

INSTITUTE FOR SOCIAL AND ECONOMIC CHANGE

Dr V K R V Rao Road, Nagarabhavi, Bengaluru 560 072



**Tender Document
for Housekeeping Services**

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INSTITUTE FOR SOCIAL AND ECONOMIC CHANGE

INFORMATION TO TENDERERS

Tender Ref. No: ISEC/Regr/Estate/2024-25

Name of work	:	Providing House Keeping Services
Pre-bid Meeting	:	May 22, 2024 at 11:00 AM
Last Date of Submission of tender	:	Upto 4.00 p.m. (IST) on May 31, 2024
Opening of Tenders	:	at 3.00 p.m. (IST) on June 4, 2024

Submission of Tenders

- Tender should be submitted in two sealed covers. 1st Cover (Technical Bid) consisting of all the technical details including the Agency's previous experience, nature of work carried out, number of manpower provided for each work, and other commercial data (Form "A") along with EMD. The EMD should be kept along with Technical Bid i.e. (1st Cover). This cover should be superscribed as **"Tender for Providing Housekeeping Services at ISEC", (Technical-Bid)"**
- The 2nd Cover (Financial Bid) should contain the Financial quote (Form "B"). This cover should be super-scribed as **"Tender for Providing Housekeeping Services at ISEC, (Financial Bid)"**.
- Both these covers should be kept in a single sealed cover super-scribed as **"Tender for Providing Housekeeping Services at ISEC"** and submitted.

Other Terms:

- a. Submission of EMD of Rs.75,000/- (Rupees Seventy Five only) is mandatory and should be submitted along with the Technical Bid. The EMD should be furnished only in the form of DD/ Bankers Cheque from any scheduled bank drawn in favour of **"Registrar, Institute for Social and Economic Change"** payable at Bengaluru. EMD in any other form will not be accepted. EMD submitted by un-successful bidders will be returned within 90 days from the date of opening of Financial Bid or immediately after placing LOA on the successful bidder. Tenders received without valid EMD will be summarily rejected.
- b. Exemption from paying EMD
 - (i) The bidders who have registered with MSME/NSIC/UDYAM are exempted from payment of EMD. Copy of the MSME/NSIC/UDYAM Certificate should be submitted as a documentary proof in the first envelope (**Envelope 1**). In the MHRD Portal, bidder has to enter the Registration No. and Date of the MSME/NSIC/UDYAM Certificate.
 - (ii) If such proof is not submitted and EMD is also not paid, such tenders will be summarily rejected. The bidders who have not registered with MSME/NSIC/UDYAM

should pay the EMD and payment details shall be submitted in **Envelope 1**. Otherwise, the tenders submitted by such bidders will be summarily rejected. *(For details regarding submission in envelope 1, please see the clause – Sealing and Submission of Tenders given in this document.)*

- (iii) If this tender is accepted, I/We agree to abide by and fulfill all the terms and provisions of the said conditions of the contract annexed or any default thereof pay to the Institute the sum of security deposit money mentioned in the tender conditions without prejudice to any other right of the Institute.
- c. The bidders /tenderers are advised to visit ISEC for pre bid tender meeting on May 22, 2024 at 11.00a.m. in the Office of the Registrar, ISEC.
- d. The tender should be clearly filled or type written, giving full address of the tenderer and signed legibly, in ink. The tenderer should quote in figures as well as in words the amount tendered by him/her. Alteration, if any, unless legibly attested by the tenderer with full signature shall invalidate the tender. The tender should be duly signed by the person authorized by the Agency. In case there is any difference while indicating the amount in figures and words, **the amount indicated in words will be treated as the valid offer.**
- e. The quote shall be submitted in full in a clear and legible manner.
- f. ISEC does not bind itself to accept the lowest bidder or any tender. ISEC reserves right to itself of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.
- g. The Evaluation is done in two stages i.e. Technical Stage and Financial Stage. The Tenderer progresses from one stage to another stage, i.e. only Financial Bids of those Agencies who qualify in the Technical Stage will be considered for Evaluation.
- h. For proper Evaluation of the proposal, if clarifications are found to be necessary ISEC may at its discretion ask for such clarifications at any stage of the tender evaluation.

**TECHNICAL BID
Form A - PART- I**

TECHNICAL CRITERIA AND EVALUATION THEREOF

The Tenderer should fulfill all the following 6 essential criteria as below :

1. The Agency should have deployed daily a minimum of 10 Housekeeping personnel to any one reputed Company located in the State of Karnataka or to any one Department of the Govt. of Karnataka or to any one PSU located in the State of Karnataka in any one financial year out of the last three financial years viz 2021-22, 2022-23 and 2023-24. Satisfactory Service Certificate issued by the client should be enclosed. (The service certificate issued by the client only will be considered. The work order, agreement copy, Tender copy or any other documentary evidence will not be considered).
2. The annual turnover of the Agency for the last three financial years (2021-22, 2022-23 and 2023-24) should not be less than Rs.5,00,000/- (Rupees Five Lakh only). The Agency shall furnish audited Profit and Loss A/c and Balance Sheet duly certified by a Chartered Accountant.
3. The Agency shall furnish EMD of Rs.75,000/- (Rupees Seventy Five Thousand only) by way of DD/ Bankers Cheque drawn on any Scheduled Bank payable to **“Registrar, Institute for Social and Economic Change, Bengaluru”**, or furnish **Exemption Certificate**.
4. The Agency shall furnish a copy of PAN Card & GST Registration Certificate.
5. The Agency should have the following registrations;
 - i. Registration of the Agency with Department of Labour Govt. of Karnataka.
 - ii. Registration of the Agency under Employee Provident Fund Act.
 - iii. Registration of the Agency under ESI Act
 - iv. Registration of the Agency under Service Tax Act
 - v. Registration of the Agency under Professional Tax.
 - vi. Registration of the Agency under GST
6. Agencies whose contracts have been terminated/ foreclosed by any company/ Department during the last 5 financial years due to non fulfillment of contractual obligations are not eligible to bid. The Agencies are required to furnish Self Declared Certificate to this effect in their letter head. Non-furnishing of this information will entail rejection of the Tender.

The Tenderer should fulfill all the criteria detailed at Sl. No. 1 to 6 above to qualify in the Technical Bid. If a Tenderer does not fulfill any one or more of the minimum criteria prescribed as above, he/she shall be disqualified. On such disqualification his/her Financial Bid will not be opened & will not be considered for evaluation.

The Technical Bid should be submitted along with the enclosures and the letter of Undertaking as per the Index for **Technical bid as Appendix “A”**. If the Technical Bids are not in this Form or without Annexures or without letter of undertaking, the same shall be liable for rejection.

GENERAL TERMS & CONDITIONS

(Please read the following carefully before submitting the Tender)

A. GENERAL INSTRUCTIONS

1. The interested tenderers shall download the blank tender document from ISEC website www.isec.ac.in. Blank tender documents will not be sent by post.
2. Tenders shall be valid for 90 days from the date of submission of tender.
3. Conditional Tenders are liable for rejection.
4. The Successful tenderer shall enter into a Contract Agreement on a non judicial stamp paper of Rs.200/- (Rupees Two hundred only) for due performance of the contract (as per Contract Agreement at Annexure-I).
5. The ISEC reserves the right to cancel or reject in full or part, any or all tenders received, without assigning any reasons.
6. Any action on the part of the tenderer to influence any officer of the ISEC or canvassing in any form shall render the tender liable for rejection.
7. The contract will be for a period of 12 months initially, which is extendable for further period/s, as the case may be, at the discretion of ISEC on mutually agreed terms and conditions.
8. The personnel deployed under the contract are the employees of the Agency and the agency will exercise the supervision and control on all the personnel deployed under this contract.
9. The personnel deployed under the contract shall not be less than 18 years of age and not more than 50 years of age.
10. The agency shall execute the assigned work in accordance with the requirement as detailed in the scope of work. However, depending upon the requirement, the ISEC retains the right to alter the scope of work.
11. The EMD deposit of Rs.75,000/- of the successful tenderer shall be converted as **Security Deposit** during the contract period. Time is the essence of this contract. In case the Agency fails to fulfill the obligations fully and in time, the ISEC shall have the absolute right to take up the work at the cost and risk of the Agency and recover any and all such expenses from the amounts due to the Agency from the Security Deposit. In such an eventuality, the agency is required to make good the shortfall in security deposit within 7 days. Further the ISEC shall have right to impose penalty commensurate with the fault and the amount towards damages, if any, shall be recovered from the running bills of the Agency/ Security Deposit.

12. Shift timings:

Description	Shift	Timings	Nos.
Housekeeping Staff	Day Shift (Monday to Saturday) ***	9.00 a.m to 5.00 p.m (including lunch break)	10
Supervisor	Noon Shift (Monday to Saturday)	1.00 p.m to 9.00 p.m (including lunch break)	01

*** If manpower is required on Sundays and Holidays, Institute will intimate the Agency on the last working day of the week.

13. The Agency shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the ISEC from any claims in this regard. This includes: Workmen compensation Act, Contract Labour (Abolition & Regulation) Act 1970, Minimum Wages Act, Employee Provident Fund Act, ESI Act, and any other Act or Legislation, which may govern the nature of the service contract.
14. In case the quality of the work is not satisfactory, ISEC is at liberty to terminate the contract/ work order as a whole and Security deposit be forfeited. The Agency will have no claims, whatsoever, on this account on ISEC.
15. The ISEC reserves the right to avail the services from multiple agencies to meet its requirements either simultaneously or for alternative periods, if the circumstances so required.
16. In case it is found that the work done/service provided is of inferior quality and proper care is not taken at the time of execution of the Work/rendering service, the Agency shall remain liable to pay compensation to ISEC for the inferior works/Services as determined by the ISEC. Such amount shall be deducted from any sum due to the Agency, including payments pertaining to any other work/services within the ISEC contracts.
17. The rates agreed in the tender are firm in nature. Except for material cost, which is specifically agreed herein, no additional cost towards transportation, any others items required to execute the contract will be entertained. However, Water and Electricity required for the work may be used free of cost from ISEC.

The firm shall not quote below the Basic pay + VDA minimum wages as published in table No.KAE 31 LMW 2017, Zone - I dated 30.12.2017 for the period 01,04.2022 to 31 03.2023 (applicable to **Employment not covered under any Scheduled Employments**).

The minimum wages by the Ministry of Labour & Employment of GOK under Scheduled Employment Notification No.KAE 31 LMW 2017, Zone - I dated 30.12.2017 for the period 01,04.2023 to 31 03.2024 shall be approved. Any subsequent changes to the existing order for the year 2024-25 will be considered for payment by ISEC. The revision will be limited to the Basic Wage Rates plus consequent revision in VDA, PF & ESI. The Contractor's profit margin will be considered on the revised Wage Rates.

18. The Agency will be fully responsible for any accident or mishap involving these workers engaged by the Agency and shall make good all the claims on ISEC, if any, claimed by the victims. The Agency shall indemnify ISEC from any claims arising out of

accidents, disabilities of any nature or death or claims arising out of provisions under all applicable labour laws, or claims of any other nature in respect of all workers engaged by the Agency. The Agency will fully indemnify ISEC against all claims in this regard.

19. The Agency should not sublet the contract. If the Agency is found to have sublet the contract, the contract will be terminated at the risk and cost of the Agency concerned.
20. The ISEC through its authorized person is free to issue instructions required from time to time to carry out the assigned functions professionally. All such instructions received by the authorized representative on behalf of the Agency shall be deemed to have been received by the Agency within the scope of this work order.
21. The agency shall issue a formal appointment letter to all the personnel deployed under this contract indicating the name, designation, wage rate, amount of PF, both employers contribution and employee's contribution, as required under Contract Labour (R&A) Act, 1970 within 15 days of deployment and submit a copy of the same duly acknowledged by the appointee to the Registrar for reference and records of ISEC. A list of employees deployed under this contract with their detailed bio-data shall be made available to ISEC along with their Aadhar card. Any subsequent changes should be informed immediately and similarly their detailed bio-data also will be made available.
22. The agency shall issue Photo ID cards to all its employees with the Agency's Logo and Name & Designation of the employee deployed within a period of fifteen days.
23. The Agency shall be liable to pay compensation for any loss & damage caused to the property of the ISEC or its Staff Members/Officers/Visitors by the Agency or his/her workers.
24. The Agency shall be personally responsible for the conduct of his/her staff and in case of any complaint against any of his/her staff; the Agency will be under an obligation to change the worker concerned when the same is instructed by ISEC authority.
25. The Agency shall keep in mind the rules & regulations of ISEC in force and instructions issued from time-to-time while discharging the assigned services. The ISEC will be free to take action against the Agency for violating the same.
26. The Contract can be terminated by either party by giving two months notice.
27. The Housekeeping services are required to be carried out on all working days and also on holidays including Saturdays & Sundays, if required.
28. The personnel deployed by the Agency should have minimum literacy level i.e. a pass in Standard V for Housekeeping as specifically prescribed by ISEC.
29. If any employee comes late or proceeds on leave or absents himself/herself, it will be the responsibility of the contractor to provide a suitable substitute immediately to ensure uninterrupted services.

LIABILITY:

Increase or decrease of personnel deployed. The number of personnel required can be increased/decreased at the discretion of the Institute at any time during the period of contract. The rate payable/deducted on such increase/decrease shall be at the same rate as per the contract. It is mandatory on the part of the Agency either to increase/decrease the number of personnel as and when directed immediately. In case of additional manpower so requested (including multi-skilled personnel like Driver-cum-Attender, Attender-cum- Gardener etc.,) the Agency should be in a position to deploy the same immediately. Non deployment within the stipulated period will be viewed as deficiency in service.

GENERAL CONDITIONS

1. The agencies are free to inspect the Office premises and obtain all the information required on the matters such as nature of work to be carried out, floor area, toilets location, working conditions, obstructions and hindrance of nature of works to be carried out, working conditions etc., before submitting the Tenders. The same will not be entertained at a later date.
2. A high standard of workmanship is expected out of this agreement and therefore, the tenderer shall adhere to the instructions from the Estate office from time to time and deploy personnel who are in possession of required skills to carry on the house keeping work.
3. The work shall be carried out with due diligence and all the work executed shall be in a workman like manner. In the event of any dispute arising, the decision of the Director, ISEC shall be final, binding and conclusive.
4. The Tenderer shall deploy the required personnel for carrying out the House Keeping work. The rate quoted shall be inclusive of the cost of labour rates (including wages, Provident Fund, Gratuity, ESI and other statutory benefits) etc.
5. The agency has to issue two pairs of uniforms/coat and an Identity Card to the personnel deployed as housekeepers. Therefore, the profit margin quoted by the agency shall invariably include the cost of uniform/coat.
6. All arrangements for transporting the manpower required, to the office premises shall be done by the Tenderer at his/her own cost and expenses.
7. The Registrar reserves the right to order for repeating the house keeping operation, if in his/her opinion, the cleaning operation is not in accordance with the requirement contained in the Tender documents/Instructions issued from time to time.
8. Electric Power/Water required for carrying out the House Keeping operations will be made available free of cost to the extent possible and Tenderer shall exercise utmost care for judicious use of these resources.
9. The rates quoted shall be deemed to include everything necessary to satisfactorily carry out the House Keeping operations as determined by the ISEC.
10. **Duration of the Contract:-** The duration of the contract is twelve calendar months which can be extendable for a further period at the discretion of the Institute. However, the contract can be terminated by either party by two month's notice. The rates quoted shall be firm and valid for the entire period of contract.
11. The Deposit of the Tender shall be for a minimum period of 90 (Ninety) days from the date of opening of Tenders. If any Tenderer withdraws his/her Tender before the said period or makes modifications in the terms and conditions of the Tender, which are not acceptable to the Institute, then the Institute shall, without prejudice to any right or remedy, be at liberty to forfeit the Earnest Money Deposit submitted along with the Tender documents. The firm having any exception for the EMD, they shall be deposit the Security amount at the time of acceptance of the tender.
12. On completion of the house keeping operation daily, the Tenderer shall remove all tools, equipments, debris etc., from the office premises and leave the place in a neat and tidy manner as directed by the Registrar, ISEC or his/her deputies.
13. During the house keeping operations, the Tenderer shall carry out the work in harmony with the officials of the Institute in the best overall interest of the work.

14. The tenders shall be submitted in a sealed envelope super scribing the name of the work thereon, duly filling in all the particulars called for.
15. The rates shall be submitted only in the 'Form of Schedule' attached to the tender documents. The tenderer shall indicate total rate per day both in figures and words for carrying out the house keeping operations for the entire area mentioned in the schedule. The tenderers are advised to go through the annexure to the schedule to arrive the rate per person, per day before submitting the rates in the schedule.
16. The agency which quotes NIL service charges will be rejected without assigning any reasons.
17. The agencies which quote below the prescribed rate (minimum wage) for the housekeeping services, such quotes will be rejected (prescribed rate means minimum wages fixed by GOK including provision for ESI, PF, Gratuity, EDLI, Service Tax & GST). The breakup of estimated rate is as per the annexure enclosed to the tender documents.
18. No advance shall be paid for carrying out the house keeping operations.
19. The contractor is permitted to allow a day's paid casual leave per month to the persons deployed. In case any employee remains absent from work for one or the other reason, it shall be the responsibility of the contractor to give a suitable substitute within 48 hours of receiving information from the Institute.
20. **Payment Terms:-** The payment will be made on the basis of the bills submitted by the agency. The agency has to raise the bills in the name of ISEC. The bills shall be submitted on 1st of the succeeding month for having carried out the house keeping operations during the month, along with the copies of the Challans for having remitted applicable PF & ESI remittances including proof for disbursement of wages for the previous month at the determined rates i.e. Rs. _____ net wages [after payment of applicable PF & ESI]. Deductions towards Income Tax & other taxes will be made at the prevailing rates as per the relevant notifications from the bills. The bills submitted will be scrutinized with reference to the certification of attendance and payment will be made within 10 days. The agency has to disburse the wages before 5th of the succeeding month.
21. The EMD/Security Deposit will be released after THIRTY DAYS from the date of satisfactory completion of the contract period or one month after the final bill is paid whichever is later by adjusting any dues due to the Institute.
22. **Unsatisfactory Performance:-** If the services rendered by the contractor are not satisfactory, the same will be brought to the notice of the contractor with a view to provide him/her an opportunity to improve the same in a stipulated period. If no improvement in the services rendered during the stipulated period is observed, a penalty equivalent up to 2% (Two Percent) of the value of the monthly payment will be levied on the contractor and will be deducted from the monthly bill. Notwithstanding anything contained in the Contract agreement attached here to, the services of the contractor can be terminated by the Institute by giving two month's notice to the contractor without assigning any reason, whatsoever.

SCOPE OF WORK/SERVICES

1. The House Keeping agency shall carry out cleaning and other connected operations of the buildings comprising, ground floor, first floor, second floor, third floor and terrace floor, including staircase, passage, battery room, lift room, store rooms, etc. The routine housekeeping operations shall be completed half an hour before commencement of office hours i.e., by 9.00 AM every day while other allied works shall be continued without affecting official work. This may be changed by the Institute, if the need arises.
2. The house keeping agency shall carry out the cleaning and other connected operations at daily frequencies as enumerated below:-

DAILY OPERATIONS:

- a) Sweeping the entire floor area of the Office building / Seminar building / Library / Guest House / Gents Hostel / Ladies Hostel / New Guest House once a day in the morning and again as and when required including dusting.
 - b) Wet mopping of the entire floor area of the office and other buildings once a day in the morning.
 - c) Cleaning of toilets, wash basins with disinfectants four time in a day and again, as and when called for.
 - d) Dusting and cleaning of doors windows, furniture, fixtures, glass partitions, etc.
 - e) Clearing and cleaning of dust bins/waste paper baskets once a day in the morning and washing of dust bins, if necessary.
 - f) Any other specific jobs assigned from time to time connected with housekeeping.
3. The house keeping agency shall deploy 10 (Ten) housekeepers on regular full time basis, viz., to discharge the specified activities. The Institute will not have anything to do with the employees of the agency.
 4. The house keeping agency shall deploy one Supervisor on full time basis to discharge the following activities:
 - a. Supervision of entire cleaning operations of all house-keeping staff.
 - b. Guest House maintenance, attending to the guest house arriving at ISEC after 6:00 p.m.
 - c. Providing all facilities at guest house, washing and ironing of clothes at the guest house and maintenance of garden.
 5. The agency shall not engage any person who is below 18 years of age and above 50 years of age.
 6. The personnel deployed by the House keeping agency shall maintain discipline.
 7. The house keeping agency shall be responsible for assigning duties to personnel deployed, and it shall comply with all the statutory requirements such as payment of wages, ESI, Provident Fund, Bonus, Gratuity, Group Link Insurance scheme etc., as per relevant laws of the land and other compensation payable under the Workmen's Compensation Act or any other benefits to the personnel deployed by the agency. The Institute shall not be responsible for non-payment of any of the amounts to the staff of the House keeping Agency on account of Statutory Acts applicable. However, any liability that the Institute bears on account of failure to comply with any of these provisions by the agency, the same will be recovered from the House keeping agency. The House keeping Agency shall disburse the monthly wages to its personnel deployed in the presence of the officer designated by the Institute.
 8. The house keeping agency shall comply with all the statutory requirements as may be applicable now and as amended from time to time which includes compliance with the

- Employees State Insurance Act 1948, employees Provident Fund Act. 1952 payment of Bonus Act, Payment of Gratuity Act, Payment of Minimum Wage Act and any other statutes/enactments as may applicable from time to time. Any variation in the minimum wages including any revision in the Variable Dearness Allowance payable from time to time as announced by the Government of Karnataka shall be absorbed in the quoted rates by the House keeping agency. The agency shall maintain necessary Register/Records as required under the aforesaid statutes and produce the same as and when required to do so by the Institute/Statutory Authorities.
9. The agency shall comply with all applicable laws, ordinances, rules and regulations in respect of this contract and the employment of the workers by the agency and the Agency shall pay at its own cost all the charges in connection therewith.
 10. The house keeping agency shall take necessary Insurance cover at its own cost for any accidents and towards any other amount that would become payable by House Keeping Agency under the Workmen's Compensation Act or any other statute that would be applicable.
 11. The house keeping Agency shall ensure that its personnel are in uniform/coat with badges while on work. The agency shall issue photo ID cards to all its personnel with relevant details within 15 days from the date of deployment. Attendance register of housekeepers deployed for the works shall be maintained by the House Keeping Agency separately. If any person engaged by the House Keeping Agency is found unsuitable or undesirable by the Institute, he/she should be immediately replaced.
 12. The house keeping Agency shall deploy only lady house keeper/s for the purpose of cleaning the Ladies toilets located in the office premises.
 13. The staff of House Keeping Agency shall be liable for security search during the course of work and at the time of leaving the premises.
 14. The house keeping Agency shall indemnify the Institute against any losses, damages or claims to the property of the Institute or third party arising out of negligence, carelessness, misconduct of any of the personnel of the Agency deployed in the premises of the Institute.
 15. In the event of any money becoming due to the Institute from the house keeping Agency during the period of this contract either due to shortfall of services or due to loss or damages caused as stated in Clause 13 above or for any other reason, the Institute shall be entitled to recover such amounts from the Security Deposit / EMD lodged with the Institute and/or from payments due to the agency.
 16. The house keeping agency shall provide safety appliances such as safety shoes, hand gloves, etc., to its staff as and when required and ensure the usage of the same by their staff.
 17. The house keeper shall normally carry out the work during the time specified by the Institute on the working days of the Institute. When need arises the Agency should deploy housekeepers on holidays/after office hours.
 18. The present working hours of the Institute are 9.30 AM to 5.30 PM from Monday to Friday. In the event of change of timings, the agency shall carry the work as per the rescheduled timings.
 19. The Institute shall not be responsible for providing food and / or transport to the staff of the house keeping agency.
 20. The Institute will not be responsible for any loss to the property or to persons of the Agency in the event of fire, catastrophe or civil commotion etc., if so occurs.
 21. The house keeping agency, under no circumstances, whatsoever, shall slow down/stop the designated operations as mentioned in the conditions aforesaid.

Registrar

Form-A

TECHNICAL BID PART-I

INSTITUTE FOR SOCIAL AND ECONOMIC CHANGE

DECLARATION

(Declaration to be given by the Tenderer at the time of submission of Tender)

Name of Work: HOUSE KEEPING WORK IN THE OFFICE OF THE INSTITUTE FOR
SOCIAL AND ECONOMIC CHANGE (ISEC), Dr V K R V Rao Road,
Nagarabhavi, Bengaluru 560 072

I/We have studied the Tender documents, read the nature of work to be carried out carefully and diligently, and I/We have submitted the Tender document having studied, understood and accepted the full implications of the Tender documents.

The work in the contract will be executed conforming to the requirements contained in the Tender documents in a professional manner.

Date:

Signature:

Name:

Form-A

TECHNICAL BID PART-II

To:

The Registrar
Institute for Social and Economic Change
Dr V K R V Rao Road Nagarabhavi, Bengaluru 560 072

Sir,

TENDER FOR PROVIDING HOUSEKEEPING SERVICES IN THE OFFICE OF THE INSTITUTE FOR SOCIAL AND ECONOMIC CHANGE AT BENGALURU

I / We _____ do hereby tender for providing housekeeping services to INSTITUTE FOR SOCIAL AND ECONOMIC CHANGE as per the quoted rate and in all respects in accordance with the conditions applicable

NATURE OF SERVICE: PROVIDING HOUSEKEEPING SERVICES IN THE OFFICE OF THE INSTITUTE FOR SOCIAL AND ECONOMIC CHANGE AT BENGALURU

1. I/We enclose herewith a bank draft/pay order for Rs.75,000/- towards EMD. I/We am aware that the EMD will not bear any interest or enclosed the exemption letter for EMD issued by the Government authority.
2. If this tender is accepted, I/We agree to abide by and fulfill all the terms and provisions of the said conditions of the contract annexed or any default thereof pay to the Institute the sum of security deposit money mentioned in the tender conditions without prejudice to any other right of the Institute.
3. I/We hereby distinctly and expressly declare and acknowledge that before the submission of this tender, I / We have carefully followed the instructions and I/We have made examination of the tender documents and the location where the housekeeping services are to be provided.
4. I/we distinctly agree that I/We would hereafter make no claim or demand upon the Institute based upon or arising out of any alleged misunderstanding or misconceptions or mistake on my /our part of the said contract, agreements, stipulations, restrictions and conditions.
5. Any notice required to be served on me / us shall be sufficiently served on me/us by post (registered or ordinary) or courier or left at my / our address given in the tender documents.
6. I / We fully understand the terms and conditions of the contract to be entered into between me/us and the Institute and the written agreement (Annexure-I) shall be the foundation of the rights of the both the parties and contract shall not be deemed to be complete until an agreement has been signed by me/us and the Institute.

UNDERTAKING

1. I/We undertake I/We have carefully studied all the terms and conditions and understood the parameters of the proposed work of the office of ISEC and shall abide by them.
2. I/We also undertake that I/We have understood all the terms and conditions mentioned in the tender document and shall conduct the work strictly as per these terms and conditions.
3. I/We further undertake that the information given in this tender are true and correct in all respect and we hold the responsibility for the same.

Dated this Day of2024

Signature of the
Authorized signatory of the Agency

INDEX

TECHNICAL BID (ENVELOPE NO.1)

Sl No	Description	Page No		Remarks, if any
		From	To	
01	EMD/Exemption from paying EMD Certificate from Government.			
02	Annual turnover not less the Rs.5,00,000/-			
	(a) Financial year 2021-22			
	(b) Financial year 2022-23			
	(c) Financial year 2023-24			
03	A Copy of PAN Card.			
04	A Copy of GST Registration.			
05	Registration copy of the Agency with Department of Labour Govt. of Karnataka.			
06	Registration copy of the Agency under Employee Provident Fund Act			
07	Registration copy of the Agency under ESI Act.			
08	Registration copy of the Agency under Service Tax Act.			
09	Registration copy of the Agency under Professional Tax.			
10	Declaration Form-A Technical bid part-I			
11	Undertaking Form-A Technical bid part-II			
12	Self Declared Certificate for contracts has been not terminated/ foreclosed by any company/ Department during the last 5 financial years due to non fulfillment.			
13	Agency self profile			
14	A copy of experience certificate in the same field of work from other firms/Institutes			
15	Declaration about Non-Blacklisting			
16	Declaration about No case against the company			
17	Tender document and its enclosures duly signed in all the pages			

Signature of the
Authorized signatory of the Agency

FORM – B

FINANCIAL BID

Name of the work: House Keeping Services to the Institute for Social and Economic Changes

Description of work	Quantity (No. of persons)	Gender	Rate	Total charges in Rs. Per day	
				In Figures	In words
1	2	3	4	5	6
Housekeeping for Administration building, Library building, Seminar halls building, Guest house building, Gents Hostel comprising of ground floor, first floor, staircase, passage, toilets and Ladies hostel building comprising of ground floor, second floor, third floor, terrace floor, staircase, lift rooms, passage, toilets, store rooms etc., complete as detailed in the terms and conditions of the bid documents.	08	Female		*	
	02	Male		*	
Supervisor	01	Male		*	
Total Rs					

* Break down of rate per housekeeping per person attached

Signature of the
Authorized signatory of the Agency

Break down of rate per housekeeping personnel considering Minimum Wages

Sl No.	Housekeeping Staff	Rate per day per housekeeping personnel (Rs.)	Supervisor
1.	Basic		
2.	VDA		
	Total		
3.	P.F - Employer portion		
4.	ESI - Employer portion		
	Total (1+2+3+4+5+6+7):		
5.	Profit/Service Charges		
6.	Total: (1 to 7):		
7.	GST @ _____ %		
8.	GRAND TOTAL		

Signature of the
Authorized signatory of the Agency

Terms:

- a) The agency shall disburse Net wages of Rs..... per day per person after payment of statutory remittances of PF, ESI, GST, etc.
- b) The Institute will pay the GST at the applicable rates to the Agency subject to the agency producing, proof of payment of service tax of previous month every month along with claims, after the contract is finalized.
- c) Rate shall be quoted to maximum of two decimal points.

HOUSEKEEPING (OUT SOURCE SERVICE) CONTRACT AGREEMENT

This Agreement is made and executed on this _____ day of _____ 2024 between Institute for Social and Economic Change (ISEC) at Dr. VKRV Rao Road, Nagarabavi PO, Bangalore-560 072 represented by its Registrar hereinafter called as the **First Party**

AND

M/s. _____, Bengaluru represented by its Proprietor hereinafter called as the **Second Party**

Whereas the first party on deciding to outsource the housekeeping services of the office at the above address and the Second party M/s. _____ have expressed their willingness to provide the same on the following terms and conditions which is mutually agreed upon.

1. **General**

- (i) The Contract shall commence with effect from _____ 2024 at 08.30 AM.
- (ii) The Second Party shall provide the Housekeeping services of 08 female staff and 2 male staff at the campus of the First Party, Monday to Saturday, Viz., 6 days a week. However, the additional requirement, if any. for Holidays, and Sundays, will be intimated by the First Party to the Second Party.
- (iii) In case of any additional staff required by the First Party, the same shall be provided by the Second Party as and when required as per the wages quoted by the Second Party.
- (iv) A high standard of workmanship is expected from the Second Party. On the instructions from the Estate Office/Estate Manager the First Party, the required personnel shall be deployed on daily basis who are in possession of required skills to carry on the house-keeping work. All the materials required for housekeeping shall be provided by the First Party. The Second Party shall see to it that the materials so issued shall be used judiciously.
- (v) The Second Party shall deploy the required personnel for smooth carrying out of House Keeping work. It shall be carried out with due care and diligence. All the work executed shall be in a skilled and satisfactory manner.
- (vi) In the event of any dispute, the decision of the Director of ISEC (First Party) will be final, binding and conclusive.
- (vii) The wages quoted by the second party at Rs _____ (Rupees _____) per person per day is **inclusive** of Provident Fund, Gratuity, ESI and other statutory benefits, GST etc. The wages so quoted by the Second Party shall be firm and valid for entire period of contract. **Escalation, if any, will be entertained during the contract period subject to Government of Karnataka notification.**

- (viii) The Second Party should provide two pairs of uniform/overcoat and an Identity Card to the personnel working as housekeeping staff. They must wear uniforms/coats and Identity Card during their duty hours.
- (ix) All arrangements for transporting the personnel deployed as housekeepers etc., to the office premises shall be done by the Second Party at their own risk and cost.
- (x) The office of the First Party reserves the right to order for repeating the house keeping operation till it is found satisfactory.
- (xi) Electric Power/ Water required for carrying out the House Keeping operation will be made available at free of cost to the extent possible and Second Party shall exercise utmost care for judicious use of these resources.
- (xii) Second Party should monitor the cleaning of their staff works deploying any supervisor/office staff/executive staff at least once in a week and also liaison with First Party.

2. DURATION OF THE CONTRACT

- (i) The duration of the contract is for a period of twelve calendar months from the date of agreement initially and the term of the contract may be extended for a further period from time to time at the behest of the First Party.
- (ii) During the house keeping operations, the Second Party shall arrange to carry out the work in harmony with the other officials of the First Party, maintain discipline and decorum in the best overall interest of the work and all concerned.
- (iii) No advance shall be paid for carrying out the house keeping operations.

4. BUILDING WHERE STAFF TO BE DEPLOYED

SI No	Buildings	Number of staff
(i)	Seminar Hall Building	One Female Staff
(ii)	Administration Building Ground Floor	Two Female Staff
(iii)	Administration Building First Floor	One Female Staff
(iv)	Library Building	One Female Staff
(v)	Guest House Building	One Female Staff
(vi)	Gents Hostel Building	One Male Staff
(vii)	Ladies Hostel Building	One Female Staff
(viii)	New Guest House Building	One Male Staff One Female Staff

4. **ALLOTMENT OF DUTIES**

The persons as per requisition will be deputed for housekeeping i.e. cleaning the toilets, sweeping and mopping of the floor etc., The duties of the housekeepers will be as detailed below:

- (i) To sweep and mop the floors in the Main Building, Library Building, Auditorium, Seminar Halls Building, Guest House Building, Gents Hostel Building, Ladies Hostel Building, and New Guest House, etc.
- (ii) To clean the following heavily used toilets four times in a day:
 - (a) 2 toilets in Library
 - (b) 4 toilets in the ground floor of the Administrative Block
 - (c) 4 toilets in the first floor of the Administrative Block
 - (d) 4 toilets in the Seminar Block
- (iii) Other areas such as Medical Centre, Auditorium, Blower Room, Vacant Quarters etc., shall be cleaned once in a week/as per the instructions of the Estate Office.

5. **PAYMENT TERMS :**

- (i) The Payment will be made on the basis of the bills submitted by the Second Party. The Second Party has to raise the bills in duplicate in the name of Registrar, ISEC, enclosing copies of the following documents on monthly basis on the first day in the subsequent month:
 - a) Requisition for having deployed personnel on Holidays / Sundays for a month.
 - b) Attendance sheet
 - c) Challans for having remitted applicable PF & ESI (as applicable) including proof for disbursement of wages for the previous month.
- (ii) Deductions from bills towards Income Tax and other taxes will be made at the rates prevailing from time to time as per the relevant notifications.
- (iii) The Second Party shall be required to keep an EMD of Rs 75,000/- (Rupees Seventy Five Thousand only) at the time of entering into agreement with the First Party.
- (iv) The Earnest Money Deposit (EMD) will be released after THIRTY DAYS from the date of satisfactory completion of the contract period or one month after the final bill is paid without any interest, whichever is later, by adjusting any dues to the First Party. In case the Second Party fails to provide the services, then the required services shall be availed from other sources even if it is at a higher rate and same will be deducted from EMD.

6. **PERFORMANCE/PENALTY**

- (i) If the services rendered by the Second Party is not satisfactory, the same will be brought to the notice of the Second Party with a view to provide the Second Party an opportunity to improve the same in a stipulated period. If no improvement in the services rendered during the stipulated period is observed, a **penalty equivalent up to 2% (Two per cent) of the value of the monthly**

payment will be levied on the Second Party and will be deducted from the monthly bill. Notwithstanding anything contained in the Contract Agreement, the services of the Second Party can be terminated by the First Party by giving one month's notice to the contract without assigning any reason whatsoever.

- (ii) If the Second Party fails to provide the staff as per the requirement, **a penalty @ Rs _____ per day per person** (i.e. one and half time of the daily wages quoted by the Second Party) found absent shall be imposed which will be recovered from the monthly bill of the Second Party.
- (iii) If the staff found not wearing the Uniform/coat and Identity Card during their duty hours, **a penalty of Rs.20/- day per person** shall be imposed.

In witness whereof the parties hereto have set their respective hands unto their presents with free will and consent without any force or coercion in presence of the following witnesses on the day, year mentioned above.

(Second Party)

Registrar

Witnesses:

1 Name
Address

2 Name
Address

1 Name
Address

2 Name
Address