



ASSAM UNIVERSITY: SILCHAR

File No. AUG/E&M-39/2024

Date: - 02-08-2024

Name of work: Task based cleaning and sanitation service at Assam University Silchar.

SCHEDULE OF TENDER

Sl. No.	Activity description	Schedule
1.	Pre-Bid Clarification (If required)	Before submission of Online Bids
2.	Site Visit by the bidder(s)	Before submission of Online Bids
3.	Validity of bid	180 days
4.	Tender Cost (non-refundable)	₹ 10,000.00
5.	Earnest Money Deposit (refundable)	₹ 5,00,000.00
6.	Last date of submission	27-08-2024 up to 11:00 AM
7.	Last date of Hardcopy Submission to the Estate Officer / Section Officer Estate Section, Assam University Silchar-788011. Nirmalaya Roy Sharma, Estate Officer, Contact No. 9854029797, Email Id- assamuniversityestate@gmail.com	27-08-2024 up to 3:00 PM
8.	Date and Time of opening Technical Bids	28-08-2024 at 11:00 AM
9.	Financial Bid Opening Date	To be announced after completion of technical bid evaluation.
10.	Contract Duration	24months
11.	Estimated Cost	₹6,50,00,000.00 (Rupees six crores and fifty lakhs only)



FEES TO BE DEPOSITED

Tender Fee for all bidders (including **MSME registered** bidders without any exemption) : Rs. 10,000/- (Rupees ten thousand only) **in the** shape of DD

Earnest Money Deposit (including MSME registered bidders without any exemption) :**Rs. 5,00,000/- (Rupees five lakhs only)** in the form of FDR drawn on any nationalized bank/scheduled commercial bank in favour of Assam University, Silchar.

I. INTRODUCTION

Assam University, Silchar an autonomous academic institute (**ISO 9001-2015 Certified**) is desirous to appoint a firm/agency/company for providing cleaning and sanitation services.

All the buildings, bungalow, centres, halls are in reasonably good condition at present having multiple toilets for ladies and gents. The offices are equipped with furniture, fixture, computers, telephones etc.

A pre-bid clarification (if desired by the bidders) with the prospective bidders will be held, as indicated in Schedule of Tender, to appraise them about the cleaning operation, expectations of the Institute and to familiarize them with the scope of work and obligations in the proposed contract. The prospective bidders expressing interest must visit the sites and acquaint themselves with the scope and schedule of work, supervision and commitment needed on the date set for the pre-bid meeting. Assam University, Silchar expects cleaning and cleaning services at the level of **highest standard**.

II. DEFINITIONS

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning hereunder respectively assigned to them:

1. The expression "Institute/AUS/University" occurring in the tender document shall mean Assam University, Silchar.
2. The expression "Bidder" shall mean the person/company who submits the tender for the work and shall include the successor and permitted agents of the bidder.
3. The expression "Contractor" shall mean the successful bidder selected by the Institute for carrying out the subject work, and shall include the successor and permitted assigns of the bidder;
4. "Work" and "Scope of work" shall mean the totality of the work/services and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labor required for commencement, performance, provision or completion thereof;
5. "Contract" shall mean the contract for the work and shall include the tender document, the specifications, general and special conditions of contract of AUS, the letter of acceptance



and the acceptable rates/bill of quantities in price bid, necessary agreements etc.

6. "Competent Authority" shall mean the Vice Chancellor, AUS or any other Officer designated by him for the purpose of this work/tender pertaining to the House Keeping maintenance thereof and powers delegated thereto.
7. "AUS" shall mean Assam University, Silchar.

III. SCOPE OF WORK

1. Cleaning and sanitation services (both indoors and outdoors) are required for three zones, as per details given below.

Zone	Details of buildings (Annexure - F) including surrounding premises
Zone 1	Administrative Building, Examination Buildings, TAC Buildings, Vice Chancellor's Bungalow, Guest Houses, Health Centre, Main Entrance Gate, Gymnasium Centre, Kendriya Vidyalaya ,any other buildings/structures/facilities within AUS campus(to be decided by AUS authority) including washroom, lavatories etc
Zone 2	All Academic Departments Buildings, Central Library, Computer centre, Hostels (Boys & Girls), Day Care Centre, Foreign Students Home, Internal campus roads along with drains and its adjacent areas (for both academic & residential area), any other buildings/structures/facilities within AUS campus (to be decided by AUS authority) including washroom, lavatories etc
Zone 3	Bipin Chandra Pal Seminar Hall, Netaji Subhash Mancha, BishnuRabha Community Centre, Upendranath Brahma Memorial Hall, Waiting Sheds, Central Canteen Building, any other buildings/structures/facilities within AUS campus(to be decided by AUS authority) including washroom, lavatories etc

2. The work involves cleaning, sweeping, polishing of leather sofa etc. of all buildings on all working days and wet cleaning of the floor of the buildings every alternative day [except VC's bungalow, where wet cleaning of the floor is to be done every day]. The committee rooms are to be cleaned as soon as any meeting is over and immediate removal of any food waste etc. in appropriate manner.

i. Weekly Cleaning:

1. All glass doors, windows of the premises would be cleaned using damp and dry method;
2. Cleaning of photos, sculptures, panels, glass/board partitions etc.;
3. Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/brasso/silvo etc.
4. Dusting /cleaning of Venetian blinds.

ii. Monthly Cleaning:

1. To remove cobwebs from the entire premises wherever they exist;
2. Scrubbing of all floor areas;
3. Carpets in Rooms if any to be cleaned with shampoo by experienced personnel;



4. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition; Washing of curtains.

iii. Indicative List of Cleaning Items to be used:

All the below listed items should be available with the cleaning dept. of the contractor. 1. Dusting Cloth 2. Scrubbers with handle 3. All Purpose Cleaner 4. Dust pan 5. Window Glass Cleaner 6. Dust brushes 7. Window Applicator 8. Scorch pads/steel wool 9. Window Squeeze 10. Nylon brooms with sticks 11. Garbage bags large 12. Floor dust mops with holder 13. Garbage bags medium 14. Feather duster 15. Garbage bags small 16. Spray bottles 17. Air Freshener 19. Insect Killer 20. Hand brush 21. Naphthalene Ball 22. Plastic buckets/Jugs 23. Dettol 24. Extension pole for glass cleaning 25. Deodorant / fresheners 26. Garbage bins of different colours of 100 ltrs. 27. Toilet paper rolls 28. Harpic/Flush Clean 29. Single Disk Scrubber 30. Any other equipments /tools/machineries as per requirement.

iv. Indicative list of tools and equipment:

1. Vacuum Cleaner, 2. Mops/Swab 3. Plastic Dust Pans 4. Ladder 5. Sprayer machine. 6. Weed/Grass cutter machine.
- v. All drains and roads in vicinity of the buildings are to be cleared regularly. Both side (academic, non-academic and residential) consisting of the- approach road, drains and entry gate, buildings etc, and the **entire campus (as per instruction)** are to be kept free from bushes and rubbishes and to be kept neat and clean.
 - vi. Laboratories of all Science buildings are to be kept clean.
 - vii. Daily cleaning of the corridors, lounge, stair-case and other free spaces of the said premises, sweeping the floors both wet and dry method where necessary.
 - viii. Daily removal of the dust, waste paper, cobweb etc. from all the rooms, corridors etc. and repetition of the work as directed.
 - ix. Daily cleaning (wet & dry method) (thrice a day) of all the toilets including providing of the ISI marked toilet cleaning materials etc. like naphthalene balls/phenyl/ toilet soaps/toilet paper/odonil etc. in the urinals/toilet and hand wash soap in wash basin. **The contractor is also advised to physically verify the university campus and number of buildings and toilets to assess the requirement, and accordingly quote price so as to deliver highest standard of service. No compromise on this matter shall be accepted.**
 - x. Cleaning the carpets etc. with vacuum cleaners once in a week.
 - xi. Daily cleaning of the entrance of the porch and approach of the place of office, departments and guest house.
 - xii. Weekly cleaning of window glasses/ monthly cleaning of fans etc.
 - xiii. The work shall be carried out exactly as per the stipulated scope of work and as per advice and guidance of the University. A proper log sheet duly signed (by the HOD/Dean/Officer-in-charge/Warden/MO) shall be maintained (weekly and



- monthly) for cleaning, which is to be submitted to the Estate Section every month along with claim/bills.
- xiv. The performance of the contractor shall be regularly monitored by the University through appropriate mechanism.
 - xv. In case of failure on the part of the contractor, the University shall have the right to get the job done by engaging other contractor, at contractor's risk and cost, and/or forfeit the EMD, and/or claim compensation without prejudice to any other legal rights of remedy.
 - xvi. In case of any difficulty in execution of the allotted works the contractor can discuss the matter with the concerned authorities.
 - xvii. Cleaning and sweeping of roads daily will be within the scope of work.
 - xviii. Waste collection and disposal on daily basis is to be carried out in proper & environmentally friendly manner as per instructions. Waste disposal may be within or outside the campus.
 - xix. Cleaning of Garbage bins and waste collection and disposal is to be done regularly.
 - xx. Septic tank /soak pit etc cleaning and proper disposal following appropriate mechanism and guidelines.
 - xxi. Essential safety rules and hygiene need to be followed by the contractor wherever required. Safety equipments/materials need to be provided wherever required.
 - xxii. Daily cleaning of glass table tops, doors partitions and glass accessories would be cleaned using solvent.
 - xxiii. Daily cleaning of computer, monitors and instrument of similar nature are to be cleaned with dry cloth to avoid damage by any liquid detergent.
 - xxiv. Photo ID card, aprons, uniforms etc or labelling of the machineries, tools etc will need to be arranged by the contractor as per requirement for carrying out cleaning, waste collection and disposal activities.

IV. MINIMUM QUALIFICATION REQUIRED FOR BIDDING

b) FOR TECHNICAL BID

- a. The bidder shall have minimum five years of experience in providing cleaning services in educational institute/government organizations.
- b. The bidder shall have to submit proof of successfully completed at least one single cleaning work of contract having minimum value of Rs 2.00 crores (Rupees two crores only) in a year during the last three years.
- c. The bidder/company/agency/firm should have at least three certificates of successful execution of cleaning work each having at least one year duration.
- d. The bidder should not have been blacklisted by any central/state government department/public sector during the time of submission of bid. [Declaration in stamp



paper in this regard needs to be provided for the current month and year duly notarized]

- e. The bidder should also declare if they have been blacklisted at any point of time by any organization in previous years(if applicable)[Declaration in stamp paper in this regard needs to be provided for the current month and year duly notarized]
- f. EPF paid challan and receipt for any two months each of the year 2023 and 2024 (Please upload the challans for the month showing the maximum strength of your organization in the said years)
- g. The bidder/Company/Firm/Agency should be registered with the appropriate Govt. Registration authority (documentary proof needs to be attached)
- h. PAN Card and GST Registration certificate (documentary proof needs to be attached).
- i. The bidder/Company/Firm/Agency should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Acts.
- j. Either the existing, Registered Office or one of the Branch Offices of the bidder should be located in Barak valley Region with designated person for looking into matters of the University.
- k. The bidder/Company/Firm/Agency should have its own existing Bank Account and further the bank account needs to be opened/transferred in the local branches of the banks located within Assam University Silchar campus before payment of the first month reimbursement claim.
- l.** Duly filled in Annexures (A, B, C, D).
- m. Scanned copy of Demand Draft towards Tender Fee (where applicable).
- n. Scanned copy of Demand Draft towards EMD (where applicable).
- o. Registration with Government Labour Department and valid License issued by Central/State Government for providing Contract Labour under the Contract Labour (Regulation and Abolition) Act. (Renewal license if submitted should be attached with the copy of original license for consideration)
- p. Valid manpower supply registration/license for cleaning works from authorized govt. department.
- q. ISO certificate, if any, from the appropriate authority.



- r. Power of Attorney in favor of signatory of bid, if applicable.
- s. Income Tax Returns for the last three completed financial years
- t. Certificate of Chartered Accountant about turnover of the bidder for the last three completed financial years. (minimum annual turnover is ₹3.00 crores)

Bidders must upload documentary proof (where applicable) in support of fulfilling each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose.

c) PRICE BID related conditions.

1. The contractor shall abide by the minimum wages as per Government of India (GoI) and other GoI Acts and Rules (as amended from time to time) relevant to such type of works.
2. Any agency quoting agency charge less than the current applicable TDS deduction percentage shall be treated as non-responsive and will be summarily rejected.
3. Bidder will have to quote their monthly Service charge(also refer price bid in this regard) depending on service contract period and after proper calculation of all the expenditures/statutory payments as per GoI guidelines, likely to be incurred by the contractor throughout the contract period, recurring cleaning material bill, recurring uniform cost (if applicable), stationery cost, establishment cost, other relevant and miscellaneous expenditures etc. Service Charge amount will remain constant throughout the contract period
4. Bidder should quote their service charge reasonably so as to make them financially comfortable depending on work value for proper execution of contract to ensure value for money.
5. The University is not necessarily bound to accept the lowest bidder as qualified vendor for awarding the contract. The matter of deciding the contractor shall also depend on Value of Contract, past records of vendor, financial solvency of the contractor/vendor, sustainability of performance of the work with the quoted price, complaints/delay noticed in the past concluded contracts etc.
6. **Monthly charge should also include cost of waste collection (bio-degradable and non-biodegradable) and waste disposal in an environment friendly manner. Waste disposal may be within the campus or outside the campus. Hence the contractor might need additional expenses in this regard,** which is to be taken into consideration in quoting the monthly charge mentioned in the price bid.

V. GENERAL TERMS AND CONDITIONS

1. Please go through the Tender document carefully before participation in the bid.
2. The entire Tendering Process is ONLINE, however Assam University Silchar may ask to produce original hard copy for any uploaded documents.
3. The bid needs to be submitted as prescribed in e- Tender portal.
4. Vendor must ensure that resources used for cleaning purposes are free from any litigations and possessing all valid documents as per practice.



5. Contract might get extended with same terms and conditions till finalization of new contract or as decided by the Assam University.
6. **The Bidders are advised, in their own interest, to visit the AUS campus before submission of bid, to have a clear picture of the geography, terrain etc, and to have an insight regarding the quantum, quality and methodology of the work involved.**
7. Amendment/corrigendum, if any in the tender document shall appear only in the e- Tender portal only. No newspaper publication will be issued in this regard.
8. The successful bidder has to sign a contract agreement, on Non judicial stamp/e- stamp paper of Rs. 100/-, for a period of 02(two) year with AUS, in the format provided by the Estate Section, AUS within fifteen days of the first month of the contract.
9. The terms and conditions of this TENDER DOCUMENT will form a part of the contract along with other terms and conditions as decided by the AUS. The university authority reserves the further right to amend or modify the terms & conditions time to time as per requirement of the Assam University.
10. In the event of any outbreak, epidemics, the contractor shall comply with and carry out such regulations, orders and requirements as may be made by the Government or Local authority, Local Medical or Sanitary Authorities for the purpose of dealing and overcoming the same.
11. The contractor shall, at all times, take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or among his employees or agents and for the preservation of peace and protection of persons and property in the AUS Campus.
12. The contractor shall abide by the Central Labour Laws and other Government Of India (GoI) rules and regulations, along with other applicable guidelines to such type of works.
13. The successful bidder shall not assign or transfer the rights and responsibilities assigned to him to any other person or entity, subcontract the work any way to others.
14. In case the performance of the contractor is not found satisfactory and there are complaints against the agency/firm, the contract can be terminated by giving one month notice by the University authority if no remedial action is taken by contractor to the satisfaction of university authority. Similarly, the agency can terminate the contract with the University by giving three- month prior notice.
15. The AUS may cancel or discontinue the service of the service provider / contractor anytime (may be with a month's notice). The decision of the AUS authority will be final and binding for the bidder and no appeal of any kind will be entertained in this regard.
16. Payment against Bill shall be **reimbursed** (i.e. after production of all relevant paid wage statements, vouchers, challans, bank statements etc) only after satisfactory completion of the work of CLEANING & CLEANING SERVICE every month in general cases. Payment will be made direct to the Contractor through Bank transfers (RTGS/NEFT) after deducting Income Tax as per TDS procedure. No request for other mode of payment will be entertained. No advance payment will be made in any case. It is important to note that although the payment will be reimbursed on monthly basis, however the contractor should be solvent enough to make up to three (03) months payment without claiming reimbursement, as and when desired by the University and the same will be reimbursed accordingly by the Assam University upon production of all paid receipts, bank statements, ECR challan, user certificate, registers etc. after the expiry of third month.
17. Being the lowest bidder only does not necessarily qualify for a successful bid.



18. The terms and conditions of the Tender Documents will be binding to the Bidders and the AUS.
19. Any dispute arising out of this Tender contract will be subject to Silchar jurisdiction only.
20. Only those parties who agree to the aforementioned terms and conditions are to apply for providing the concerned services.
21. The tender documents and enclosures submitted along with will be the property of the AUS.
22. Any theft or damage, loss of life, accidents etc caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by the Vice-Chancellor or an officer authorized by him on his behalf and the same will be deducted from the monthly bill of the contractor/adjusted from the performance guarantee or to be paid as per actual.
23. Physical security check will be carried out both at the time of entry and leaving the AUS campus.. **The contractor shall maintain separate register *(work register and material stock register for cleaning purposes as per requirement) in the academic buildings and other buildings.** No items will be taken out of the University without written permission. No accommodation for workmen, supervisors and proprietor shall be provided by the AUS.
24. *Register format will be provided by the University in due course of time. The University will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor.
25. Compliance of policy regulation viz., payment of central government minimum wages act, employer's liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act, any other applicable Govt. of India (GoI) acts etc. and labour license of state and central government, as on the date in existence or revised/changes in the future, will be sole responsibility of the contractor.
26. The contractor should at all-time indemnify AUS against actions referred in above paras and will maintain necessary books, challans, logs, register, verification, returns, payment receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour/enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Central Government machinery and summary termination of contract and/or such other action as the state may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the AUS authority for verification and record.
27. This present contract shall nullify all terms and conditions of previous contract, agreements, MOS (memorandum of settlement) entered with the AUS by any previous contractors, workers, worker/labour union, safai karmachari sangstha etc and therefore AUS will no longer be bound to follow any previous terms and conditions before this present contract. Further any labour union, external establishment etc cannot use the name of "ASSAM UNIVERSITY" nor its logo in the name of their establishment etc, such practices will be dealt seriously by the Assam University authority and will be considered as a



punishable offence.

28. Inbuilt terms and conditions provided in e-Tender portal will be applicable only, that are not mentioned in this tender document.
29. AUS might impose necessary orders during the contract period for compliance by the contractors, in order to maintain discipline, security measures etc within University campus.
30. **At any time prior to the deadline for submission of bids, the University may, if necessary, modify the tender document by a written amendment. All prospective Tenders will be notified of the amendment which will be binding to all the bidders. The amendments will be notified on the websites, <https://eprocure.gov.in/eprocure/app> or www.aus.ac.in.**
31. **The bidders are advised to get themselves registered on the e-Procurement portal at least a week before the scheduled date and time of bid submission. This will help the new bidders/vendors to get familiar with the e-Procurement portal. The bidders must arrange computers/laptop, high speed internet and other equipment etc. required for bid submission. For more details visit <https://eprocure.gov.in/eprocure/app>**
32. **Those bidders who accept the above terms and conditions, may submit their tender along with all relevant documents and a copy of above terms and conditions of the tender duly signed.**
33. **The bidders are directed to complete the works strictly within the stipulated time, failing which Assam University may not be in a position to make payment after the fund validity is over.**
34. **Fraud Warning Disclaimer:**

Please be aware that certain individuals might approach bidders, by falsely presenting themselves as university employees, affiliates agents or representatives. Under this false pretence, they might try to gain access to your personal information or to acquire money or other valuables from you by offering fictitious opportunities related to the bid or by claiming that they are contacting on behalf of university authority. These claims and offers are fraudulent and invalid and bidders are strongly advised to exercise great caution when they receive such an offer related to bid or notice. Be very mindful of such scams as University shall not be responsible for, and expressly disclaims all liabilities for damages of any kind arising out of the use of, NIT reference, bid details or any information contained on the University website or CPPP website. For any clarification related to published bids on CPPP and AUS website bidders are advised to visit Estate section of the University.

VI. Other terms and conditions

1. Cleaning works need to be carried out from 8 AM to 4:30 PM [during October to February] and 9AM to 5:30 PM [during March to September] on all working days (Monday to Saturday) with half an hour lunch break. However, on requirement basis the task need to be performed on any other working hours and at any other places, both inside and outside of building including road cleaning, jungle cutting etc. Cleaning works need to be performed regularly at Main Gate/Guest house/Health Centre/Administrative building/VC's Bungalow or any other location as desired by AUS.



However, in case of necessity, the agency shall have to provide House Keeping and Cleaning Services during SUNDAYS/HOLIDAYS/NATIONAL HOLIDAYS in the areas/buildings in addition to the places mentioned below and claim shall be made accordingly.

2. **The work will be done on 6 days a week, in normal circumstances.** In case of Roads, Main Gate and surrounding area, Hostels, Guest Houses (including the rooms and compound) and Vice- Chancellor's Bungalow, services will be required for 7 (Seven) days in a week. In case of emergency or any other exceptional situation or on requirement basis, Cleaning and Cleaning Services have to be extended as and when called by the AUS authority.
3. The Contractors/Supervisors etc (as applicable) shall have active mobile connections/walky-talkies for ease of communication and for receiving instructions even after normal office hours as per requirement.
4. The contractor and/or the supervisor shall meet the DR(Estate)/AR(Estate)/Estate Officer/Section Officer (Estate)/Officer In-charge/HOD on regular basis and receive instructions, if any, for smooth operation of the job. Any incident of irregular nature shall be reported by the Supervisor to the Estate Section or the concerned officer in writing.
5. In case of any dereliction of duty, gross neglect, an unintended damage caused by the contractor or its staff or otherwise, any harm done to the University, its properties, its designated officials or other employees, the contractor shall be liable to make good the loss or pay compensation, refund expenditure on legal/judicial proceedings as well as pay penalty which the University may deem fit.
6. The standard of sanitation will always be to the satisfaction of the authorized representative or the officer-in-charge whose decision in this regard shall be final and binding on the contractor.
7. There will be provision of work ratings. The task attaining poor ratings shall attract penalty as decided by the University during the tenure of the contract (Refer Annexure E for detail).
8. For overall non satisfactory performance during the contract, AUS may penalize the same by recovery from the performance guarantee amount in part or in full.

VII. COMPLIANCE OF LABOUR REGULATIONS/ LEGALLIABILITY & RESPONSIBILITY OF AGENCY

1. The Contractor/firm is required to comply with all the provisions of the Contract Labour (Regulation and Abolition) Act. 1970 and all other applicable Act/rules etc. The contractor shall also abide by the provisions of the Child and Adolescent Labour, Prohibition and Regulation Act, 1986 and other labour laws. Any failure to fulfill this requirement shall attract the penal provisions of this contract arising out of the resultant due to non compliance of the law.
2. The contractor/ firm shall observe and implement all the laws of the land and the rules framed there under such as Workmen's Compensation Act, Industrial Disputes Act, Minimum Wages Act, Central Labour Act, and any other relevant acts and statutes of Govt. Of India and the Assam University, Silchar shall in no way/ event be liable or responsible for any default that will arise out of non- observance of such laws/ rules on his part and that he shall indemnify and keep indemnified Assam University, Silchar against any damage and



/ or injury caused to the premises or to the properties.

VIII. PERFORMANCE GUARANTEE (PG)

The successful bidder (including the MSME registered vendors) will be required to furnish interest free Performance Guarantee of **Rs. 25,00,000.00 (Rupees Twenty-Five Lakhs only)** in favor of Assam University, Silchar valid during the term of the contract/extended term of the contract, as the case may be, in the form of an Account payee Demand Draft or Fixed Deposit Receipt from a scheduled Commercial Bank or Bank Guarantee from a scheduled Commercial Bank. The security deposit will be refunded interest free upon satisfactory performance and compliance of terms and conditions during the contract period. Renewal of the performance security has to be resubmitted by the contractor in case of expiry of the submitted DD/FDR of ₹25,00,000.00 to the AUS.

IX. LIQUIDITY DAMAGE

Liquidity damages @ of 1% per day of the monthly value of contract shall be levied to a maximum of 20% in a month for any breach of contractual obligations by the House Keeping agency as stipulated in the terms and conditions in addition to the obligation under any other provisions in the contract and the Law of the land.

X. TERMINATION OF CONTRACT

1. If the services of the contractor are not found satisfactory, they will be issued a written notice for improvement by the AUS authority. If satisfactory improvement is not found (within a week) after this notice, penalty for poor service as specified in the agreement, a final one-month notice will be issued to the contractor by the authority to terminate the contract without prejudice to any rights or privileges accusing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation independently.
2. AUS reserves the right to terminate the contract by giving one month notice to the agency.
3. In case the contractor is required to (or decide otherwise) discontinue the contract, he/she should give at least three months notice to and shall remain essentially working for the said period of notice, till alternate arrangements are made. In case of situation, beyond the control of either party, the contract may be terminated with mutual consent.
4. The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.
5. In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside immediate termination of the contract or other lawful action that may be taken against the contractor.
6. The contractor shall give vacant premises to AUS and return all the Institute equipment/fixtures and other items, facilities etc., once the contract period is over and



/ or terminated.

7. If the contractor is found in any illegal trade practice, violates any government norms, defames or tarnish the reputation, of the University, calls trade union strike or similar nature, or files any suit against the University, then the University can immediately terminate the contract /work order /tender and may also blacklist the contractor from further bidding in any contractual work in near future.

XI. ARBITRATION

Any dispute arising out of this contract shall be settled through a sole Arbitrator appointed by the University. The award of the Arbitration is final and binding on both the parties. The place of Arbitration shall be Assam University Silchar. It is hereby made clear that Civil Court shall have no jurisdiction to entertain any dispute arising out of this Tender.

XII. BREAKAGE

All damages/breakage to any equipment, if caused due to negligence of the contractor's employee, the cost of repair/replacement of the equipment will be borne by the contractor, after ascertaining the actual cause of damage solely by the University Authority.

XIII. FORCE MAJEURE

If any time, during the continuance of this contract, the performance in whole or in part by either party or any obligation under this contract shall be prevented or delayed by reason of any War, or Hostility, Acts of the public enemy, Civil commotion, Sabotage, Fires, Floods, Explosions, Epidemics, Quarantine Restrictions, Strikes, Lockouts or Act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall be liable for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the AUS as to whether the works have been so resumed or not shall be final and conclusive, provided further that if the performance, in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option, terminate the contract. AUS will not bear any financial liability or any kind of other liabilities in this regard.

XIV. PAYMENT SCHEDULE

Monthly claim bill shall be submitted **(unless desired otherwise by the Assam University)** by the contractor through tax invoice for **reimbursement by the AUS**, showing clearly the following details:

1. Name of the firm/ contractor with complete postal address, phone / mobile No.e-mail etc.
2. PAN (either in the name of the firm or proprietor) issued by IT department.



3. Registration No. issued by the concerned authorities.
4. EPF and ESIC Registration No along with challans (if applicable)
5. Copy of Service Tax/GST registration No.
6. PFMS Registration No.
7. All payment confirmation, receipts/statements.
8. Satisfactory Service certificate as per university prescribed format (Annexure E) from the user departments/office/hostels/health- centre etc. duly certified by HOD/Deans/Warden/Medical Officer/Permanent staff of the University along with monthly work register/material register and log sheet of periodical works done (also duly signed).
9. Any other documents as per requirement of AUS

In the event of the bill(s) submitted without following the above, the same will be summarily rejected and returned.

XV.TERMINATION OF THE CONTRACT

- a. Assam University shall be at its liberty/discretion to terminate this contract forthwith upon or at any time a reach or default of any of the terms and conditions contained herein or any other circular and /or rules framed subsequently, is committed by the Contractor and / or by the worker or supervisors employed by it.
- b. Insolvency or dissolution of the partnership firm or death or adjudication as insolvent of the Contractor.
- c. If any attachment is levied and continues to be levied for a period of seven days upon Contractor or any member of the firm.
- d. If any partner of its firm is convicted of any criminal offence.
- e. If contractor shall either by himself or by his staff commit or cause to be committed any act which is prejudicial to the interest and good name of the University in the opinion of the Registrar, Assam University, the Registrar could take appropriate decision in the matter and it shall be final and binding.
- f. If the period of this contract lapses and the service is continued, it shall be deemed to be a continuation of the service on month-to-month basis. In such event, either party must give one months' notice for termination of the service if they choose to discontinue.
- g. Violation of the provision of Contract Labour (R&A) Act. 1970, and other acts, rules, scheme or notifications issues by the Govt. (both Central and State) from time to time, as applicable.
- h. On termination/ expiry of the contract, the contractor will immediately remove all its personnel and their belongings (if any) from the premises of the Assam University, Silchar.



Annexure-A

DECLARATION

I,.....Son/Daughtern of
..... Proprietor/ Partner/ Director/
Authorized Signatory of..... and
competent to sign this declaration and execute this tender document.

1. I have carefully read and understood all terms and conditions of the tender and hereby convey my acceptance of the same.
2. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
3. I/We am/are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of the Contractor/ Authorized Person

Date:.....

Full Name.....

Place:.....

Company Seal.....



FORMAT OF AFFIDAVIT

[To be sworn on non-judicial stamp paper/e-stamp of Rs.100/- duly notarized]

AFFIDAVIT

I.....am the *Director / Proprietor / Partner of (Mention name of firm/company and its complete address) do here by solemnly affirm and declare as under: -

1. That our Firm / company i.e (Mention name of *firm/company) is registered vide Registration No.....under the provisions of (Mention the name of the Act).
2. That our Firm / company i.e (Mention name of *firm/company) has applied in response to notice inviting tender for providing cleaning service in Assam University, Silchar.
3. That (Mention name of firm/company) has, during the last three years, neither failed to perform on any agreement nor was expelled from any project or agreement or any agreement terminated for any breach by the applicant.
4. That (Mention name of firm/company) (In case some contract(s) are in arbitration give the details of such contract in a schedule to be attached with this affidavit).

DEPONENT VERIFICATION

* I/we..... the above-named deponent does hereby verify that the contents of the aforesaid paragraphs are true and correct to the best of *my/our knowledge and belief and nothing is hidden there from.

Verified at..... (Place) this..... Day of..... 2024.

(* Strike off whichever is not applicable)

* DEPONENT

Note: Deponent will be the authorized signatory of the Applicant



ANNEXURE-C

CERTIFICATE REGARDING TURN-OVER OF BIDDER DURING THE LAST THREE FINANCIAL YEARS

I/We, M/s____, the bidder for providing for Security Services on annual contract basis, hereby confirm that the average annual turnover of the firm/company during the last three financial years, i.e., 2020-21, 2021-2022 and 2022-2023, is Rs.3.00 Crores. or more. The financial year-wise break-up is given below: -

Sl.No.	Financial Year	Annual Turnover for the Year
1	2020-2021	
2	2021-2022	
3	2022-2023	

SIGNATURE OF THE BIDDER WITH DATE & SEAL



CERTIFICATE BY CHARTERED ACCOUNTANT

I/We _____, Chartered Accountants, certify that the figures regarding Annual Turnover for the Financial Years mentioned above in respect of M/sare true and found correct as per their Books of Accounts and other related records.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT



DAILY SATISFACTORY SERVICE CERTIFICATE
(To be submitted along with the monthly bill)

FOR THE MONTH OF

The undersigned certifies the performance of the Cleaning and Sanitation Services as under (please tick appropriately):

UNSATISFACTORY (numerical rating 1-2) SATISFACTORY (numerical rating 3-4)

Rating (1 -Very Poor, 2 - Poor, 3 - Good, 4-Very Good)

Deduction on account of unsatisfactory cleaning and maintenance will be made from the monthly bill claimed by the contractor. The recovery will be decided by the University. The methodology for deduction will be as under:

Sl No.	Reasons for penalty	Penalty amounts up to
1.	For not wearing uniform(if applicable)	Rs. 100/- per worker per day
2.	For failure to clean toilets	Rs. 500/- per toilet per day
3.	For failure to clean corridor areas	Rs. 500/- per floor (wing-wise)per day
*4.	For failure to clean outside area/internal roads/drain cleaning (when instructed)/sanitary tank cleaning (when instructed)	Rs. 500/- per day per instance
5.	For failure to provide cleaning item/other items in bathroom/toilet	Rs. 100/- day per instance
6.	For misbehaviour/harsh/rude behaviour	Rs. 200/- on each occasion
7.	Negligence of any kind during duty hours	Rs. 300/- on each instance
8.	Any sort of indiscipline noticed during duty hours	Rs. 1000/- per instance
9	For failure in Daily Sweeping / Wet Cleaning/ Dusting of Rooms / Labs / furniture/equipments/computer and peripherals or any other usable and important item etc belonging to AUS and instructed to be cleaned by the user.	Rs. 500/- per day



10	For failure in Daily Sweeping / Cleaning of all waste in the premises and around the building.	Rs. 500/- per dayper event
11	For failure in Weekly Cleaning of Fans / Removal of Cobwebs of all rooms.	Rs. 1000/- per week per event
12	For failure in Monthly Dry/ wet Cleaning of Doors and Windows	Rs.2000/- per month per event
13	Failure to perform any other task mentioned in this tender document, or task instructed by authorised AUS administration officials to be completed in a reasonable and specified time frame	Rs. 500/- per dayper event

NB: Details of materials (reflecting quantity) supplied for the month (to be filled up by the contractor & to be certified by the user) in the material stock register

*For sl no 4, AUS administration will instruct in general cases. However, user may communicate with the AUS administration for any specific task/purpose.

In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @Rs. 1000/- per event etc., from the bill of the contractor, taking into account the loss of Goodwill and inconvenience caused to the institute.

Overall rating per day:

Penalty amount per day

(May be specified by the user):

Remarks (if any)

**a) User may enter the penalty amount or may mention NIL. In case where penalty amount is left blank or NIL, no penalty will be imposed, even if the rating is given 1 or 2 (NOT SATISFACTORY).

b) Multiple penalty may be imposed for multiple tasks separately by the user and the same may be mentioned in the remark

Signature with date:

Name:

Name of the Department/Hostels/Office/Centre/Section etc.



Annexure -F

List of Departments / Buildings for reference only and the numbers may vary during the contract period.

Sl.No.	Name of the Department/Buildings etc.	No of buildings
1	Business Administration	2
2	Economics, Commerce	1
3	Political Science, History, Sociology	1
4	Fine Arts, Mass Communication	1
5	Computer Science	1
6	Mathematics	1
7	Bengali, Hindi, Sanskrit, Manipuri	1
8	English, French, Linguistics, Arabic	1
9	Social Work	1
10	Biotechnology	1
11	Library & Information Science	1
12	Education	1
13	Law	1
14	Earth Science	1
15	Microbiology	1
16	Electronics & Telecommunication	1
17	Agricultural Engineering	1
18	Central Library	1
19	Computer Centre	1
20	Information Technology	1
21	Physics	1
22	Chemistry	1
23	Life Science	1
24	Ecology	1



25	Philosophy	1
26	Pharmaceutical Science	1
27	Kamini Kumar Chanda Guest House	1
28	VC's Bungalow	1
29	Bipin Chandra Pal Seminar Hall/Netaji Subhash Mukta Mancha/Main gate and surrounding area/Roads/Surroundings of Admin Bldg.	1
30	International Guest House	1
31	Examination	2
32	Hostels(Boys and Girls)	11
33	Administrative Building	1
34	Students Amenity Centre	1
35	U. N. Brahma Hall & Foreign Student Residence	1
36	SOT Workshop	1
37	Waiting Sheds/Netaji Subhash Mancha	1
38	Department of performing Art/Urdu	1
39	Health Centre and Pathology Lab	2
40	Temporary Accommodation Complex	Consisting of semi permanent buildings
41	Kendriya Vidyalaya, AUS Campus	1
42	Central Canteen building	1

PREPARATION OF BIDS

1. Bidder should take into account any addendum and corrigendum published on the bid document before submitting their bids.
2. Please go through the bid advertisement and the bid document carefully to understand



the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. In case of Bank Guarantee (BG) scanned copy of BG should be uploaded along with bid.
4. The original Bank Guarantee shall be submitted to office of the concerned official of **Assam University Silchar** as per schedule mentioned in the bid document. Non submission of original Bank Guarantee within the specified period shall lead to summary rejection of bid. The details of the BG, physically submitted should match with the details available in the scanned copy and the data entered during bid submission time. Otherwise bid will be rejected.
5. Hardcopy of the uploaded documents in e- Tender portal are to be submitted within four(04)days calculated from the last date of submission/upload in e- Tender portal, to Estate Section, Administrative Building, Assam University Silchar. Documents are to be submitted in a sealed envelope duly certified. Sealed envelope cover should reflect the name of the work, name of the bidder, e- Tender bid no.(if any).



PRICE BID

Validate		Print		Help	
Tender Inviting Authority: Assam University Silchar.					
Name of Work: Task based cleaning and sanitation service at Assam University Silchar.					
Contract No: AUG/E&M-39/2024					
Name of the Bidder/ Bidding Firm / Company :					
PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)					
Important Points					
* Monthly Charge (in₹) shall remain constant throughout the contract period.					
*Monthly charge must include contractors' profit, cost of consumables, cost of all sorts of resources, cost of cleaning materials and machineries, stationery cost, establishment cost, miscellaneous cost, cost of waste collection and disposal services, cost of other applicable statutory payments, expenses related to deployment of all sorts of resources etc.					
NUMBER #	TEXT #	NUMBER #	TEXT #		
Sl. No.	Item Description	Monthly Charge To be entered by the Bidder in. Rs.	Monthly Charge Per Month in Words (INR)		
1	2	13	55		
1	Cleaning and sanitation services at Assam University Silchar		INR Zero Only		



SECTION –V: SPECIAL INSTRUCTION FOR ONLINE BID SUBMISSION

Special Instructions for Online Bid Submission.

The bidders are required to submit soft copies of their bids electronically on the e-bid Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-Procurement Portal <https://eprocure.gov.in/eprocure/app>, prepare their bids in accordance with the requirements and submitting their bids online on the e-Procurement Portal.

REGISTRATION

1. Bidders are required to enrol on the e-Procurement Portal (<https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Registration” on the e-bid Portal.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded on portal.
8. **For any Query contact to Mr. Anil Kumar -07903810198.**

SEARCHING FOR BIDDING DOCUMENTS

9. There are various search options built in the e-bid Portal, to facilitate bidders to search active bids by several parameters. These parameters could include Bid ID, Item/work id, Last date of submission, etc.

PREPARATION OF BIDS

10. Bidder should take into account any addendum and corrigendum published on the bid document before submitting their bids.



11. Please go through the bid advertisement and the bid document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
12. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the bid document / schedule and generally, they can be in PDF /JPEG formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.

SUBMISSION OF BIDS

13. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
14. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the bidding document.
15. ***Bidders** are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the bid document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
16. The server time (which is displayed on the bidder's dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
17. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded bid documents become readable only after the bid opening by the authorized bid openers.
18. The uploaded bid documents become readable only after the bid opening by the authorized bid openers.
19. Upon the successful and timely submission of bid click "Complete" (i.e., after Clicking "Submit" in the portal), the portal will give a successful Bid submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.



20. The bid summary has to be printed and kept as an acknowledgement of bid submission.

21. **PRICE SCHEDULE:**

- a) **PRICE fills online only.**
- b) **The rate of items shall be filled online only. Scanned copy of this document is not to be attached along with other enclosures.**

Note:- Site Compatibility

a) Browser used	undefined
b) Full version	119
c) Your OS	Windows Latest Version
d) Cookies Enabled	Yes
e) Your Screen Resolution	1536 x 864
f) Java Enabled	No

Note: The portal is compatible for the following browser version

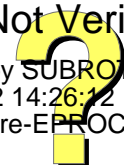
Firefox	42 to 49
Firefox ESR	52
Edge	Kindly follow the Configuration instructions given in the download section at eprocurement website https://eprocure.gov.in/eprocure/app
Microsoft Office	Microsoft Office Latest Version

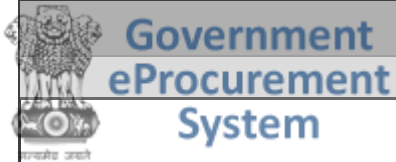
You are using a web browser not supported by this website. This means that some functionality may not work as intended.

**The Browser is not Java enabled. Please enable Java
For Best results the Screen resolution should be set to 1024 x 768**

Signature Not Verified

Digitally signed by SUBROTO SINHA
Date: 2024.08.02 14:26:12 IST
Location: eProcure-EPROC





eProcurement System Government of India

Tender Details

Date : 02-Aug-2024 03:52 PM

**Basic Details**

Organisation Chain	Assam University Silchar Cachar - AUS		
Tender Reference Number	AUG/EandM-39/2024		
Tender ID	2024_AUS_819621_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Works
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft
	2	FDR

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Scan Copy of Tender Cost and EMD
		.pdf	Scan Copy of Technical Bid Documents as per NIT
		.pdf	Scan Copy of Tender Document
2	Finance	.xls	BOQ

Tender Fee Details, [Total Fee in ₹ * - 10,000]

Tender Fee in ₹	10,000		
Fee Payable To	Assam University Silchar	Fee Payable At	Assam University Silchar
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	5,00,000	EMD Exemption Allowed	No
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	Assam University Silchar	EMD Payable At	Assam University Silchar

Work /Item(s).

Title	Task based cleaning and sanitation service at Assam University
Work Description	Task based cleaning and sanitation service at Assam University Silchar.

Pre Qualification Details	Please refer Tender documents.				
Independent External Monitor/Remarks	NA				
Tender Value in ₹	6,50,00,000	Product Category	Manpower Supply	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	730
Location	ASSAM UNIVERSITY SILCHAR	Pincode	788011	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	ASSAM UNIVERSITY SILCHAR
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	02-Aug-2024 03:15 PM	Bid Opening Date	28-Aug-2024 11:00 AM
Document Download / Sale Start Date	02-Aug-2024 03:30 PM	Document Download / Sale End Date	27-Aug-2024 11:00 AM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	02-Aug-2024 04:00 PM	Bid Submission End Date	27-Aug-2024 11:00 AM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	TENDER DOC	483.48

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	BOQ	BOQ_861365.xls	BOQ	313.50

Tender Inviting Authority

Name	REGISTRAR
Address	ASSAM UNIVERSITY SILCHAR