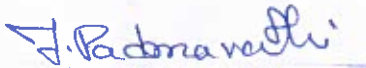


BID NOTIFICATION
FOR
SELECTION OF SERVICE PROVIDER FOR
HOUSEKEEPING SERVICES

DECEMBER 2023

FOR

**Dr. MARRI CHENNA REDDY HUMAN RESOURCE
DEVELOPMENT
INSTITUTE OF TELANGANA**
Road No. 25, Jubilee Hills
HYDERABAD 500 033 TS
INDIA


Administrative Officer
Dr. MCR HRD Institute
Government of Telangana
Road No.25, Jubilee Hills
Hyderabad- 500 033



NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES FOR DR. MCR HRD INSTITUTE OF TELANGANA

Introduction:

The Institute of Administration, established in 1976, was renamed as Dr. Marri Channa Reddy Human Resource Development Institute of Telangana and is made responsible for overseeing the state Government and GOI Training initiative.

Dr. MCR HRD Institute of Telangana is the apex Training Institute of the Government of Telangana and is responsible for facilitating training and providing HRD inputs to all public functionaries of the State to achieve a caring (Committed, Accountable, Responsive, Inspiring and Nationalistic & Genuine) Government.

Objective of the Bid

Dr MCR HRD Institute of Telangana through this Bid invites proposals from qualified and reputed Service Providers for providing Housekeeping Services to its sprawling campus located at Road No. 25 Jubilee Hills, Hyderabad **for a period of 2 years.**

Time Schedule of various Bid related events

Bid calling date	04.12.2023
Pre-bid meeting : Date & Time	11.12.2023 3.00 p.m.
Bid closing Date & Time	20.12.2023 5.00 p.m.
Technical Bid Opening Date & Time	21.12.2023 at 3.00 p.m
Financial Bid opening Date & Time	22.12.2023 at 3.00 p.m
Bid Document Fee	Rs. 5,000/-
Tender Document Ref. No.	F1/493/2023

Submission of Bid: Online on Government e-Procurement (www.mcrhrdi.gov.in):

Bids shall be submitted online on Government e-Procurement platform only. However submission of copy of technical bid along with tender fee is mandatory. Bidders are solely responsible for incorporating/complying the changes/amendments issued if any during pre-bid meeting in their bid.

- The participating bidders in the Bid should register on the website Government e-Procurement and login to Government e-Procurement for submitting the response.
- The bidders who are desirous of participating in this Bid shall submit their technical bids, financial bids as per the standard formats available at the Government e-Procurement portal.
- The bidder shall sign on all the statements, documents, certificates uploaded by them, owning responsibility for their correctness/authenticity.


- d. The financial Bid has to be submitted only on (e-Procurement) (No physical copy of the financial bid should be submitted).

Other Conditions:

- a. After uploading the documents, the copies of the uploaded statements, certificates, documents and original Demand Drafts in respect of EMD and Bid fee are to be submitted to the office of Dr. MCR HRD Institute of Telangana.
- b. Failure to furnish any of the uploaded documents, certificates, will entitle in rejection of the bid. The Dr. MCR HRD Institute of Telangana shall not hold any risk because of postal delay. Similarly, if any of the certificates, documents, etc., furnished by bidder are found to be false/ fabricated/ bogus, the bidder will be disqualified, blacklisted and action will be initiated as deemed fit and the Bid Security/EMD will be forfeited.
- c. Dr MCR HRD Institute of Telangana will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.
- d. The documents that are uploaded online on Government e-procurement platform will only be considered for Bid Evaluation.

Terms & Conditions:

- ❖ All the required documents should be uploaded before technical bid. If any document is found missing, concerned bid will be rejected and considered as non-qualified for financial bid.
- ❖ Rs.5000/- DD is mandatory (Hard copy) towards bid cost drawn on any nationalised/scheduled commercial banks payable at Hyderabad.
- ❖ This awarded contract should not be transferred to any sub contract under any circumstances.
- ❖ Bidder registered/ corporate office should be at the consignee location/ Hyderabad.
- ❖ Scope of work should be executed as mentioned in the tender document.
- ❖ Self-certification on company letter head of vender that they are following all the terms & conditions of this tender document.


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Hyderabad- 500 033

Notice Inviting Tender and schedule of Events

Dr. MCRHRD Institute of Telangana, Hyderabad invites online tenders under two bid systems (Technical Bid and Financial Bid) for the following work:

Name of the Work	Providing Housekeeping Service for Dr.MCR HRDIT, Hyderabad
Tender No,	Tender No.: F1/493/2023 Tender-for Housekeeping Services Dt : 04.12.2023
Bid Document Fee (Non-refundable)	Rs.5,000/- (Rupees Five Thousand Only) by Demand Draft in favour of Accounts officer, Dr.MCR HRD Institute of Telangana. This amount is non-refundable.
EMD	Rs.4,00,000.00 (Rupees Four Lakhs Only) by demand draft in favour of Accounts officer, Dr.MCR HRD Institute of Telangana.
Estimated volume of business	Rs.8,03,306.00 per month/ Rs. 96,39,672.00 per annum as detailed in the Tender document (Excluding GST & Service charges)
Contract Period	The period of contract will be Two years with a built-in scheme for review of the performance at the end of each year. The contract may be extended by another one year on the basis of performance.
Issue of Tender	The Tender document can be downloaded from the Institute website: www.mcrrdi.gov.in for information duly making a payment of Rs. 5,000/- online in favour of Accounts Officer in Dr. MCR HRDIT, Hyderabad. Please keep visiting our website for any corrigendum /amendments and submit the bid documents accordingly. Tender document can also be purchased by paying DD for an amount of Rs.5000/- in favour of Accounts officer, Dr.MCR HRD Institute of Telangana from the office of Director (Facilities)
Submission of Tender	Submission of Tender document should be online only and Hard copies should be submitted as per the schedule
Opening of Tender	Part - A - Technical Bid The technical Tender documents shall be opened on 21.12.2023 at 3.00p.m
	Part - B - Financial Bid Financial Bid of the technically qualified bidders as recommended by the Tender Committee shall be opened on 22.12.2023 at 3.00p.m
Contact Person (for any clarification)	Manager (Facilities) Dr MCR HRDIT, Road No.25, Jubilee Hills, Hyderabad, Telangana - 500033, Phone:040-23540857
Bank Guarantee towards Security deposit	10% of contract value

J. Padaravathi

PART - A

IMPORTANT INSTRUCTIONS

The service providers who wish to participate in the bidding are hereby informed that the cost of consumables & machineries, Man Power is included in the estimated cost given in this tender document.

1. Read the tender documents carefully before filling.
2. Sign each page with seal.
3. PART "A" should contain -
 - a) Technical Bid with all relevant signed documents as mentioned in Terms and Conditions(hard copies).
 - b) EMD in the form of DD payable at Hyderabad.
 - c) Proof of Bid document fee of Rs.5,000/-
 - d) Sealed envelope containing hard copies of tender documents with super scribe "TENDER FOR HOUSEKEEPING SERVICES FOR Dr.MCR HRDIT" - PART "A"
4. Put a, b, c above in separate sealed covers and put all the sealed covers in one cover addressed to "The Director (Facilities), Dr.MCR HRDIT, Road No.25, Jubilee Hills, Hyderabad, Telangana - 500033, Phone : 040-23540857 with superscribe on the cover as "TENDER FOR HOUSEKEEPING SERVICES FOR Dr.MCR HRDIT and send to the under mentioned address on or before 4.00 pm., on 20.12.2023.

"The Director (Facilities), Dr.MCR HRDIT, Road No.25, Jubilee Hills, Hyderabad, Telangana - 500 033.

5. The Tender document fee is non-refundable.
6. Bid Application without the prescribed fee and EMD will not be considered
7. Dr.MCR HRDIT accepts no responsibility for any loss/delay/non-receipt of Hard copies not submitted. Hard copies received late/incomplete will be summarily rejected.
8. The technical bid will be opened at 3.00p.m on 21.12.2023
9. The financial bids of only those Tenderers whose technical qualified Tenders by Tender Committee will be opened.
10. During the opening of the two-bid tender the name of tenderers who have submitted their bids along with Earnest Money Deposit will only be read out and no other information/details whatsoever, will be shared at this stage
11. The offer of the tenderer shall be valid for 6 (Six) months from the last date of submission of Tender.
12. In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competence of contractors to provide high quality services according to the time schedule.
13. The Tender should be complete in all respects and should be duly signed. Late and delayed tenders due to any reason including postal delays shall not be considered at all. Offer sent through fax/ e-mail will not be accepted.
14. Hypothetical, conditional, incomplete bid will not be accepted & will be summarily rejected.

J. Padmaravathi

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15. The period of contract would be for Two years from the date of award of the contract and it may be further extended for another one year on satisfactory performance of service provider. The performance of the service provider will be evaluated on yearly basis
16. Please keep visiting our website for any corrigendum /amendments and submit the bid documents accordingly. Separate advertisement will NOT be published in newspaper for any corrigendum/extension/clarification, etc.
17. The Institute reserves the right to modify the conditions of the tender, at any time, without assigning any reasons for the same.
18. Dr .MCR HRDIT reserves the right to accept/reject any tender in part or full, without assigning any reason whatsoever.
19. If the last date of receiving/opening of the tenders coincides with a holiday, then the next working day shall be the receiving/opening date.

TENDER DOCUMENTS CONSIST OF THE FOLLOWING

- I. Eligibility criteria
- II. General Instructions to Tenderers
- III. Details of Nature & Scope of Work
- IV. General Conditions of Contract
- V. Technical Bid
- VI. Check List of the documents
- VII. Financial Bid (for online submission only)

1- ELIGIBILITY CRITERIA

1. Tenderers should have at least Five (5) years of continuing experience upto date of Bid Publication in providing housekeeping services satisfactorily to reputed organizations including Hotels (3-star and above whether Government or private) / Corporate Hospitals, Corporate Offices, Multinational Companies. This should be supported by documentary evidence (such as, work order/work completion certificate). Certificates of satisfactory performance from at least three clients are also to be submitted along with the tender. Bidder should have managed atleast 300 rooms in previous contracts. Preference will be given to ISO certified agencies
2. The tenderer should be a registered company/ proprietorship/ partnership firm.
3. Should have an annual turnover of at least 2 crores from house-keeping services in the past 5 years (2018-19 to 2022-23).
4. Should have atleast
 - a) One similar ongoing work contract of 80 lacs or more per annum; OR
 - b) Two similar ongoing work contracts of 50 lacs or more per annum;

Proof of the same (work order) to be furnished along with contact details of the concerned firms.

5. Should be registered with the following Statutory authorities in Telangana and must furnish attested copies of supporting documents:

- Commissioner of GST (GST - Category Housekeeping Services)
- Employees State Insurance Corporation
- Employees Provident Fund Commissioner
- Income Tax Department (PAN Card be attached)
- Labour department (Registration certificate from labour Department) of Govt. Of Telangana
- Any other registrations in respect of House Keeping Services.

6. The following documents must be submitted along with tender.-

- a. Audited balance sheets and profit and loss account & audit report of five years (2018-2019 to 2022-2023)
- b. Income tax returns of five years (2018-2019 to 2022-2023)

7. The Tenderer should have sufficient number of employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. Should be attached with the technical bid. Document in support of GST, ESI, EPF deductions and details of the health and safety measures the tenderer takes for his workers should also be attached with the technical bid.

8. The Tenderer should enclose with the Technical Bid an Earnest Money Deposit (EMD) of **Rs. 4,00,000/- (Rupees Four Lakhs Only)** in the form of Demand Draft, drawn in favour of "Accounts Officer, Dr.MCR HRD Institute of Telangana, Hyderabad", Tender forms not accompanied by the EMD shall be summarily rejected. This amount will be returned interest - free to the unsuccessful tenderers after three months from the closing date of the Tender or after one month of the award of the contract, whichever is earlier. **No interest will be paid on the EMD under any circumstances.**

II. GENERAL INSTRUCTIONS TO TENDERERS

1 Eligible and willing agencies are advised to visit the Institute 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 Director (Facilities)

2. The Tenders are to be submitted as per two bid system i.e, Technical bid (online (e-procurement) and one hard copy to be submitted to Institute) and Financial bid(no hard copy, only online (e-procurement) Bid.)

(A) The technical bid should contain the papers to fulfil all the eligibility criteria, certificates of experience, satisfactory performance certificates, undertaking as per instructions, work plan and list of the equipment, tools and tackles required for the job.

(B) Financial bid should contain the rates quoted for the services to be provided as per the instructions given in this tender document.

Technical bids should be submitted in sealed envelope super-scribed as

"Technical Bid for House Keeping Services"

3. The Earnest Money Deposit will be refunded to the unsuccessful tenderer only after finalization of the contract. No interest will be paid on the EMD. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.

4. The bid shall be valid for 180 days from the date of opening of tender. No tenderer will be allowed to withdraw his tender after submission during the bid validity period (180 days). In case the tenderer does not honour his bid, the EMD submitted by the tendering firm would stand forfeited.

5. **The tender form should be complete in all respects giving** correct and relevant data. All entries in the tender form should be legible and filled clearly. Any overwriting or correction which is unavoidable has to be signed by the authorized signatory.

6. Incomplete tenders /tenders not complying with the terms and conditions of the tender document, tenders received after the closing date, suppression /falsification of information/ influencing or intimidating other tenderers shall entail **disqualification of the tender. Similarly, conditional Tenders will also be rejected.**

7. The **tender document must be signed** by the authorised signatory or by a person holding a power of attorney authorising him/ her to do so, **Each page of the tender should bear the signature**, date, name and title of the person signing the tender and affixing a rubber stamp indicating the name of the firm and enclosed with Technical Bid.

8. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.

9. **A performance security deposit equal to 10 % of the total contract value** in the form of Bank guarantee of any scheduled bank, drawn in favour of "Accounts Officer, Dr. MCRHRD Institute of Telangana" is to be submitted by the successful bidder and commence the work within 7 days of acceptance of the tender. Otherwise the contract may be cancelled and EMD forfeited.

10. The Institute Estimated Value is kept at **Rs.8,03,306.00 (Rupees Eight Lakhs Three Thousand Three Hundred and Six only)** per month, which is inclusive of manpower wages including ESI & EPF for 50 members, consumables, and maintenance of equipment, etc.

11. The Tenderers should submit their **quote per month** only, inclusive of wages as per Minimum Wages Act of Government of Telangana, with enhancement from time to time, ESI & EPF payable, cost of material, and maintenance of machinery etc. MCRHRD will not be responsible for any enhancement of payment of wages whenever enhanced by the Govt. of Telangana.

J. Padmanabhi

III. DETAILS OF NATURE AND SCOPE OF WORK.

A. This is a service contract. The services to be provided under the contract are as shown below.

a) Cleaning, sweeping, mopping, dusting etc., in the different places of the campus as shown in schedule

b) Bed-making in hostels, changing of linen in hostel rooms and other places.

c) Maintain the inventory of every room in the Institute, operate a checklist and submit requirement of repairs & maintenance to the Director(F)/ his nominee by way of preventive maintenance in a timely manner. For example, the room inventory in a Hostel typically comprises blankets, mattresses, bed-sheets, curtains, towels, pillows with covers, water jugs, electrical kettles, drinking water glasses, buckets, foot mats etc. All participants shall be provided with washed bed-sheets, towels, pillow covers etc., at the time of occupation of the room. Thereafter change of linen items shall be carried out after every three days. Similarly, for all other rooms (office, classrooms, conference halls, etc.), Inventory is to be maintained and appropriate action is to be taken.

d) The concerned supervisor shall check the rooms before vacation along with the inventory and the linen items provided. Losses/ damages if any (either in hostels or any other rooms/halls) shall be immediately reported to Director (F) / nominee/ Incharge for further necessary action.

e) The keys given for housekeeping purpose shall be maintained properly, in their respective keyboards with room numbers clearly written on the tags and in the keyboards.

B. The buildings are grouped as follows:

1	Admin Block area	Main gate, complete Admin block, coffee shop ATM, water pond, Open air auditorium (Ramdas Rangasthali), Dasarathi auditorium , Arjuna arcade and Library, Record Room, Electrical panel rooms and AC plant Room, all classrooms and Officer chambers including Lifts and machine rooms are housed in one complex
2	Godavari Area	Godavari hostel, Manjeera Guest House , Vivekananda Block, Medical Dispensary, New indoor Shuttle court area including lifts and machine rooms wherever is applicable.
3	Tungabhadra Area	Tungabhadra Hostel building complete, Staff quarters, DG and ADG quarters with park & lake and Helipad including lifts and machine rooms wherever is applicable.
4	Krishna Hostel Area	Krishna Hostel building complete, Faculty & Professors quarters, CSDG Building
5	Swimming Pool & Sports Complex area	Swimming Pool, gymnasium, sports complex, tennis courts and volleyball courts, Basket Ball court, Open Shuttle Court area.
6	Muchkunda block	Engineering wing, Centre for Telangana studies office area and Electrical Substation AC plant of Godavari Hostel

7	Road/Path way in the campus, and all terraces of all buildings in the Campus.
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C. Housekeeping Material:

One month stock of all housekeeping material shall be maintained at all times. Preferably Johnson Diversey shall be used by the contractor.

D. Sanitation Material: Taski R1, R2, R3, R4, R5, R6, R8, R9, TR 101, TR 103, D7, D5 shall be used. Dettol hand-wash liquid, Naphthalene balls, Odonil, etc., should be used.

E. Tools & Equipment: The contractor should purchase and hold all the required Housekeeping Equipment at his own cost listed below.

Sl. No.	Machinery Details	Quantity	Remarks
1	Single disk Machine	02 No,s	
2	Wet & Dry Vacuum Machines	03 No,s	
3	Scrubber Drier	01 No.	
4	High Jet Pressure	01 No.	
5	Alano Road Sweeper	01 No.	
6	Chair Shampooing Machine	01 No.	
7	Carpet Shampooing Machine	01 No.	
8	Ladders - 3 feet	01 No.	
9	Ladders - 5 feet	01 No.	
10	Ladders - 10 feet	01 No.	
11	Telescopic Rods	02 No,s	
12	Mop Trolleys Double Bucket	10 No,s	
13	Mop Trolleys Single Bucket	05 No,s	
14	Janitor Trolley	03 No,s	
15	Any other equipment as required at the time of execution of work		

F. The persons deployed by the contractor should be adequate in numbers and properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment. As per the requirement of the Institute work force have been categorized as following

- i) Executive - 01 (Skilled)
- ii) Supervisor - 07 (Semiskilled)
- iii) Operators - 42 (Unskilled)


*The wages of required work force will be applicable as per the minimum wages act of Government of Telangana

* The successful tenderers should furnish the details of staff deployed to Dr. MCR HRDIT

* The personnel provided under Housekeeping Services shall work in three shifts upon requirement in the Institute.

G. Discipline, good conduct, behaviour & personal hygiene:

All Housekeeping staff deployed should be of good conduct & behaviour, observe strict personal hygiene and be, free from any chronic/ contagious diseases.


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H. Uniforms & Identity cards to staff:

All workers shall be provided identity cards, two pairs of uniforms with aprons, shoes and gloves at the cost of Agency/contractor.

I. Thefts:

The contractor is responsible for the safe custody of Institute property assigned. The contractor is responsible to make good of the losses due to thefts/ damages to the Institute

J. Detailed Housekeeping schedule is included as **Annexure** to this document and has to be followed strictly.

K. Information regarding the latest time of cleaning along with signature of supervisor shall be displayed in all rooms, toilets and hostel corridors.

L. House-keeping staff is prohibited from demanding or accepting tips.

M. One Executive shall be deployed on the campus for overall supervision of the work in the Institute and coordinating/ assigning duties to the staff concerned.

N. One night shift supervisor should be available with shift mobile to coordinate night shift work in the Campus

O. Once the house keeping staff is allotted an area of work he or she will be under supervision of the Director(F)/ his authorised representatives and in addition to the instructions issued by the contractor side they have to follow all instructions and orders given by the Director(F)/his authorised representatives. These instructions should be considered as within scope of work.

IV GENERAL CONDITIONS OF CONTRACT (GCC)

1. The period of contract will be Two years extendable by one year on satisfactory performance at the end of each year. The Institute will not entertain any request for revision of rates. Revision of Minimum wages of manpower will be applicable as per rules of Govt. of Telangana, Minimum Wages Act, and Department of Labour & Employment. Such revision is sole responsibility of the contractor.

2. Dr.MCR HRD Institute of Telangana reserves the right to terminate the contract by serving one month's notice, in writing, if the services of the contractor are not found satisfactory. The contractor may also ask for the same by giving three months' notice.

3. The contractor will have to provide standard liveries as approved by Dr.MCR HRD Institute of Telangana at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the contractor for the approval of competent authority within seven days from the date of entering into the agreement with the Uniform should have company logo and Dr. MCRHRDIT Logo.

4. The contractor will arrange all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The housekeeping 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. After biometric attendance, MCR HRD Institute of Telangana will provide the space for setting up a control room for the contractor in the premises of the Institute from where the contractor and his own supervisory or office staff can manage the house keeping staff working in the Institute.

5. Dr.MCR HRD Institute of Telangana will provide space for a storeroom to the contractor in the premises of the Institute. The storekeeper deployed by the contractor will store all their liveries, materials, equipment in the store room and maintain a computerized record of the stores which shall be open to inspection by the Institute.
6. The contractor should ensure the health and safety of his/her employees. Dr.MCR HRD Institute of Telangana may also conduct health check-up of the Staff deployed at regular intervals.
7. The contractor will be responsible for supply/ installation / refilling / maintenance of all consumables, items and equipment used in all areas of the Institute's Campus for housekeeping purpose.
8. The contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action will be taken under Indian Penal Code also.
9. The contractor shall engage only such workers, whose antecedents have been thoroughly verified; including character and police verification and other formalities. The contractor shall be fully responsible for the conduct of his staff.
10. The contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employers Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. Dr.MCR HRD Institute of Telangana will not own any responsibility in this regard.
11. Under any circumstances, whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by Govt. Of Telangana. A record of that should be kept in a register, which may be made available for examination to Dr.MCR HRD Institute of Telangana as and when demanded. The wages shall be revised based on the revision of minimum wages as notified by Govt. of Telangana from time to time at the responsibility of the contractor.
12. In the event of injury, illness or accidents to any worker, Dr.MCR HRD Institute of Telangana will not be liable to pay any compensation. The insurance cover shall include the liability under the Workmen Compensation Act.
13. The workers employed by the contractor shall be his sole employees and Dr.MCR HRD Institute of Telangana shall not have any relation whatsoever with employees of the contractor. He will be fully responsible for their acts, conduct and any other liability.
14. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by Dr.MCR HRD Institute of Telangana besides annulment of the contract.
15. **Omission, neglect or failure on the part of the tenderer** to obtain requisite reliable and full information on any matter affecting his tender, shall not relieve the Tenderer, from any liability in respect of the contract.
16. The contractor shall:-
 - a) Only deploy the workforce that is on his payroll.
 - b) Provide all items and consumables to his housekeeping staff as per requirement
 - c) Ensure that their Executive/Supervisors are equipped with mobile phones and are available round the clock.
 - d) Provide for waste (Non-Biomedical) management including all equipment, containers, trolleys, etc.
 - e) Arrange for all required other equipment required for segregation and disposal of waste in a professional manner.

f) Plan, manage, and 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 contractor will arrange for required resources, including manpower, machinery, disposables etc., which is used by the house-keeping staff.

g) 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 Contractor to the housekeeping staff.

17. The contractor has to assess the man power needs and engage men, equipment and material to provide services of high standards.

18. The contractor **or its authorised representative is authorized to raise bills** and to receive the payments. Payments shall always be made in the name of the company in the form of NEFT. No payments shall be made in cash.

19. Income-tax and all other **applicable taxes shall be deducted by the Institute at source** at the rate notified by the Government from time to time. However GST, any other mandatory taxes as applicable shall be paid by the contractor directly to the concerned authorities and submit proof of the same to the Institute on a monthly basis along with the claim for the subsequent month.


20. The contractor is responsible to **maintain upto date** all the **statutory documents/registers** that are liable to be inspected from time to time by the institute or any other concerned Govt. Official authorised to inspect the same. The Institute shall in no way be responsible for the lapses, violations and **non-compliance** if any.

21. The **stock-taking of the items** under the control of Housekeeping Agency shall be carried out at periodic intervals and the Housekeeping Agency has to pay for the missing items cost on actual basis.

22. Any **loss of items due to the fault of the Institute staff/participant** shall be brought to the notice of the authorised representative of the Institute immediately and the charges for loss of such items shall not be charged to the Housekeeping Agency.

23. The **contract term for providing Housekeeping Services shall be initially for a period of Two years.** If the Telangana Government issues Orders duly revising the basic wage rates payable to the Housekeeping Personnel the same shall be followed by the contractor only, and Dr. MCRHRDIT is not responsible. However based on satisfactory performance by the Agency the **Institute on its own discretion can extend the contract period for providing Housekeeping Services for the subsequent year.** The discretion of the Institute shall be final and binding on the successful Tender in this regard.

24. The tenderer whose tender is accepted for providing Housekeeping Services should indemnify the **Institute against any claim by any authority.** In the event of the Institute having to pay any individual, statutory body or any


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agency for reasons directly or indirectly attributing this contract. The firm organizations should pay such claim/damages and even if the Institute is called upon to pay such damages, the Firm/organization who is providing Housekeeping Services must reimburse the same immediately.

25. The contract either in full or in part **shall not be sublet** or assigned by the tenderer to others under any circumstances.

26. The housekeeping schedule given in this tender should be strictly adhered to. Any deviation or non-compliance leading to unhygienic/ unhealthy damaging the structure or instrument or tool of this Institute shall be viewed very seriously. The officer /committee authorised to inspect shall assess the performance of the work and his /their recommendation shall be followed in levying the penalty. Any dispute in this regard shall be referred to the DG, Dr MCR HRD Institute and his decision shall be final.

27. The contractor or their authorized representative **shall attend meetings** organized from time to time, for discussion, evaluation or performance of the contract, and compliance of statutory regulations etc.

28. All personnel shall be paid their wages by the contractor through respective Bank accounts on or before 1st working day of every month. The firm/contractor shall pay the statutory payments such as PF, ESI in time for the staff employed to provide the service to the Institute and the proof should be submitted while clearing subsequent monthly bills.

29. The Housekeeping Agency shall be deemed responsible for all **legal and contractual purposes**, as the employer of the staff employed for carrying out the contract, and such persons will not have any claim for employment in the Institute now or at a future date.

30. The contractor shall obtain adequate **insurance policy** for all his staff to be engaged for the work, towards meeting the liability of compensation arising out of death/Injury/disablement at work etc. He shall show proof of this to the Institute authorities and submit photo copies of the same.

31. The contractor or his employees shall not use the premises allotted to him/her for any purpose other than the purposes defined and shall not act in any manner as to cause any **nuisance or annoyance** to the Institute or the participants of the Institute.

32. The contractor would have to provide additional manpower as the work demands. The agency would also have to **provide substitutes** if regular staffs proceed on leave, etc.

33. Penalties & Recoveries:

a) Penalties shall be levied on account of poor quality of service, complaints received from guests/ employees/ participants. A designated officer/committee of the Institute may inspect from time to time to assess and evaluate the quality of services and where necessary may recommend for imposing suitable penalty.

b) For every poor quality of work reported by staff /designated officer /committee a penalty of upto 10% of the monthly bill shall be imposed, which will be deducted from the monthly bills claimed by the contractor.

c) If delay in service / any pending works, penalty of 5% from monthly bills will be imposed.

34. Termination of contract: The contract may be terminated by giving one month's notice, by the Institute, if any of the stipulated conditions are not met or service not satisfactory. However the Institute also reserves the right to terminate the contract at any time, without giving any notice in case of gross violation of the stipulated terms and conditions. The contractor may terminate his services after serving 3 months prior notice to the Institute, addressed to the Director General, Dr. MCR HRDIT in writing.


37. For all disputes arising out of non-adherence of any terms stipulated above, Director General, Dr.MCR HRD Institute of Telangana, is the appellate authority and his decision shall be final. However, the legal jurisdiction for all matters would be Hyderabad city only.

35. Site particulars

Dr. MCR HRD Institute of Telangana is situated in Road No.25, Jubilee Hills. The tenderer is advised to visit & examine the site of works & its surroundings at his own cost. No claim for financial or any other adjustments to contract price on account of lack of clarity will be entertained.

Place: Dr MCR HRDIT, Hyderabad

Date: 12-12-2023.


Administrative Officer
Dr. MCR HRD Institute
Government of Telangana
Road No.25, Jubilee Hills
Hyderabad- 500 033

Annexure
House Keeping Schedule
a) Daily Schedule


Sl. No.	Item of Work	Scheduled Time
1	Road Sweeping	Twice a day at 8 am & 3 pm
2	Dustbins clearance	Daily at 8.00am
3	Litter pickup surrounding the Institute buildings	Daily once at 2:pm
4	Stains/Spots cleaning on the glasses at the entrance of each building	Daily 10am
5	Sweeping, mopping, cleaning the stair cases, railings, glass partitions etc.,	Daily 10am
6	Sweeping and moping the corridors	Daily thrice : 8.30am , 12.00 noon & 4.00pm
7	Sweeping and moping the institute building portico areas	Admin block thrice:8.30am, 12.00 noon & 4.00 pm Hostels:8.00am & 4.00pm
8	Dusting and cleaning of guest lobby areas, balconies, area of building including reception	Daily twice:8.00am & 3.00pm
9	Dust cleaning & mopping of all the rooms of Institute buildings	Daily once with preference to start work in occupied rooms
10	Cleaning all telephone with Dettol liquid	All days of the week
11	Hostel room linen to be changed	Once in 3 days / whenever there is a change of guest
12	Cleaning of general toilets of institute buildings and whole day deployment to certain toilets where AIS or senior officer trainings are going on	Daily 3 times & on necessity person to be deployed for whole day
13	Dust cleaning of all conference halls, auditorium and office rooms etc.	Daily 8.00 A.M otherwise on specified time
14	Class rooms	Daily 5.00pm
15	Cleaning /Clearing of stagnated water and plants/ weeds on the roof tops & cleaning sajjas and rooftops of Institute building.	Daily once in rainy season & more specifically on rainy days, and whenever required.
16	Cleaning all room window glasses	Daily once
17	Changing of water cans when required	8 am & 6pm
18	Cleaning of water dispensers	Daily morning at 7.00am
19	Dust cleaning the telephones, TV s etc	Daily morning at 7.00am
20	Dust cleaning the Gym/toilets	Daily 9am & 5pm
21	Cleaning of swimming pool toilets twice a day	7am & 5pm
22	Dust cleaning of medical dispensary	7am & 5pm
23	If necessary required furniture to be shifted to needy places	Whenever needed
24	Clean the sports complex (Tennis courts, shuttle court, volley-ball court, etc.)	Daily at 3.00 PM

[Signature]
Administrative Officer
Dr. MCR HFD Institute
Government of Telangana
Road No.25, Jubilee Hills
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25	Sweeping of forest path areas of the Institute	Daily at 4.00 pm
26	Cleaning of lift & lift interiors	7.00 am & 3.00 pm
27	Replenishment of supplies in rooms & toilets, Hand wash (Dettol/ Savlon/ Lifeboy), Hand tissues and toilet roller	8.00 am
28	Scrubbing of all bath room toilet bowls, WCs and wash basins in the Institute Buildings	Daily

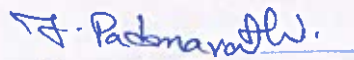
b) Weekly Cleaning Schedule

Sl.No.	Item of Work	Scheduled Time
1	Polish all furniture including SS railing & sign boards	Thursday
2	Removal of chewing gums from furniture specially Auditorium & Class rooms	Monday
3	Vacuuming the office, auditorium, conference & class room chairs, sofas, curtains & blinds in all hostels	Monday
4	Dusting and cleaning of all computer monitor key boards etc.	Monday
5	Cleaning all room doors, bath room doors with wet and dry cloths	Tuesday
6	Clean all corridor and room skirting	Tuesday
7	Thorough cleaning of window glasses, door glasses by using cleaning material	Wednesday
8	Terraces of professor, faculty and staff quarters	Wednesday
9	Scrubbing of all bath rooms in the Institute buildings	Thursday and Tuesday
10	Cleaning of all sofas in common areas	Friday
11	Cleaning all pantry rooms	Saturday and Wednesday
12	Scrubbing of all stair cases and elevators of the Institute Buildings	Saturday and Wednesday
13	Clean Arjuna Arcade - Car parking area	Saturday and Wednesday
14	Dusting all walls and removal of cobwebs	Sunday


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c) Fortnightly Cleaning Schedule

Sl.No	Item of Work	Scheduled Time
1	Cleaning all building roof areas	1 st of every month
2	Cleaning all lift rooms	2 nd of every month
3	Clean all dustbins, buckets, mugs and stools	3 rd of every month
4	Scrub showers taps	4 th of every month
5	Scrub all toilet wall tiles	5 th to 6 th of every month
6	Scrub all rooms and corridors of Admin block	8 th to 12 th of every month
7	Scrub all corridor and room skirting	8 th to 12 th of every month
8	Scrub all room floors of Hostels & Guest House	13 th to 20 th of every month
9	Clean all electrical fixers frames etc.	21 st to 22 nd of every month
10	Clean generator rooms, electrical substation and telephone EPABX rooms, Fire extinguishers in the presence of Electrician	23 rd of every month
11	Polishing all steel and brass material	10 th and 20 th of every month
12	Removal by plucking the plants near or on water tanks / on all buildings etc.	26 th of every month
13	Shampooing all sofas & Auditorium - Conference hall chairs, in rooms in all common areas	28 th to 30 th every month
14	Glass Dust cleaning (Ventilation)	8 th to 12 th of every month
15	Carpet cleaning, both dry and shampooing in Conference Halls, auditorium, fortnightly and also wherever required.	Fortnightly


Administrative Officer
Dr. J. Padmanablu
Government College of Arts
Road No. 29, Jubilee Hills
Hyderabad- 500 033

V. TECHNICAL BID
PROFILE OF THE COMPANY/AGENCY

1	How is your company /Agency constituted? Indicate the Year of Establishment	
2	If registered as a Company enclose copy of certificate of incorporation giving following details	
	(a) Furnish the names of Chairman/ Managing Director	
	(b) Names of Directors their Occupation and address	
	(c) Is the company/agency ISO certified? If yes, enclose a copy of its Certificate.	
3	Is your Company /Agency carrying out any other trade/business? If yes, furnish particulars of the other trade/business.	
4	Location and address of the Registered / Main Office/ Local Office.	
5	What is the annual Turnover of the Agency from Housekeeping Services for the financial years 2018-19 to 2022-23 Attach I.T returns , audited balance sheets, profit & Loss Accounts , certified by a chartered accountant for the last five years	
6	Please provide the details of permanent Account Number of the company/Proprietor / Managing Director issued by Income Tax authorities.	
7	Name & address of your Company's Bank with the type facility provided by the bank.	
8	No. of Years of experience in the field Enclose certified copies of experience from last five years	
9	Details of ongoing contracts(referred at point 2, under Eligibility criteria)	
STATUTORY REQUIREMENTS		
9	Have you registered under ESI Act? Enclose copy of Registration.	
10	Have you registered under Employees Provident Fund. Enclose copy Registration	
11	Registration with GST Department. Enclose copy	
12	Details of labour license obtained from competent authority(copy to be enclosed)	
13	Any other registration which is mandatory for such agencies stipulated by concerned authorities (copy to be enclosed).	


Administrative Officer
Dr. MCR HRD Institute
Government of Telangana
Road No 25, Jubilee Hills
Hyderabad- 500 033

DECLARATION

I certify that all the information furnished above is true to the best of my knowledge. I have no objection to Dr MCR HRD Institute of Telangana to verify any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the Tender document and in agreeing for the same, I am signing this document as an authorised signatory in the capacity of


Date: _____

Signature :

Place: _____

Name:

Designation : (With Seal)


Administrative Officer
Dr. MCR HRD Institute
Government of Telangana
Road No.25, Jubilee Hills
Hyderabad- 500 033

VI. Checklist of the documents to be submitted with the tender

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

S.No.	Items	Unit
1	a) Bid Document fee b) Earnest money deposit	
2	Tender form with complete technical bid with all pages serially numbered, signed and stamped on each page	
3	Audited balance sheet of last Five years with details of annual turnover, profit & loss account etc.,	
4	Income tax returns of last Five years	
5	Attested photo copy of PAN card	
6	ESI registration certificate copy with last three years payment details	
7	EPF registration certificate copy with last three years payment details	
8	GST registration certificate with details of the last payment	
9	Registration certificate under labour department. Copy of valid labour licence	
10	Minimum wages payment / clearance certificate	
11	Documentation support of contracts fulfilled in last 5 years along with their values in support of experience and financial credibility	
12	Satisfactory completion of contract certificate from previous organizations (minimum three required)	
13	Break up of labour according to minimum wage act	
14	List of employees along with details & at point no.7 of eligibility criteria	
15	Documentation regarding on going contracts as required.	
16	Provide self-certification on company letter head that, they will not transfer this contract to any sub contract	
17	Work experience (Similar work) certificate (5 years) and work order for on-going contracts	

Signature of Authorized person

Full Name:

Date:

Place: Company's seal

Form F-1

**VII. FINANCIAL BID
(For Online submission only)**

S. No.	Item	Unit	Rate per month (Rs.) Both in figures and words
1	Quote per month (Cleaning, Housekeeping and related services in the premises of Dr. MCRHRDIT, as prescribed in the Scope of Work, as per the Daily/ Weekly / Fortnightly Schedule and the General Instructions and General Conditions of this tender.) Areas: As prescribed in the Scope of Work. Manpower: as per the scope of work.	Lumpsum charges per month (Excluding GST)	


Note: In case of discrepancies between words and figures, the bid which is least of the two versions shall be taken into consideration for evaluation.

Place:

Date:

Signature of the bidder & Seal

*****End of the document*****


Administrative Officer
Dr. MCR HRD Institute
Government of Telangana
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