



राष्ट्रीय डिज़ाइन संस्थान  
National Institute of Design  
मध्यप्रदेश Madhya Pradesh

**Notice Inviting E-Tender**

**For**

**Providing Housekeeping Services on Outsourcing Basis**

**at**

**National Institute of Design, Madhya Pradesh**

**Tender Enquiry No. NIDMP/1-50/2020/Housekeeping**

**National Institute of Design, Madhya Pradesh  
(An Institute of National Importance under the DPIIT)  
Ministry of Commerce & Industry, Government of India  
Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038  
Website [www.nidmp.ac.in](http://www.nidmp.ac.in)**

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## NOTICE INVITING TENDER

**Subject: Notice Inviting E-Tender for providing Housekeeping services on outsourcing basis at National Institute of Design, Madhya Pradesh**

On behalf of the Director, National Institute of Design, Madhya Pradesh (NID MP) online Bids (technical and Financial bids) are invited from experienced registered Contractors/ Firms for providing Housekeeping services on outsourcing basis at National Institute of Design, Madhya Pradesh initially for a period of two years and extendable by one more year subject to satisfactory performance at NID MP, Bhopal, as given in schedule of requirement of this tender.

### Schedule of Tender

<b>Tender enquiry Number</b>	NIDMP/1-50/2020/Housekeeping	
<b>Date/ time of release of tender through e-procurement solution</b>	11 .09.2020	5.00 PM
<b>Last Date/ time of submission of queries/ observations, if any for clarification through e-mail to cao@nidmp.ac.in</b>	18.09.2020	10.00 AM
<b>Date/ time of pre-bid meeting at National Institute of Design, Madhya Pradesh, Acharpura, Eint Khedi, Post Arwaliya, Bhopal (MP) – 462038</b>	18.09.2020	3.00 PM
<b>Start date/ time of submission of online bid</b>	11.09.2020	5.00 PM
<b>Last date/ time of downloading bid document</b>	04.10.2020	4.00 PM
<b>Last date/ time of submission of online bid</b>	04 .10.2020	4.00 PM
<b>Date/ time of opening of Technical bid</b>	05.10.2020	4.30 PM
<b>Date/ time of opening of Financial bid</b>	Will be notified later	

Detailed Technical Specifications, Terms and Conditions, Scope of Work, various format and performa for submitting the proposal are described in this tender document and its Annexures. All further notifications/ amendments, if any shall be posted on [www.eprocure.gov.in](http://www.eprocure.gov.in) and Institute's website only. No separate communication shall be made with Bidders.

1. If the date of submitting/opening of the Bid is declared as holiday, then the bids shall be opened on next working day. For any query, please contact on email [cao@nidmp.ac.in](mailto:cao@nidmp.ac.in) or Phone No. 0755-6721007.

**--Sd--  
Registrar**

**SECTION - 1**  
**INSTRUCTIONS TO BIDDERS**

1. E-tenders are invited to be uploaded on [www.eprocure.gov.in](http://www.eprocure.gov.in) in two parts: (i) Technical Bid and (ii) Financial Bid for providing Housekeeping Services at the National Institute of Design, Madhya Pradesh, from eligible Bidders having experience of similar work and fulfilling other requirements as per eligibility criterion stipulated in the tender document. The Bidder shall be responsible to provide Housekeeping Services at Bhopal campus of NID MP.

2. Bids are invited from reputed & registered Housekeeping Agencies for engaging Housekeeping workers, to be deployed in one shifts of eight hours each, having valid registration issued by competent authority to run the Housekeeping agency business in Madhya Pradesh.

3. Bidders are advised to study the tender document carefully before submitting the bid form. It will be presumed that the Bidder has considered and accepted all the terms and conditions of this tender. No enquiry, whatsoever verbal or written, shall be entertained in respect of acceptance/ rejection of the tender. Bids must be unconditional.

**4. Eligibility Criterion:**

(i) The Bidder must have experience of minimum 5 years of providing Housekeeping services to Central/State Government/ Central Autonomous Bodies/Central Educational Organization Including IITs/IIMs/NITs /CFTIs/ PSUs.

(ii) The Bidder must have successfully completed minimum five contracts of providing Housekeeping services (with at least 50 Housekeeping workers in each work) for minimum 1 year duration in last five years in Central /State Government/ Central Autonomous Bodies/Central Educational Organization including IITs/IIMs/NITs /CFTIs/PSUs. The Bidder should provide information about all similar work involving deployment of more than 50 Housekeeping workers (combined in all the shifts per day), carried out by the Firm in the last five years in the Technical Bid. A work satisfactory certificate from all those organizations/ employers shall be obtained in the format attached at Annexure III.

(iii) The Bidder should be a registered Contractor under 'The Contract Workers (Regulation and Abolition) Act, 1970' and should furnish a copy of the existing or previous licence.

(iv) The Bidder should have valid Permanent Account Number (PAN), GST Registration Number, Registration No. of the Agency/ Firm/company, EPF Registration Number, ESIC Registration No.

(v) The Bidder should have an average annual turnover of Rs 1 (One) crores in the last three years (2017-18, 2018-19, 2019-20).

(vi) The Bidder must have minimum 3 (three) on-going similar contract of providing

Housekeeping services for value of Rs 60 lakhs annually in Central/State Government/ Central Autonomous Bodies/Central Educational Organization Including IITs/IIMs/NITs/CFTIs/ PSUs.

(vii) The Bidder should have minimum 50 Housekeeping workers on direct payroll at least for financial year 2019-20.

**Note**

- a) Experience prior to 1<sup>st</sup> April, 2015 and later than 31<sup>st</sup> March 2020 will not be considered as experience.
- b) “Similar work” means supply of manpower for providing Housekeeping services. The Bidder must produce work done certificate from the clients. The work done certificate should mention the details of work executed, the value of work done, the date of commencement and date of completion of the work.

5. **An affidavit, in original**, duly certified by a Notary: (a) that the Partners of the Firm or sole proprietor or Company as the case may be , has never been black-listed by any organization and the name of the Firm or company has not been changed, (b) that there is no police case/vigilance enquiry pending against the Partners of the Firm or sole proprietor or Company as the case may be, and that he/she/ it has never been punished by any Hon’ble Court; and (c) that there are ‘no dues’ pending for payment towards Income tax/GST as on the date of the affidavit.

6. **Producing Originals Documents for Verification:** All above concerned original documents should be produced for verification at any stage of tender process or as and when sought for, failing which the bids are liable for disqualification.

**7. Bid Document**

(i) The process and procedures of bidding, the documents to be uploaded and the various terms and conditions of this tender are provided in the Bid Document. The Bid Documents include all documents which have been mentioned at the Index of this tender.

(ii) The Bidder should carefully read all the instructions, terms and conditions, specifications and various forms that are provided in the Bid Document. The tender may be rejected if any or all of the information asked for in this document are not furnished along with the tender or if the tender is not responsive with the Bid Document.

(iii) **General terms and conditions:** The Bidder should read the tender document carefully and give his/her/ its/ their acceptance. The Bidder is advised to visit NID MP campus, on any working day between 10:00 hrs and 17:00 hrs to assess the nature and quantum of work before uploading the tender.

**8. Submission of Tender**

Tender should be uploaded on e-procurement portal in two parts as detailed in succeeding

paragraphs.

**Part-I.** Technical Bid should be uploaded along with Annexure I, Annexure II, Annexure III, Annexure IV, Annexure V. Please note that identical hard copy of only Technical Bid along with all supporting documents and EMD (DD/ Pay order) in a sealed envelope must be submitted at NID MP's address mentioned in this document on or before last date of submission of tender. Original bids received after the date and time specified in this tender will not be accepted. Physical copy of the Financial Bid is NOT required to be submitted.

**Part-II.** Should contain only the Financial Bid as per BOQ to be uploaded in CPP portal.

(i) Both Technical and Financial Bid are to be uploaded concurrently duly digitally signed on the Government's Public Procurement Portal 'www.eprocure.gov.in'.

(ii) The online bids (complete in all respect) must be uploaded online in two documents; (Technical bid and Financial bid) on the prescribed format.

(iii) The Bidders shall have a valid digital signature certificate for participation in the online tender process. The cost of digital signatures, if any, will be borne by respective Bidders.

(iv) All other documents as per requirement of Technical Bid shall be uploaded online through portal website 'www.eprocure.gov.in'. The Bidder shall bear all costs associated with the preparation of his/ her/ its tender document including cost of any clarifications, required by NID MP.

(v) When deemed necessary, NID MP may seek clarification on any aspect from the Bidders. However, that would not entitle the Bidder to change or cause any change in the price quoted. NID MP may, if so required, ask the Bidder to give presentation for the purpose of clarification on the tender. All expenses for this purpose as also for preparation of documents and other meetings will be borne by the Bidder.

(vi) NID MP will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the tenders are generally in order.

(vii) A tender determined as not substantially responsive will be rejected by NID MP and may not subsequently be made responsive by the Bidder by rectifying the non-conformity.

(viii) NID MP may waive off any minor infirmity or non-conformity in the tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of other Bidders. The decision of NID MP in this regard will however be final and binding.

(ix) Bidder shall not be permitted to withdraw his/ her/ its offer or modify the terms and conditions thereof after acceptance of tender. In case the Bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rate, the aforesaid amount of Earnest Money and Housekeeping Deposit, will be forfeited by the Institute. Besides this, the Bidder will

also liable to be debarred/ blacklisted from participating in the tendering process of NID MP in future or fined.

(x) Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the Bidders who resort to canvassing in any form or try to influence the process either directly or indirectly shall be liable for rejection by NID MP.

(xi) Tender containing any condition leading to unknown/ indefinite liability is liable to be summarily rejected.

(xii) Any modification/ corrigendum issued with regard to this tender document shall be uploaded on 'www.eprocure.gov.in' and Institute's website only. Bidders are, therefore, requested to visit these websites regularly till the last stipulated date of submission of the tender for ascertaining any modification/ corrigendum issued in this regard.

(xiii) The tender bid and copies of certificates uploaded by the Bidder in pdf form should be duly signed at the given places, together with initials on every page by the authorized person of the Bidder. Initial/ signature will indicate the acceptance of the tender document by the Bidder.

(xiv) No changes will be made in the tender document by the Bidders except filling-up details mentioned in the formats meant for Technical, its Annexures and Financial Bid, its Annexures. In case any change is made in the content of the formats, except filling-up details, it shall be treated as unauthorized and such tender will stand automatically disqualified.

9. **Producing Originals Documents for Verification:** The Bidder may be asked to produce all concerned original documents for verification at any stage of tender process or as and when sought for, failing which the bids are liable for disqualification.

(i) The Bidder shall upload the information sought in the format enclosed at PART-I Annexure I, Annexure II, Annexure III, Annexure IV, Annexure V along with necessary enclosures as part of Technical bid of Housekeeping Services on outsourcing basis at NID MP campus.

(ii) The Annexures should be clearly filled or typed and signed in ink legibly giving full address of the Bidder. The Bidder should quote in figures as well as in words the amount tendered by him/ her/ it. Alteration if any, unless legibly attested by the Bidder with his/ her/ its full signature, shall invalidate the tender. The tender should be duly signed by the authorized persons. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.

10. **The service charges quoted should not be “absurdly low”.** The bidder may be asked to justify the charges in case the Institute finds the amount as “absurdly low”. The decision of the Institute on quote for being “absurdly low” shall be final. These charges once fixed will remain fixed for the entire duration of the contract or for period of subsequent extension(s) and will not vary with the wages, minimum or otherwise.

11. **Amendment of Bid Documents:** At any time, prior to the last date of submission of Bids,

NID MP may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bid documents by amendments.

**12. Estimated cost of work:** Total estimated cost of the Tender is Rs.60,00,000/- (Rupees sixtylakhs only) per annum including **statutory taxes viz GST and Bonus amount. This estimated cost of services is purely tentative in nature and will depend on the actual requirement of Housekeeping services at the discretion of the Institute.**

**13. Earnest Money Deposit (EMD)**

(i) EMD of Rs.1,20,000/- (Rupees One lakh Twenty Thousand only) is a must and should be submitted along with physical copy of the tender. The EMD is to be furnished only in the form of DD/Banker's cheque/ Pay Order from any schedule bank drawn in favour of "**National Institute of Design**" payable at Bhopal. EMD in any other form will not be accepted as valid EMD. EMD submitted by other bidders will be returned after finalization of the contract. Tenders received without valid EMD stand automatically rejected. The Earnest Money of the Contractor will be adjusted against Security Deposit, if the Bidder so wishes. Otherwise the EMD will be returned after receipt of Security Deposit.

(ii) Only Bidders with valid NSIC registration for supplying manpower for Housekeeping services are exempted from payment of EMD. No other Firm can be exempted from payment of EMD.

**14. Performance Security Deposit:** The Contractor will be required to submit a Security Deposit equivalent to 10% of the contract value by way of Demand Draft/ Fixed Deposit Receipt (FDR)/ Bank-Guarantee from a nationalized Bank in favour of "**National Institute of Design**", payable at Bhopal which will be valid for 3 months beyond the contract period or extended period, which ever is later. Demand Draft/ Bank Guarantee/ FDR will be required to be furnished within two weeks from the date of award of contract, failing which the work award order is liable to be cancelled.

**15. The EMD Will Be Forfeited:**

- (i) If a Bidder withdraws its bid during the period of bid validity; or
- (ii) If the Bidder fails to accept NID MP's corrections of arithmetic errors in the Bidder's bid (if any); or
- (iii) If the Contractor fails to sign the contract agreement with NID MP; or
- (iv) If the Contractor fails to furnish the Housekeeping Deposit within the stipulated time.

**16. Bid Prices:** The Bidder shall **quote only the service charge** in the BOQ (price bid) through financial bid module of CPP portal. The applicable GST shall be paid over and above the Service charge.

**17. Bid Validity:** The bids shall remain valid for a period of **90 days** from the last date of



submission.

**18. Only One Bid Per Party:** Each Bidder is permitted to submit ONLY ONE BID irrespective of whether he/ she/ it is the sole Bidder, or the Leader or Member of a duly formed JV or Consortium. In case it is found that any party has uploaded more than one bid for the subject work(s) in any of the above capacities, all bids so uploaded shall be summarily rejected and NID MP shall not entertain any further request/ correspondence in this matter.

**19. Submission of Bids:** Both Technical and Financial Bid are to be submitted concurrently duly digitally signed on the Government's Public Procurement Portal 'www.eprocure.gov.in'. Please note that identical hardcopy of only technical bid along with all supporting documents and EMD (DD/ Pay order) in a sealed envelope must be submitted at NID MP's address mentioned in this document on or before last date of submission of tender. Original bids received after the date and time specified in this tender will not be accepted. Physical copy of the Financial Bid is NOT required to be submitted.

**20. Visit of the Campus:** Bidders are advised to visit the NID MP campus premises and ascertain the nature and quantum of work before tendering.

21. In accordance with O.M. No. 29(1)/2014-PPD dated 28.01.2014 of Department of Expenditure, Ministry of Finance, bids quoting 'Nil' consideration/service charges shall be treated as unresponsive and will not be considered.

22. The institute shall pay the amount of basic wages & VDA notified by the Chief Labour Commissioner, Ministry of Labour, Delhi on time to time. Besides, minimum wages, the institute shall also pay the EPF/ESIC and minimum Bonus as applicable as per payment of Bonus (Amendment) Act 2015. The GST shall be paid there on along with service charges/commission quoted by the Contractor on submission of challan of extant amount of the GST.

23. The Service charge shall inclusive of all consumables like Uniform with Company Emblem (yearly two sets of Shirt and Pant for Male and Saree with Blouse pieces including stitching charges for Female and one sweater to all), Towel, Masks, Hand gloves and any other item. Hence, Bidder are instructed to bid an appropriate % of service charges to accommodate all these expenditures.

24. The Contractor will not charge any placement charges or any other charges, whatsoever, including charges for uniform from the manpower deployed in NID MP from the payment to be made to the outsourced staff as per quoted rates. The contract shall be liable to be terminated, with forfeiture of Security deposit and the bidder will be blacklisted if, at any stage, reports are received that the bidder has charged the manpower on any account.

25. The Contractor shall pay the GST amount to the exchequer by quoting the institute GST number for claiming GST input credit of GST by the institute.

26. The Contractor shall pay the wages on or before 7th of the month through online remittance/RTGS/Cheque in presence of authorized person of the institute.

27. Any loss/damage/theft to the institute/individual property in institute campus due to the negligence of Housekeeping Services would be recovered from the bidder.

28. The shortcoming/deficiency in Housekeeping Services shall be taken seriously and would be intimated to bidder and fine shall be imposed as per clause 'N' of Chapter 4-SCC. Even after the Servicing the notice, if it is observed that the firm is not improving its shortcoming/deficiency, the contract would be terminated on the cost of bidder and performance security deposit would be forfeited also.

29. The TDS as applicable shall be deducted from the bills of the Contractor.

30. **Opening of Financial of the Bid:** After Evaluation of Technical Bid, Financial Bid of only those Bidders, who satisfy all the eligibility criteria laid down in Technical Evaluation Sheet, will be opened. In case any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, whether before award of work or otherwise.

31. **Evaluation of tender:**

(i) The technical bid of the bidder shall be evaluated strictly as per the given criteria in Technical Evaluation Sheet. Marks shall be given for each criteria qualify with minimum requirement. Proforma has been prescribed (part of this NIT) and all the Bidders have to obtain Certificates from the Clients, separately for each of the contract. If no Certificate is produced, no marks will be assigned for technical Assessment.

(ii) The financial bid shall be opened for only those bidders who will secure minimum 60% of overall marks during evaluation of technical bids as per Technical Evaluation Sheet.

(iii) Final evaluation will be based on financial bid quoted by the bidders. The financial bid, of the bidders who will secure at least 60% marks in technical assessment, shall be opened. The Bidder who quotes the lowest service charges; subject to compliance with Minimum Wages, ESI and EPF contributions etc.; will be awarded with the contract. The bids that are not compliant with above provisions shall stand automatically disqualified.

**(iv) In case two or more bidders quote equal offer, work will be awarded to the bidder who has secured highest marks in technical evaluation.**

(v) Quoting rates for all items/ services in the Financial Bid is mandatory, otherwise the bid will be rejected.

(vi) **Quoting unduly lower rate of Service Charge:** The Contractor must quote service charges that takes care of Uniforms, Supervision, all the statutory charges relating to this contract, etc.; and reasonable profit margin thereafter. The Institute has responsibilities as Principal Employer and would like to ensure that unduly lower rates of service charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the Contractor from the workers etc thereby affecting the performance of the workers.

32. In case the tender opening date happens to be declared as a closed holiday, **the next date and timings will be notified through our website. However, the receiving date will remain same as the Bidders are required to submit their tenders on e-portal and send by post/ drop their sealed technical bids in box kept in Admin Branch.**

**33. The NID MP's Rights**

(i) NID MP reserves the right to accept/ reject any or all the bids in whole or in part and annul the bidding process without assigning any reason whatsoever and is not bound to accept the lowest tender.

(ii) NID MP also reserves the right to modify and/ or relax, any terms & conditions of this tender document before last date of submission of tenders to safeguard its interest.

(iii) Any failure on the part of the Bidder to observe the prescribed procedure and any attempt to canvass / influence NID MP for furtherance of his/ her interest, the Bidder's quotation will be cancelled forthwith. The decision of NID MP in this regard will be final.

(iv) NID MP reserves the right to cancel the tender process without assigning any reason whatsoever, at any stage, in case of any change in requirement.

(v) NID MP reserves the right to award the work to more than one Bidder.

(vi) NID MP reserves the right to blacklist a Bidder for a suitable period in case the Bidder fails to honor his/ her/ its bid after award of work without sufficient grounds.

(vii) NID MP reserves the right to alter the quantities specified in the bid in the event of changes in requirement. No Bidder will be allowed to change the Financial bid if NID MP decides to drop any items from the schedule.

(viii) The tender document is valid for a period of six months from the date of issue. If purchase order is not issued within this period, the process will have to start afresh.

(ix) Right to vary Quantities at Time of Award: NID MP reserves the right to increase or decrease the quantity of Housekeeping staff, other Manpower and items, which have been originally specified in the tender without any change in unit price or other terms and conditions.

**34. Failure to comply with these conditions renders the tender/bid automatically disqualified.**

**SECTION – 3**  
**GENERAL CONDITIONS OF THE CONTRACT**

1. **Interpretation:** In construing the contract documents, Notice Inviting Tender, Articles of Agreement, Scope of Work, General Conditions of Contract, Special Conditions of Contract and Financial Bid, the words given below shall have the meaning herein assigned to these except where the subject or context otherwise requires. This contract shall comprise all that is contained in the agreement and including those to which reference is made herein:

**1. Definitions**

- (i) **“NID MP”** means the National Institute of Design, Madhya Pradesh.
- (ii) **“The Bidder”** means a registered individual Firm or Joint Venture or Cooperative Society or Consortium which participates in the tender and submits its proposal.
- (iii) **“Contractor”** means the Bidder, who, after the complete evaluation process, gets the Letter of Award. The Contractor shall be called as “Contractor” in the documents.
- (iv) **“The Letter of Award”** means the issue of a signed letter by NID MP of its intention to award the work mentioning the total Contract Value. The contract shall commence from the date of issuance of Letter of Award.
- (v) **“The Contract”** means the agreement entered into between the Employer and the Contractor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (vi) **“The Contract Price”** means the price payable to the Contractor by NID MP under the Letter of Award for the full and proper performance of its contractual obligations. Contract Price shall mean as **“Contract Value”** appearing anywhere in the document.
- (vii) **“Housekeeping Services”** means providing Housekeeping, cleaning and sanitation services on outsourcing basis at NID MP.
- (viii) **“NIT”** is the Notice Inviting Tender. It is essentially the Press Notification of the Tender.
- (ix) **Employer:** shall mean National Institute of Design, Madhya Pradesh through its Director or any officer authorized by the Director for the purpose and shall include its successors and assignees.
- (x) **Work or Works:** shall mean all work or works defined in schedule of quantities, specifications and such other work or works as the Contractor may be entrusted with for carrying out under this contract.
- (xi) **Officer-In-Charge:** shall mean the Officer designated by the Employer to superintend and perform other duties as indicated in the contract.

(xii) **Bidder** : shall mean the Individual or Firm or Company, whether incorporated or not, undertaking the work and shall include the legal personal representative or such individual or the persons composing such Firm or Company or the successors of such Firm or Company or heirs, executors, administrators and the permitted assignees of such Individual or Firm or Company.

(xiii) **Site**: shall mean the site of the contract work including any buildings and installations thereon and any other land adjoining thereto (inclusive) as aforesaid allotted by the Employer or the Officer-in-Charge for the Contractor's use.

(xiv) **Compensation**: shall mean all sums payable by way of compensation under any of the conditions and shall be considered as reasonable compensation without reference to the actual loss or damage sustained, and whether or not any damage shall have been sustained. Words imputing persons include Firms and Corporations, words imputing the singular only also include the plural and vice-versa where the context so requires. The headings are given to the clauses for convenience and will not limit the meaning or scope of the clauses in any way.

**2. Inspection of Site:** Before tendering, the Bidder shall inspect the site to fully acquaint himself/herself with the condition with regard to accessibility of site, nature and extent of site, working conditions, conditions with respect to site and locality, conditions affecting accommodation and movement of staff or any other conditions etc. for the satisfactory execution of the work.

**3. Sufficiency of Tender:** The Bidder shall be deemed to have satisfied himself/ herself before tendering as to the correctness and sufficiency of the tender for the work and of the rates and prices quoted in the schedule of quantities, which rates and prices shall, except as otherwise provided cover all obligations under the contract and all matters and things necessary for the proper execution of the work.

**4. Opening of Financial Bids:** Financial bids of only those Bidders will be opened who are found meeting all the requirements as per the Technical Bid and secure the minimum marks during evaluation of technical bid as decided by the Institute.

**5. Rates in Figures and Words:** The Bidder shall quote rates both in figures and words and shall work out the amount for each item of work. On checking, if it is found that there is difference between the rates quoted in figures and in words or in the amount worked out, the following procedure shall be followed:

(i) When there is a difference between the rate in figures and in words, the rate which corresponds to the amount worked out shall be taken as correct.

(ii) When the amount of an item is not worked out or it does not correspond with the rate written either in figures or in words, the rate quoted in words shall be taken as correct.

(iii) When the rate quoted by the Bidder in figures and in words tallies but the amount does not correspond with the rate, the rate shall be taken as correct.

(iv) When no rate has been quoted for an item, leaving space for quoting rates in figures,

words and amount blank, it will be considered that the Bidder has included cost of this item in other items and rate for such item will be considered as zero and work will be required to be executed accordingly.

**6. Assignment or Sub Letting or Change in Firm's Constitution:** The contract shall not be assigned or sublet without the written permission of the Employer, and if the Contractor shall assign or sub-let his contract or attempts to do so or becomes insolvent or commences any insolvency proceedings or make any composition with his creditors or attempts to do so or if any employee or person of Employer's organization shall become in any way directly or indirectly interested in the contract or in the case the Contractor is a partnership firm and changes its constitution without the written permission of the Employer or in the case the Contractor is an individual or Hindu Undivided Family business concern and enters into any partnership agreement, without written permission of the Employer and/or this partnership agreement would have the right to carry out the work undertaken by the Contractor, the Employer shall have powers to take action as per the Conditions of Contract.

**7. Audit and Technical Examination:** The Employer shall have the right to cause audit and examination of the work and the final bill including all supporting vouchers, abstract etc., to be made after payment of the final bill and if as a result of such audit and examination any sum is found to have been overpaid in respect of any work done or any work claimed to have been done but found not to have been done, the Contractor, shall be liable to refund the amount of overpayment and it shall be recovered from the security deposit or the sum already due or likely to become due or any other manner legally permissible and if it is found that the Contractor was paid less than what was due to be paid in respect of work executed by him/ her, the amount of such underpayment shall be duly paid by the Employer to the Contractor.

8. The Bidder shall specifically declare whether he is related to any official of NID MP. The Firm will immediately inform NID MP in the following cases:

- (i) If the Firm employs any relative of an NID MP employee.
- (ii) In cases of any potential conflict of interest with the Institute.

**9. Other Conditions:**

- (i) The tenders should be unconditional. Any tender with conditions will be summarily rejected.
- (ii) The Firm/ Company/ Agency submitting the tender would be presumed to have read, understood and accepted all the terms & conditions of this tender.
- (iii) Tenders which do not fulfill all or any of the above conditions or are incomplete in any respect are liable to be rejected.
- (iv) TDS/ Income tax etc. are to be deducted at source from the monthly claim/ bill of the Contractor, as admissible under the rules.

(v) The Bidder should submit the proof of his/ her running office at Madhya Pradesh with telephone facility for the smooth functioning of the contract.

(vi) The above contract shall be subject to the jurisdiction of Courts at Madhya Pradesh/ Bhopal.

(vii) **The manpower shall be deployed in 8 hours shifts on all 6 day a week basis for maximum 26 days in a month.** Weekly off shall be given to all staff. There shall be no over time deployment, failing which necessary deductions will be made from the monthly bills of the Contractor.

(viii) The Contractor shall abide by all the provisions and rules of related to labour laws of Central/State Government. The Contractor shall have to submit the EPF account number, ESI Card and also the proof of having deposited that amount of contribution claimed by him/ her on account of ESI and EPF towards the manpower deployed at NID MP occupied buildings in their respective names to the Designated Official authorized by the Director, NID MP before submitting the second monthly bill onwards, failing which the amount claimed towards ESI and EPF contribution will be withheld till submission of the required documents.

(ix) The proof of submission of the amount claimed towards ESI and EPF contribution into the Govt accounts of M-1 month will always be submitted with the bill of M month.

(x) All letters posted/E-mail sent to Contractor at the address/e-mail id given by him/ her, it will be considered to have been delivered in time.

(xi) If it is observed at any stage that the quality of the work is not satisfactory, the contract/work order as a whole may be terminated at one months' notice and Security deposit forfeited. The Contractor will have no claims whatsoever on the NID MP.

(xii) The Contractor will have to serve a notice of three months, if he/ she/ it wishes to terminate the contract.

**10. When Contract Can Be Determined:** Subject to other provisions contained in this clause, the Employer may, without prejudice to his any other rights or remedy against the Contractor in respect of any delay, inferior services, any claims for damages and/or any other provisions of this contract or otherwise, and whether the date of completion has or has not elapsed, by notice in writing absolutely determine the contract in any of the following cases:

(i) If the Contractor having been given a notice in writing by the Employer to rectify, any defective work or that the work is being performed in an inefficient or otherwise improper or unworkman like manner shall omit to comply with the requirement of such notice for a period of seven days thereafter.

(ii) If the Contractor without reasonable cause delays or suspends the execution of work or has failed to proceed with the work with due diligence so that in the opinion of the Employer (which shall be final and binding) he/ she will be unable to provide his/ her services in future.

(iii) If the Contractor persistently neglects to carry out his/ her obligations under the contract

and/ or commits default in complying with any of the terms and conditions of the contract.

(iv) If the Contractor shall offer or give or agree to give to any person in National Institute of Design, Madhya Pradesh or to any other person on his/ her behalf any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other contract for National Institute of Design, Madhya Pradesh.

(v) If the Contractor enters into a contract with National Institute of Design, Madhya Pradesh in connection with which commission has been paid or agreed to be paid by him/ her or to his/ her knowledge, unless the particulars of any such commission and the terms of payment thereof have been previously disclosed in writing to the Employer.

(vi) If the Contractor obtains a contract with National Institute of Design, Madhya Pradesh as a result of wrong tendering or other non-bonafide methods of competitive tendering or any other malpractice.

(vii) If the Contractor being an individual, or a Firm and any partner thereof shall at any time be adjudged insolvent or have a receiving order or order for administration of his/ her estate made against him/ her or shall take any proceedings for liquidation or composition (other than a voluntary liquidation for the purpose of amalgamation or reconstruction) under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or composition or arrangement for the benefit of his/ her creditors or purport so to do, or if any application be made under any Insolvency Act for the time being in force for the sequestration of his/ her estate or if a trust deed be executed by him/ her for benefit of his creditors.

(viii) If the Contractor being a company passes a resolution or the court makes an order that the company shall be wound up or if a receiver or a manager on behalf of a creditor shall be appointed or if circumstances shall arise which entitle the court or the creditor to appoint a receiver or a manager or which entitle the court to make a winding up order.

11. When the Contractor has made himself/ herself liable for action under any of the cases aforesaid, the Employer shall have powers:

(i) To determine the contract as aforesaid of which termination notice in writing to the Contractor under the hand of the Employer shall be conclusive evidence. Upon such determination, the earnest money deposit and security deposit under the contract shall be liable to be forfeited and shall be absolutely at the disposal of the Employer.

(ii) After giving notice to the Contractor to measure up the work and to take over unexecuted work out of his hand for its completion, the Contractor, whose contract is determined, shall not be allowed to participate in the tendering process for the balance work.

(iii) In the event of above courses being adopted by the Employer, the Contractor shall have no claim to compensation for any loss sustained by him/ her by reasons of his/ her having purchased or procured any manpower or materials or entered into any engagements or made any advances on account or with a view to the execution of the work or the performance of the



contract. And in case action is taken under any of the provision aforesaid, the Contractor shall not be entitled to recover or be paid any sum for any work thereof or actually performed under this contract unless and until the Officer-In-Charge has certified in writing the performance of such work and the value payable in respect thereof and he shall only be entitled to be paid the value so certified.

**CHAPTER - 4**  
**SPECIAL CONDITIONS OF THE CONTRACT (SCC)**

**A. General Instructions:**

(i) The Bidder submitting tender would be deemed to have inspected the premises, considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.

(ii) The contract will be for a period of **two years initially** with a trial period of 3 (three) months. If the services during the trial period are satisfactory, the contract will be continued for the remaining period of 21 (twenty-one) months.

(iii) In case the services during the trial period are not satisfactory, the contract will be terminated at two weeks' notice. The NID MP may renew/extend the contract to such further period (s), as it may deem proper and, in any case, **not exceeding four years from the date of commencement of work**, having regard to the quality and manner of the Contractor's performance. However, it shall be with consent/written request by the Contractor in this regard.

(iv) All works shall be executed as per detailed specifications and as directed by an Officer-in-charge nominated by the Director.

(v) In case the Contractor fails in fulfilling the obligations fully and in time, the NID MP shall have the absolute right to take up the work at the Contractor's cost and risk and recover any and all such expenses from the amounts due to the Contractor including Housekeeping Deposit. The Institute shall have right to impose penalty commensurate with the fault and amount towards damages if any, which shall be recovered from the bill.

(vi) The Contractor shall abide by all laws and regulations and statutory obligations in force from time to time including all Labour laws and shall indemnify the NID MP from any claims in this regard.

(vii) The Contractor will be required to post a skilled Supervisor to guide and supervise the unskilled workers for proper execution of the work as per directions of the Officer-in-charge nominated by Director of the Institute to administer the contract.

(viii) All letters posted/E-mail Sent to Contractor at the address/Email Id given by him/her, will be considered to have been delivered in time.

(ix) If it is observed at any stage that the quality of the work is not satisfactory, the contract/work order as a whole may be terminated at one months' notice and Security deposit will be forfeited. The Contractor will have no claims whatsoever on the NID MP.

(x) In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay

compensation to the Institute for the inferior services as determined by the NID MP authorities and in case all payments have been made to the Contractor for this work, this amount may be deducted from any sum due to the Contractor on any other work within the Institute.

(xi) The Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor will fully pay claims made by these victims. The Contractor shall indemnify the NID MP from any claims arising out of accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor. The Contractor will fully indemnify NID MP against all claims in this regard, as well as litigation expenses, interest and cost that may be awarded by the competent Authority/Court.

(xii) The Contractor is advised to take group insurance for the workers for protection against any claim arising out of any untoward incident accident involving them during the course of duty.

(xiii) The Contractor shall identify the personnel to be deployed exclusively for the cleaning of all the toilets. The Contractor shall be responsible for cleaning as well as Housekeeping of the toilet fixtures handed over at the time of commencement of the contract. In case of items/fixtures are stolen/broken due to the fault of the workers, either the penalties to recover the cost shall be imposed or the Contractor shall have a choice to replace these fixtures of the same quality & specifications under approval from Officer-in-charge appointed by the Director, NID MP.

(xiv) It will be the sole responsibility of the Contractor to abide by the provisions of the following Acts as to the workers engaged by him/ her/ it for performance of this contract:

- a) Employment of Children Act
- b) Workmen Compensation Act
- c) Contract Workers (Regulation & Abolition) Act 1970.
- d) Minimum Wages Act
- e) Employee Provident Fund Act
- f) ESI Act
- g) The Payment of Bonus Act
- h) Any other act or legislation as may be in force from time to time.

(xv) Any liability arising on the NID MP shall be deducted from the bills of the Contractor and if the full amount is not recovered then the same shall be recovered from the Security deposit of the Contractor. **There would be no liabilities towards the workers of the Contractor by NID MP and for all the purposes, such employees are to be treated as exclusive employees of the Contractor and there is no responsibility of the Institute, towards employees of the Contractor.**

(xvi) The NID MP through its officers, reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portions of the same carried out in the Institute by others and such alterations and variations shall not violate this contract.

(xvii) The Contractor is required to post his/ her/ its authorized representatives/Skilled Supervisors (at his/ her/ its cost) at the site of the work who shall receive the instructions from the Officer (to be nominated by the Director of the Institute) from time to time. All such instructions received by the authorized representative on behalf of the Contractor shall be deemed to have been received by the Contractor within the scope of this work order.

(xviii) In the event of the Contractor failing to execute the work under contract in whole or in part, an alternative arrangement will be made by NID MP totally at the cost & risk of Contractor besides any suitable fine/penalty.

(xix) The Contractor shall be liable to pay compensation for any loss & damage caused to the property of the Institute or its Staff Members/Students/Visitors by the Contractor or his/ her/ itsworkers.

(xx) The workers engaged by the Contractor shall not stay in Institute premises beyond office hours without permission.

(xxi) The Contractor will have to serve a notice of three months, if he/ she/ it wishes to terminate the contract.

(xxii) The workers must be provided with two sets of uniform, footwear and other materials for safety and safe handling of hygiene chemicals etc. by the Contractor, within 15 days of engagement of the worker.

(xxiii) The workers should maintain good personal hygiene. They should behave politely and amenable to the discipline being followed at the Institute.

(xxiv) If in the opinion of the NID MP authorities, the performance of any of the worker deployed is not satisfactory or he/she is not amenable to discipline or his/ her behaviour is not conducive to retain him/ her for the work, he/she should be replaced by the Contractor immediately.

(xxv) In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Director, NID MP or any other officer nominated by the Director, NID MP for arbitration whose decision shall be final and binding on the parties. The proceedings before the arbitrator would be governed by the provisions of the Arbitration Act1996.

(xxvi) The services of employees of Contractor should be made available on all days on six-day week basis and maximum 26 days in a month. The Institute may call workers on holidays and Sundays, if required. Additional charges on per day minimum wages basis will be applicable in such cases.

(i) Terms of payment for wages etc, once decided at the time of the award of the contract and

included in the agreement shall not be subject to revision except that payment on account of enhancement/ escalation charges on account of revision of wages by appropriate Govt. from time to time shall be payable by the NID MP to the Contractor.

(xxvii) The Contractor shall submit a list of employees deployed at the Institute having name, father/ mother's name, DOB, Adhaar card number, address, mobile number etc along with photo and thumb impression. Any changes should be informed immediately and the list updated.

(xxviii) The police verification report for all workers to be deployed in the Institute will be carried out by the Contractor before placing them in the Institute.

(xxix) The age of the Housekeeping workers engaged by the Contractor should not be below 18 years and more than 45 Years. However, Sanitation Supervisor and administrative/ technical staff can be of upto 50 years of age.

(xxx) The Contractor shall ensure the necessary periodical training for all workers & supervisors to tackle the emergent situations like fire/disaster/hostage etc.

(xxxviii) The Contractor shall properly maintain and account for all the items of furniture, registers, etc. provided by NID MP.

(xxxix) No worker will be permitted to use any part of the NID MP complex for residential purpose except in exceptional circumstances with the permission of the Registrar, NID MP.

(xxxii) The Contractor shall be fully responsible for providing weekly off, National holidays etc., to the personnel deployed and as and when any of personnel comes late or proceeds on leave or absents himself/herself, it will be the prime responsibility of the Contractor to provide a suitable substitute.

(xxxii) Obligation/Compliance to be ensured by Contractor during the period of contract are as under:

Sl. No.	Compliance
a)	License for employing contract labour
b)	Compliance of minimum wages Act by payment of wages on 7th of every month through Bank and deposit proof to the Institute
c)	Compliance of provision of ESI & PF
d)	Ensure treatment in ESI hospital in case of accident/ injuries suffered in performance of work and compensation under ESI Act.
e)	Send Accident report to Regional Labour Commissioner (RLC) & ESI authorities
f)	Observance of working hours, weekly rest and overtime payment as per minimum wages Act-1948

(xxxiii) The Contractor and his/ her/ its staff will make their own residential arrangement outside the premises of the NID MP. No one will be granted permission to stay in the Campus during night or during non-functional hours except on duty.

(xxxiv) The solid waste collected from the campus shall be disposed off by the Contractor at least twice a week through a vehicle hired by the Contractor as per regulations of district administration. The wet/bio-degradable waste shall be disposed in the recycling machine installed by NID MP.

(xxxv) **Keeping the NID MP buildings and campus neat & clean and hygienic will be the sole responsibility of the Contractor.**

(xxxvi) Daily attendance of the workers will be marked in **biometric machines/ register** as specified by the Officer-in-charge of NID MP.

(xxxvii) The Contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all time.

(xxxviii) Hostel Warden and Student Representatives shall be free to inspect the work being done by the personnel of the Contractor at any time of the day in Hostel areas. All the assigned work shall be done to the complete satisfaction.

(xxxix) That payment on account of enhancement/escalation charges on account of revision in wages and statutory payments like EPF/ESI contributions only by the appropriate Govt. (Central/State) from time to time shall be payable by the NID MP to the Contractor. No escalation of percentage of Contractor's Service Charges shall be admissible during the term of the contract.

(xl) The Contractor shall not deduct any un-authorized deduction from salary of the staff nor will he/ she/ it ask them to deposit money back to him, in what so ever name.

#### **B. Modification of Terms and Conditions:**

The NID MP with the consent of the Contractor may modify terms and conditions of the contract as and when necessary without affecting the basic nature of his/ her/ its contract.

#### **C. NID MP's Obligations:**

(i) The NID MP will not charge any amount from the Contractor for water or/and electricity supplied for Housekeeping, Cleaning Services on outsourcing basis at NID MP; which is just and reasonable. However, in case of misuse of any facilities, the Contractor would be required to reimburse the loss/damage caused to the Institute.

**(ii) NID MP will provide the cleaning material required for sanitation/cleaning of the Campus as per scope of work provided in this tender document. The responsibility of the safe custody of these materials will be solely on the Contractor part. Any damage/ theft/**

**pilferage/shortcomings will be recovered from the dues of the Contractor.**

**D. Contractor's Obligations:**

Area of operation for the "Housekeeping and Cleaning Services" on outsourcing basis for NID MP in brief are as follows:

<b>Sl. No.</b>	<b>Description</b>
(i)	NID MP campus – All buildings except residential houses including: All Rooms, offices, halls, workshops, labs, surrounding areas, toilets, bathrooms, passages, common areas, lifts, stairs, roofs, water points, cooking+ washing+ dining area of Mess, Guest Houses, drainages etc.- Daily cleaning and House keeping
(ii)	Roads, footpaths, open areas
(iii)	Dusting and cleaning of furniture, fixtures, walls, doors, windows, machinery, equipment etc
(iv)	To provide instruments/ equipments for the cleaning and housekeeping of all the above mentioned buildings.
(v)	Any other location/area of the Institute for above mentioned similar works, if need arises without any additional charges.
(vi)	To remove the garbage/waste and to dispose offthe same to the dumping yard as per regulations of district administration.

**Note:**

- a) The Floors (including rooms and common area, lift area and staircases) of the above mentioned buildings shall be mopped daily with the chemicals. Bath rooms and all the toilets shall be mopped and cleaned with disinfectants every two hours i.e. 4 (four) times a day; water closets shall be thoroughly cleaned 4 (four) times a day daily using suitable material.
- b) All the utility areas and area within the compound on all sides of the buildings shall be swept and cleaned at least once daily.
- c) The Contractor shall pay his/ her/ its workers wages not less than the minimum wages fixed by the Govt. For the State of Madhya Pradesh and all other statutory dues like EPF, ESI, bonus etc. throughout the tenure of contract, in the presence of the Officer-in-charge, NID MP.
- d) In the event of local problems arising while discharging the functions at NID MP, the Contractor will deal with them appropriately and he will not bring NID MP on the scene for such matters.
- e) The Contractor will ensure that the workerswear neat and tidy uniform. He/ she/ it will

ensure that they take bath daily, have clipped nails and short hair. They should wash hands, legs, face etc at appropriate intervals while at work.

f) The Contractor will issue identity cards to his/ her/ its workers/supervisors after getting them verified by the NID MP. Any worker found without identity card will not be permitted to enter the premises. One supervisor will be nominated by the Contractor to coordinate with NID MP on all matters.

**E. Report:**

(i) The Contractor or Supervisor shall daily report to the NID MP Estate office to supervise the work under the contract and take instructions the Officer-in-charge. A Book/Register will be maintained by the Contractor exclusively for this purpose. He shall preserve the said book and produce the same as and when required.

(ii) The Contractor or Supervisor will prepare a schedule of the works to be carried out in the areas of works allotted before commencement of work on daily basis.

(iii) The Contractor or his/ her/ its representative should approach the NID MP office, if he/ she needs any instructions/help or has any difficulties.

(iv) The Contractor or his/ her/ its representative should all the time be available at work site during the course of work.

(v) The workers will be deployed in two shifts as per requirements of NID MP for cleaning, sanitization, housekeeping services; shifting, loading and unloading of materials, furniture, equipment, machines etc from one place to other within NID MP campus as and when required.

**F. Sub-Contracting:**

The Bidder shall not assign to others, in whole or in part, their obligation to perform under the contract, except with the NID MP's prior written consent.

**G. Payment Conditions:**

**(i) The service provider will be responsible for making the payment of wages directly to its workers by 7th of each month from his/ her/ its own sources. The service provider will submit the bill for the particular month along with wage-sheet duly authenticated by the Head, Security of NID MP, EPF/ESIC/GST Challans for reimbursement which will be verified on the basis of actual amount disbursed/attendance/EPF/ESIC/GST payments etc.**

(ii) The Contractor shall make payment to the workers by depositing the payment towards the wages directly in their bank accounts and submit the bank details/ECS statement duly certified by the bank, to the office with the bill for verification. The bill shall also carry the duly certified copy of



EPF/ESI and GST challans for the month. The claim bill shall be submitted to the Designated Official of the Institute for certification for payment. The Designated Official on the receipt of the bill will check the work record and thereafter accordingly certify the bill for payment.

(iii) The Contractor shall pay his/ her workers wages not less than the minimum wages fixed by the Govt. for the state of Madhya Pradesh and all other statutory dues like EPF, ESI, bonus etc. throughout the tenure of contract, in the presence of the Designated Official of the NID MP.

(iv) All bills should be submitted on printed forms, duly signed and pre-receipted in triplicate. Salary/ Wage slips of all workers/ Supervisor will be attached with the bill.

(v) The GST no. & Pan number must be printed on the bills of the firm. Also the GST number of the Institute shall be mentioned on the body of bill. The GST received from the institute shall be deposited to Govt. A/c immediately and filing of GST return with GST number of Institute as service receiver will be mandatory.

(vi) Payment will be made by the Institute to the Contractor on monthly basis on submission of bills in triplicate along with the attendance sheets and certificate of satisfactory performance of work from the concerned officer of the NID MP. A certificate to the effect that all Workers laws including EPF, ESIC payments etc are being followed; has to be furnished with proof along with the bill for payment.

(vii) TDS of Income Tax/GST and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor as per Govt. rules.

(viii) The Contractor shall facilitate opening bank accounts of his/ her employees. Under no circumstances, payment of wages in cash shall be made. In case of availability of existing ESI and EPF accounts of the housekeeping workers, the same should be continued by the Contractor and new accounts should not be opened.

(ix) The Institute shall have right to check & verify the details of salary disbursement made to the workers by calling required documents from contractor or workers.

#### **H. Uniform and Liveries etc.:**

(i) The service provider shall provide proper uniform (**yearly two sets of Shirt and Pant for Male and Saree with Blouse pieces including stitching charges for Female**) including boots/shoes, woollen sweaters, rain coat, face mask, hand gloves and other minor equipments/consumables, necessary to discharge duty satisfactorily, etc. to each deployed personnel in NID MP campus at its own cost and expenses.

(ii) The cost of the above items shall not be recovered from the workers in any form. The Institute will ensure the compliance of above instructions rigorously. The service charge should be quoted in a manner to cover up the cost of above items along with the appropriate profit margin.

#### **I. Commencement of Work:**

The Contractor is required to start the works of House Keeping services by providing manpower

on outsourcing basis within 15 days from the date of acceptance of offer of NID MP. In case it is found that the work has not been taken up from the above date, the NID MP at its sole discretion may cancel the work order and the EMD shall be forfeited without any further reference to the Contractor.

**J. Cancellation of Contract:**

(i) Notwithstanding any other provisions in this contract, the NID MP reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in interest of the Institute or public at large. The Contractor is not eligible for any compensation or claim in the event of such cancellation.

(ii) If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Housekeeping Deposit issued to the NID MP shall be forfeited without any claim whatsoever on NID MP and the Contractor is liable for action as appropriate under the extant laws.

**K. Force Majeure:**

(i) Bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the Bidder, i.e. Force Majeure.

(ii) For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake, natural calamity and fire, events not foreseeable but does not include the Bidder's fault or negligence or carelessness on the part of the Bidder, resulting in such a situation.

(iii) In the event of any such intervening Force Majeure, the Bidder shall notify NID in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by NID, the Bidder shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

(iv) In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, NID MP and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of NID MP shall be final and binding on the Bidder.

**L. Resolution of Disputes:**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Bid

or in the discharge of any obligation arising under this Bid (whether during the progress of the work or after completion of such work and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party, and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of the arbitration shall be Bhopal.

**M. Jurisdiction:**

In the event of any dispute not resolved amicably as enumerated in clause above, Bhopal shall be considered as the place of execution of this contract arrangement and only courts in Bhopal alone shall have jurisdiction in the matter.

**N. Penalty for Inadequate Performance on the Part of Contractor:**

SI. No.	Type of lapse	Penalty in Rupees
(i)	Failure on part of Contractor to ensure his/ her/ its workers are deployed without uniform at NID MP premises (per workman)	100 per workman per day
(ii)	Maintaining Improper/Wrong attendance record by Contractor	500 per day
(iii)	Lapse in maintaining wash room (per wash room)	200 per day
(iv)	Shortfall in staff in a day	500 per day per person
(v)	Failure to ensure proper behavior and discipline of his/ her/ its workers at NID MP premises.	200 per person in addition to taking civil & criminal proceedings as per rule
(vi)	Any incident of Rowdiness and/or rioting in campus on part of workers of Contractor showing failure on part of Contractor to ensure proper behavior of his/ her/ its workers.	500 per person in addition to taking civil & criminal proceedings as per rule
(vii)	Inaction of supervisor to complaint by NID MP/ Officers of NID MP.	100 per complaint
(viii)	Damage to the Institute property due to negligence	Book value + 10% of the book value towards installation & for causing inconvenience.

**Note:**

- a) The penalty shall be deducted from the Service Charge/Security deposit of the Contractor from the monthly Bills or from the Housekeeping Deposit.
- b) For any act of inadequate performance of contract not specifically stated herein, the person authorised by the Institute will determine the penalty based on the merits of each act after providing an opportunity to the Contractor.
- c) In case of Sl.No.5& 7 the person(s) involved should be adequately warned by the Contractor and in case of second occurrence, the person should not be assigned duty at NID MP.
- d) The person(s) involved in theft and/or carrying item unauthorizedly should not be assigned work at NID MP and shall be removed form the workplace immediately.

## CHAPTER-5 SCOPE OF WORK

### **A. Scope of Work (Housekeeping):**

“Housekeeping and Cleaning on outsourcing basis at NID MP campus, Bhopal” for carrying out various jobs viz Cleaning, sweeping, mopping, and wiping of rooms, bathrooms, toilets, ducts, floors, staircase, Cleaning and dusting of entire furniture, partitions, wooden & glass cabin walls, railings, doors, windows, venetian blinds, racks, sofas, computers, telephones, curtains, wall mounted fans etc, with dry/wet cloth, feather brush, hard and soft brooms, chemicals, detergents wherever required.

(i) In brief the job function is to maintain the aesthetic looks in the NID MP campus and all their premises and surrounding areas by maintaining pleasant odour and cleanliness, keeping the building & the surrounding area neat, clean & tidy every day keeping them in hygienic & sanitary conditions of high standard as per contract.

(ii) Effective cleaning of rooms and toilets/bathrooms has to be ensured taking into account the convenience of the occupant. Unoccupied rooms should be cleaned everyday.

(iii) The Contractor shall ensure that his/ her/ its workers will be present in the premises and carry out duty for entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by Officer-in-charge of NID MP.

(iv) The Contractor shall ensure that workers maintain highest discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone.

(v) **The Contractor shall maintain area-wise maintenance registers.** The register should specify the work allotted and completed with date and time duly signed by the Supervisor of the Contractor. The registers should be submitted to Officer-in-charge of NID MP for perusal and signature on daily basis.

(vi) The Contractor's staffs shall not allowed to eat in the Institute/Hostel Mess.

(vii) The service of the workers are required on all six working days in a week and they should be prepared to work on shifts as may be required. The Contractor has to ensure proper attendance and proper weekly off of the personnel deployed. The Contractor will arrange to provide one third of the total strength on all Sundays/ Holidays, for which payment will be made by the Institute on pro-rata basis.

(viii) The persons deployed by the Contractor should be reliable, trust worthy, alert and efficient.

(ix) The contract personnel shall undergo medical examination at the expense of the Contractor to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for by the Institute.

(x) The Contractor shall not lease or sub-contract the whole or any part of the contract to anybody without the prior permission of the Director, NID MP.

(xi) The Contractors should make **payment to the workers on or before 7th of every month** and there should be no linkage between this payment and settlement of the Contractor's bill from the NID MP.

(xii) The Contractor shall instruments and equipments, as per clause 'C' of this Chapter, required for the above mentioned work services on his/her own cost and maintenance.

(xiii) The guidelines of cleaning process are asunder:-

**(a) DAILY – House Keeping and Cleaning:**

**Twice daily:**

(i) proper sweeping and mopping of all floors in the buildings, cleaning of walls, railings, corridors, entry roads of various buildings etc. covering the entire constructed areas. No betel stains or cob webs etc. should be visible anywhere. Cleaning of main staircases, entrance lobby area. Cleaning of Waste Paper Baskets, Sanitation Bin & Spittoon set & disposing of garbage/refuse as directed.

(ii) Thorough cleaning of rooms with Odorex, dettol, carbolic acid, disinfectant etc. as may be required and as directed by Supervisor/ Officer-in-charge.

(iii) Through cleaning of dirty passages, approach road, and entrances of buildings.

(iv) Daily collection of waste from all rooms, Floors and proper dumping in specified place as per instruction of the Supervisor/ Officer-in-Charge.

**Once daily :**

(i) Dusting furniture, almirahs, cupboards, phones, partition walls, doors, windows, Notice Boards, Flower Vases & pieces of decoration and other materials available in the NID MP buildings, reading room, Messes etc.

(ii) Cleaning glasses of windows, doors, partitions etc and removal of cob-webs.

(iii) Toilets & urinals, ducts including floors to be cleaned regularly and continuously at every one hour throughout the day with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies toilets and ladies rooms. Only male workers should be deployed to clean the Gent's toilets in the premises and only female workers to clean ladies toilets. The toilets should be cleaned every day with utmost care.

(iv) Porcelain fixtures to be cleaned with vim.

(v) To place naphthalene balls, toilet rolls, liquid soap, air-fresheners ,etc.

(vi) To spray room fresheners/ perfume to maintain pleasant odour as and when required at important locations and on instructions from the Officer-in-charge.

(vii) To attend, clean and remove chocking of drains including GI pipes, sanitary fixtures, manholes and underground sewer lines, whenever required for smooth functioning and as directed by Supervisor/Officer-in-charge.

**(b) WEEKLY – House Keeping and Cleaning:**

(i) Cleaning of Glass walls/fittings, curtains, venetian/vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors in the building, and terraces in all buildings.

(ii) Hard Cleaning of basement area, corridors, common area, staircases etc. with chemicals.

(iii) Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.

(iv) Polishing of steel and other metal surfaces.

**(c) FORTNIGHTLY – House Keeping and Cleaning:**

(i) Cleaning of ceiling with electrical fitting & roofs.

(ii) Washing and scrubbing of floor with automatic machines with required cleaning material.

(iii) Cleaning storm water drains, water pipes, and over head tanks.

**(d) MONTHLY – House Keeping and Cleaning:**

(i) Sweeping and cleaning of service ducts, Service Rooms, Service Shafts and all drainage pipes including those of toilets.

(ii) Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.

(iii) Washing of building from outside with prior permission from Supervisor/Officer-in-charge.

**B. SUPERVISING – House Keeping and Cleaning:**

(i) The Contractor is required to provide as his/ her/ its authorized representatives **one Site Supervisor (skilled)** in the campus, work who shall receive instructions from the Officer-in-charge of NID MP from time to time. All such instructions received by the authorized representatives on behalf the Contractor shall be deemed to have been received by the Contractor within the scope of this work order.

(ii) The Supervisor employed by the Contractor shall be responsible to ensure efficient and timely execution of the contract (daily work completion sheet, grant of weekly off, discipline, extract work, manage work, maintenance of accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the complex). He should maintain account of materials taken outside the premises, if any and brought back. These materials can be taken outside only with the approval of Officer In-charge or higher authorities. The Supervisor shall also be responsible to allocate duties and extract the work from the workers.

(iii) The site Supervisor shall daily report (Monday to Saturday) to the Hostel Manager to supervise the work under the contract and take instructions every day from Officer In-charge, NID MP for the work on a book/Register maintained by the Contractor exclusively for the purpose.

**C. List of equipment permanently stationed at NID MP Campus** (No separate charges will be paid for this and the Bidder is required to include its rental value in the service charge quoted).

**List of Equipment, Tools & Tackles**

<b>S.No.</b>	<b>Description</b>	<b>Nos. required (Mandatory)</b>
(i)	Scrubbing Machine	01
(ii)	Wet/Dry Vacuum Cleaner	01
(iii)	Ride-on Floor Cleaning Machine	01
(iv)	Single Disc Floor Scrubber 2 HP 154 RPM	01
(v)	Wringer service trolley	02
(vi)	High pressure waterjet cleaning machine	01
(vii)	Glass Cleaner Kit	01
(viii)	Telescope ladder 16 ft	01
(ix)	Aluminium Self-Supporting Extension Ladder 40 ft	01
(x)	Cleaning Caddy Basket	03
(xi)	Signage Board (Cleaning in Progress)	05

**Note:**

- (i) All these equipment, tools and tackles should be of ISI standard.
- (ii) The repairs/replacements and maintenance of tools/ equipment will be borne by the Contractor.
- (iii) The above mentioned list of equipment is purely indicative and not exhaustive.



**D. Daily Workers to be Provided:**

For Housekeeping and cleaning:

- a) No. of Unskilled workers per Day : **25 (Twenty Five)** (18 Male + 7 Female)
- b) No. of skilled Supervisor per Day : **01 (One)**

NOTE: The above mentioned number of workers/ supervisors is purely indicative and may be increased or decreased as per the actual requirement of the Institute within a short notice.

## PART - I : TECHNICAL BID PROFORMA

Sr. No.	Documentary Proof (Self attested)	Details	Page No.
i.	1- Name of the Bidder 2- Type of Bidder (Proprietary Firm/Company/LLP/Partnership Firm) 3- Complete Address  4- Telephone number 5- Official Email id of the Bidder 6- Mobile number of the owner		
ii.	Proof of incorporation/ inception of the Firm/ Company/ Agency	[Upload the document& refer here]	
iii.	Details of persons employed, and number of offices/branches, details of infrastructure / machinery / equipments available,	[Upload the document& refer here]	
iv.	Copy of registration with the Labour Commissioner under Contract Labour (Regulation & Abolition) Act 1970	[Upload the document& refer here]	
v.	Copy of EPF registration	[Upload the document& refer here]	
vi.	Copy of ESIC registration	[Upload the document& refer here]	
vii.	Copy of PAN Card	[Upload the document& refer here]	
viii.	Copy of GST registration certificate	[Upload the document& refer here]	
ix.	Documents related to average turnover of minimum Rs. One Crore per year {Copies of IT Returns/ Audited accounts statement of the last three years(2017-18, 2018-19, 2019-20)}	[Upload the document& refer here]	
x.	Documents showing years of experience in providing housekeeping services to Central/ State Government/ Central Autonomous Bodies/Central Educational Organization Including IITs/IIMs/NITs /CFTIs/ PSUs	[Upload the document& refer here]	

xi.	Documents showing number of successful contracts for minimum 1 year duration in providing Housekeeping Services during last five years with minimum 50 workers in PSUs/Central /State Government/ Central Autonomous Bodies/Central Educational Organization including IITs/IIMs/NITs /CFTIs	[Upload the document& refer here]	
xii.	Certificates of satisfactory completion of all the housekeeping contract involving deployment of more than 50 workers, carried out by the bidder in the last five years (separate format of Annexure II for each contract)	[Upload the document& refer here]	
xiii.	Documents showing minimum 50 number of housekeeping workers on direct payroll of the bidder during F.Y. 2019-20	[Upload the document& refer here]	
xiv.	Documents showing number of on-going similar contract (outsourced housekeeping services only) for value of Rs 60 lakh annually in Central /State Government/ Central Autonomous Bodies/Central Educational Organization including IITs/IIMs/NITs /CFTIs/PSUs	[Upload the document& refer here]	
xv.	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company has never been black listed or changed the name of the firm and that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court (in Original).	[Upload the document& refer here]	
xvi.	Details of Earnest Money Deposit	[Upload the document& refer here]	

I/We certify that the above information is true to the best of my/our knowledge and I/We do not have any relative of the rank of Under Secretary or equivalent working in NID MP.

Signature and Seal of the Bidder

Date:

## TECHNICAL EVALUATION SHEET

(To be filled by the Bidder and Uploaded and submitted with Technical Bid)

Name of the Firm:.....

The Firm is required to submit the documents in support of each criteria for assessment by Tender Evaluation Committee of NID MP.

SL. No.	Description	Criteria for Marks	Minimum marks for Qualifying in Technical Criteria	Maximum Marks
1.	Number of Years of experience in providing Housekeeping Services to Central/State Government/ Central Autonomous Bodies/Central Educational Organization Including IITs/IIMs/NITs /CFTIs / PSUs on the format of <b>Annexure II</b>	2 mark each year for first 5 year and 1 marks for every additional year of experience subject to maximum of 20 marks	10	20
2.	Registration under Contract Labour (Registration & Abolition) Act, 1970/ EPFO / ESIC / PAN / GST with valid licence during the currency of contract	5 marks for all valid certificates	5	5
3.	Service provider having Registered /Regional / Branch offices in Bhopal.	5 Marks	--	5
4.	Number of successful contracts of minimum 1 year duration in providing Housekeeping Services in last five years with minimum 50Worker in PSUs/Central /State Government/ Central Autonomous Bodies/Central Educational Organization including IITs/IIMs/NITs /CFTIs as per <b>Annexure</b>	2 marks for 1 contract each of minimum 1 year duration subject to maximum of 20 mark	10	20

	III			
5.	Average turn-over of Rs 1.00 Crore during the preceding three years.	10 marks for minimum turnover and 2 mark each for additional 3 crore subject to maximum of 20 marks	10	20
6.	Minimum 50 number of Housekeeping workers on direct payroll of the service provider during F.Y. 2019-20	5 marks for minimum number of 50 workers and 1 mark each for additional 20 workers subject to maximum of 10 marks	5	10
7.	Number of on-going similar contract of Housekeeping services for value of Rs 60 lakh annually in Central/State Government/ Central Autonomous Bodies/Central Educational Organization Including IITs/IIMs/NITs/CFTIs / PSUs (copy of work order must be enclosed)	2 marks for each ongoing contract and maximum of 20 marks	6	20
<b>Total</b>				<b>100</b>

**Important: The financial bid for only for those bidders shall be opened who will secure at least 60 marks in technical evaluation, with securing at least minimum marks in each category from 1 to 7, as per above given table.**

**Note:**

(i) For item No. 1 to 8, the Bidder will have to submit the documentary evidence for each criteria as per the Technical bid format, failing which no marks will be allotted to the bidder.

(ii) The Tender Evaluation Committee may visit/ enquire at the offices, where currently, the security services are being provided by the bidders and based on visit/ enquiry, performance of the Bidder may be assessed.

Proforma for Experience

1. **Details of Experience: Should be uploaded in the following format, original copy should be submitted with Technical Bid-**

Experience during the period 01.04.2015 to 31.03.2020 only:

Name of the client and full address	Telephone and FAX number of the client	Tenure of contract	Value of contract

**Important Note:** Copies of work orders, extension letters along with the work orders, certificates issued by the clients on their letter head with date of issue and containing requisite details (like date of commencement and completion, cost etc) will be considered.

Signature and Seal of the Bidder

Date:

**FORMAT FOR PERFORMANCE CERTIFICATION**

(to be issued on letterhead of the organization/institute/department)

(Furnish this information for each individual work involving deployment of more than 50 Housekeeping workers in the last five years, from the employer for whom the work was executed)

1. Name of the Contract and location

2. Agreement no. With date

a. Scope of Contract

b. Annual Contract Cost

c. Date of start

d. Period

e. Amount of compensation/penalty levied, if any

f. Performance Report

(i) Quality of service - Good / Satisfactory/ Unsatisfactory

(ii) Regular payment of wages to Housekeeping workers - Good / Satisfactory/  
Unsatisfactory

(ii) Adherence to all Labour Laws (including ESI and EPF) - Good / Satisfactory/  
Unsatisfactory

(Signature of the Authorized Authority of the Organization)  
(Official Seal of the Organization)

Date:

**UNDERTAKING BY CONTRACTOR**

**(Attested by Notary on a non-judicial stamp paper of Rs. 100)**

I/We hereby certify that:

1. Full manpower will be engaged on daily basis for the services sought under this contract on rotation basis (if required) as per given schedule or as per instructions issued by NID MP.
2. I/we have made the site visit in order to evaluate the level of services to be rendered and quoted accordingly.
3. I/We have read all the terms & conditions of the tender documents and by applying this tender, I/we hereby agree to all the conditions of the tender document/agreement.
4. I/We have specified the number of persons to be engaged daily (man-power) to execute all the works as mentioned above at NID MP.
5. I/ We agree to provide sufficient number of equipment/machinery required for housekeeping/cleaning service as per the requirement of the NID MP.
6. I/We agree that the payment will not be made for work not carried out in any of the areas.
7. I/We will provide staff for shifting of furniture/ equipment as and when required by NID MP.
8. I/We further undertake to abide by all the provisions of law, enactments, notifications and circulars issued by the competent authorities. We shall keep the Institute fully indemnified and continue to keep the Institute indemnified for all the consequences arising out of our non-compliance of the provisions of law.
9. I/We agree to pay minimum wages, EPF, ESI, bonus, and other statutory payments on or before 7th day of every month. Further, I/We agree to submit proof of payment of wages i.e. ECS statement and challans, ESI and EPF contributions for the previous month along with the bill.
10. Substitute workers/ Supervisor will be made available as and when required. Extra manpower if any, called during conference/meetings, shifting of materials from one location to another, etc. will be provided even at short notice.



11. Two sets of Uniforms, Identity Card, and one pair of footwear will be issued to all the Housekeeping workers within 15 days of the start of work and it will be replaced as and when required and all the expenditure will be borne by me/us. One sweater will be provided to Housekeeping workers by 15<sup>th</sup> November. The uniform will be provided every year and the expenditure will be borne by me/us and no charges will be demanded/deducted from the wages of employees.

12. We shall protect the interest of the Institute in respect of this contract agreement as well as against the action of any of our employees.

13. It is certified that the Partners of the Firm or sole proprietor or Firm/ Agency/ Company as the case may be, has never been black listed by any of the Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India/ State Government and no criminal case is pending against the said Firm/ Agency/ Company as on the last date of filling of this tender.

14. There is no police case/vigilance enquiry pending against the Partners of the Firm or sole proprietor or Firm/ Agency/ Company as the case may be, and that he/ she/ it has never been punished by any Hon'ble Court.

15. There are 'no dues' pending for payment towards income tax as on the date of the affidavit against the Partners of the Firm or sole proprietor or Firm/ Agency/ Company as the case may be.

Bidder's Signature and seal

Date:

**LETTER OF CONSENT**

To,  
The Director  
National Institute of Design, Madhya Pradesh,  
Acharpura, Eint Khedi, Post Arwaliya,  
Bhopal (MP) – 462038

**Name of Work: Housekeeping/ Cleaning Services on outsourcing basis at NID MP.**

Sir,

1. I/We understand the nature and quantum of work to be carried out. I/we have read the various conditions to tender including general conditions and hereby agree to abide by the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 90 (ninety) days from the date fixed for opening the Part I and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted, I/We understand that my/our “Earnest Money Deposit” submitted along with the tender to NID MP will be liable for forfeiture. The rate quoted is firm and I/we will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract. I/We also hereby agree to abide by the rules and regulations of the NID MP, general conditions of the contract as amended from time to time and to carry out the work according to the conditions of the contract laid down by NID MP.

2. Earnest Money in the form of Demand Draft /Bank’s Pay Order drawn in favour of National Institute of Design from a Scheduled bank is attached with the tender papers. The full value of the Earnest Money shall stand forfeited without prejudice to any other right to remedies if:-

- (i) I /We do not execute the contract documents within 7 (seven) days after getting information from NID MP,or
- (ii) I / We don’t commence work within fifteen days of getting information from NID MP.

3. Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Bidder(s) with Stamp, Address:

Date:

**PART-II Financial Bid Format  
(Only indicative in nature)**

**(The financial bid must be filled and uploaded in BoQ format available in CPP portal.  
NO FIGURES TO BE WRITTEN IN PHYSICAL FORM/ HARDCOPY)**

Name of the Firm:.....

**Service Charges (Excluding GST):-**

Description	In terms of Percentage on Grand Total amount per Month in the table above.	Equivalent amount in Rs.
Service Charges	(% In figures) .....	Rs (in figures) .....
	(% In words) .....	Rupees (in words) .....

**Important Note:**

- (i) One rest-day per week will be excluded from the total number of days in a month to calculate working days. The maximum number of working days would be 26 days in a month.
- (ii) Rate of Basic Wages shall not be less than the rate notified by Memorandum/ Order of Central Government or State Government, whichever is higher (and subsequent Memorandum/ Order).
- (iii) Separate rate or amount should not be quoted for uniform/ liveries and footwear failing which the tender stands automatically disqualified.
- (iv) **GST on service applicable will be reimbursed on actual basis.** Taxes, statutory levies, if applicable will be paid as per rules in force from time to time.
- (v) **Bonus :** The Bonus on minimum % will be reimbursed as per the Payment of Bonus (Amendment) Act 2015 issued by Govt. of India.
- (vi) Contractor's service charges should not be included in the bill of Bonus payment; NID MP will reimburse only the actual Bonus payment to the eligible outsourced workers.

Signature of the Bidder with Seal &Address

Date: