services shall be performed by persons qualified and experienced in performing such services.
7. I/We shall provide all the housekeeping consumables Materials& Essential equipment (asper **Annexure-II&III**) per month.
8. In any circumstances, I or our engaged personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative matters as these are confidential / secret in nature.
9. In any circumstances, the engaged personnel by our agency shall not claim any benefit / compensation/ absorption /regularization of services from the University under the provisions of Industrial Disputes Act., 1947 and Contract Labour (Regulation & Abolition) Act, 1970.
10. The personnel engaged by us shall be the employees of our agency and it shall be our duty to pay their wages every month as per the notifications by the Ministry of Labour & Employment, Govt. of India or the State Government / Union Territory Administration, whichever is higher, as per the Minimum Wages Act, 1948, revised from time to time, **by the Seventh(07)day of the following month without linking to payment to be received from the University**. In case of delayed payment, we will be liable for penalty as decided by the competent authority of the University.
11. I/ We shall be wholly and exclusively responsible for payment of wages, EPF, ESIC, Bonus etc. to the persons engaged by it, in compliance of all the statutory obligations under all related legislations as applicable to it; from time to time including Minimum Wages Act, 1948, Employees Provident Fund Act, 1952, ESI Act, 1948, Contract Labour (Regulations & Abolition) Act, 1970 etc., and IGNTU shall not incur any liability for any expenditure whatsoever on the persons employed by the service provider on account of any obligation.
12. We shall alone be fully responsible for safety, security and insurance or life insurance of our employed/ engaged personnel, who are engaged for the services of the university. We shall provide and ensure sufficient protection gears like gloves, mask etc. are being used by their workers while carrying out the work. The University **shall not be liable/ responsible** for any



compensation in case of any fatal injury/death caused to or by engaged personnel while performing/discharging their duties/for inspection or otherwise. Further, If work awarded, our engaged staffs, in any circumstances, **shall not claim** any benefit/compensation/ absorption /Regularization of services from the University under the provisions of Industrial Disputes Act., 1947 and Contract Labour (Regulation & Abolition) Act, 1970. An undertaking to this effect from the personnel engaged shall be submitted by us to the University.

13. I/We shall be available to contact at all times (24 X 07 Hrs a day) and message sent by WhatsApp, SMS, E-mail, Fax or any Special Messenger from University to the service provider shall be acknowledged immediately on receipt on the same day.
14. I/We will be **sole responsible** to maintain/ open EPF/ESI account and bank account of all serving/ newly joined engaged personnel. We shall be **solely responsible** for any query raised from the office of Regional/Assistant Labour Commissioner on issues related to EPF/ESI, minimum wages, bonus etc to the employed personnel.
15. I/ we have a proper registered/ branch office in Madhya Pradesh and **if not available**, we will establish an office in Ranchi, Madhya Pradesh within one month of award of work. The office shall have effective communication facilities like telephone, fax, e-mail, mobile phones, vehicles etc. and manned control room to ensure quick response.
16. I/We shall not engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the firm/agency, on a specific request of the University, shall provide necessary information/ inspection of the relevant financial documents/information.
17. I/We shall be responsible for all the acts of the engaged personnel and will be liable for penalties as decided/ promulgated by the University.
18. If declared successful Bidder, on receipt of notification of award of work order from the University, we shall furnish the performance security through online/NEFT mode in favour of "Central University of Madhya Pradesh, Ranchi" **within 15 days**.
19. I/We shall enter into an **Agreement** with the University on **Non-Judicial Stamp Paper of Rs.11000/-** (Rupees Eleven Thousand only) **within 21 days of the issue of letter of Award**. Non-fulfilment of this condition of executing an agreement/ contract document by the contractor would constitute sufficient ground for annulment of the award of the contract/ work and forfeiture of Earnest Money Deposit.
20. In case, we do not able to execute the work as per the terms and conditions of the work order/ Agreement, the same shall be executed through some other firm/ agency and the expenditure, 'if any', incurred in this regard shall be recovered from our Security Deposit and Pending bills.
21. As successful bidder/firm/agency, we shall not be paid/ demand any kind of advance under any circumstances.
22. I/We shall ensure adherence to following relevant acts/ laws including (as amended time to time): -
 - (a) The Contract Labour (Regulations & Abolition) Act,1970
 - (b) The Payment of Wages Act,1936
 - (c) The Workmen Compensation Act,1923
 - (d) Minimum Wages Act,1948



- (e) ESI Act 1948
- (f) The Employee's Provident Fund and Miscellaneous Provisions Act, 1952
- (g) The Industrial Disputes Act, 1947
- (j) The Payment of Bonus Act, 1965
- (k) The Payment of Gratuity Act, 1972
- (l) The Equal Remuneration Act, 1976
- (m) The Inter-State Migration Workmen (Regulation of Employment and Conditions of Services) Act, 1979

23. The information furnished in the Technical bid is true, complete and correct to the best of my knowledge and belief, I undertake that in the event of any information being found fake or false at any stage, my tender shall be liable to be cancelled / terminated without any notice or compensation in lieu thereof shall be given.
24. In case the above information found false, I/ We are fully aware that the tender/ contract will be rejected / cancelled by the IGNTU, Amarkantak M.P., Bid Security/ Performance Security shall be forfeited and will be debarred from any future tendering process. Pay the penalty as fixed by the University in addition to forfeiture of the performance guarantee for causing administrative inconvenience to the University. The University may also initiate the process of blacklisting our firm/agency for the breach of contract. In addition to the above, Central University of Madhya Pradesh, will not be responsible to pay the bills for any completed / partially completed work.

Deponent

Witness:-

- 1.
- 2.

Name _____

Address _____

Attested:

(Public Notary/ Executive Magistrate)



TENDER ACCEPTANCE LETTER
(To be given on company letter head)

To,

The Registrar,
Indira Gandhi National Tribal
University, Amarkantak Distt: -
Anuppur 484887
Madhya Pradesh

Subject: Acceptance of terms and conditions of tender documents. Tender

Reference No..... Name of the

Tender/Service: Providing Cleaning & Waste Management Services

Sir,

1. I/ We here by certify that I/We have read the terms and conditions of the tender documents from page no.....to (Including all supporting documents like annexure, schedule etc. which form part of the contract agreement and I/ We shall abide here by the terms/ conditions/ clauses contained therein.).
2. The corrigendum(s) issued from time to time by IGNTU too have all been taken in to consideration, while submitting this acceptance letter.
3. I hereby unconditionally accept the tender conditions of above-mentioned tender documents/ corrigendum in it's totality/ entirety.
4. In case of any provisions of this tender are found violated, then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

Signature:.....

Name:.....

Official seal



SUGGESTED MINIMUM ESSENTIAL MACHINERY/ EQUIPMENT
FOR PROVIDING CLEANING & WASTE
MANAGEMENT SERVICES (TO BE
PROVIDED BY THE AGENCY)

S. No.	Machinery	Qty	Remarks
01	Motorized Garbage Pickup (with driver and fuel)	01	
02	Industrial grade professional walk-behind electrical weeping/scrubber-dryers machine i.e. Eureka E50/55 or equivalent/ higher version/model from reputed brands	03 Pcs	
03	Wet & Dry vacuum cleaner with Pneumatic auto ON/ OFF, Auto-clean & Blower Function. Preferably Eureka Forbes or Karcher or Bosch or equivalent reputed brands	02 Pcs	
04	Rickshaw for collection of garbage etc	02 Pcs	
05	Blade for Grass Cutter Machine	As per requirement	
06	Aluminum Ladder/ Ladder of varying Height (11 ft, 22ft, 44 ft etc)	05 Pcs	
07	Jet Washer for power cleaning of exterior walls	01 Pcs	

Note:-

- The above list comprises minimum essential equipment/ machinery required for executing the Providing Cleaning & Waste Management Services at the University.
- If required, the equipment/ items can be increased/ added later.
- Agency may also increase/ add equipment/ items as deemed fit.



**LIST OF MATERIAL AND CONSUMABLES PROPOSED TO BE USED ON
MONTHLY BASIS FOR PROVIDING CLEANING & WASTE
MANAGEMENT SERVICES AT CAMPUSES (TO BE PROVIDED BY THE
AGENCY)**

S.N.	Items	Proposed Quantity	Remarks
1	Toilet Cleaner	300 ltr.	
2	Phenyl (Compound)	100 ltr.	
3	Glass Cleaner	50 ltr.	
4	Room Freshener	80 ltr.	
5	Bathroom Cleaner	80 ltr.	
6	HCL (Acid)	50 ltr.	
7	Lizol Multipurpose Cleaner	100 ltr.	
8	Washing Powder	50 k.g.	
9	Cob Web (Height 20 ft.)	As per requirement	
10	Hand Wash with dispenser	10 ltr.	
11	Phool Broom	50 Pcs.	
12	Hard Broom	50 pcs.	
13	Scrab (Magic)	50 pcs.	
14	Dry Mop	30 pcs.	
15	Wet Mop	30 pcs.	
16	Odonil	200 pcs.	
17	Dusting Clothes	100 pcs.	
18	Pocha Clothes	50 pcs.	
19	Hit (Red)	25 pcs.	
20	Hit (Black)	25 pcs.	
21	Toilet Brush	50 pcs.	
22	Wiper	50 pcs.	
23	Dustpan	100 pcs.	
24	Garbage Bag (80 Ltr.)	10 k.g.	
25	Air Freshener	50 pcs.	
26	Naphthin Ball	05 k.g.	
27	Dustbin (80)	As per Requirement	
28	Bucket	As per Requirement	
29	Mug	As per Requirement	
30	Casting Soda	10 k.g.	
31	Urinal Screen Mat	As per Requirement	
32	Hand Gloves	100 pcs.	
33	Mask	100 pcs.	

(Please attach extra sheet if required, duly signed with seal)

The terms and conditions contained in the Tender document are acceptable to us.

Signature of authorized person

Name _____

Designation _____

Seal

Note: The company has to provide above mentioned Consumable Housekeeping/ Cleaning items mentioned above at University site on monthly basis



FormatBank Transaction Details of Deployed Personnel

Sl. No.	Name of deployed Personnel	Account No.	IFSC Code	Amount Transfer from Agency	Bank Transaction ref. no.	Remarks/ Signature of deployed personnel

Signature and stamp of Agency*

*Attached the Bank Account Statement having transaction details with UTR No. received directly through Bank.



FORMAT-RESUME(for engaged employees)

1. Name _____
2. Father's Name _____
3. Date of Birth* _____
4. Sex _____
5. Reservation Category *, if applicable _____
6. Religion _____
7. Nationality _____
8. Marital Status _____
9. Height _____
10. Weight _____
11. Language Known _____
12. Contact No. (Mobile) _____
13. Email _____
14. Address _____

Self
Attested
Photo

15. Educational Qualification*:

Examination	Board/University	Year	Division	Percentage

16. Technical Qualification, if available* _____
17. Working Experience* _____
18. Aadhar No* _____
19. PAN Card No* _____
20. Bank A/c No* _____
Attach Proof)

UNDERTAKING

- a) I _____, do hereby declare that I shall not divulge or disclose, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters as these are confidential / secret in nature, in any circumstances to any person.
- b) I, do hereby declare that I shall not claim any benefit/ compensation / absorption / regularization of services from IGNTU, Amarkantak M.P. under the provisions of Industrial Dispute Act., 1947 and Contract Labour (Regulation & Abolition) Act, 1970 in any circumstances.
- c) I _____, do hereby declare that the information furnished as above is true and correct to the best of my knowledge and belief. I undertake that in the event of any information being found fake or false any stage, my candidature shall be liable to be cancelled/ terminated without any notice or compensation in lieu thereof shall be given.

Place:

Date:

Signature

