



**REQUEST FOR BID**

**(Open E - Tender)**

**Open Tender for providing House Keeping Services to Gram Vikas Bhavan,  
Kharghar, Navi Mumbai**

**Tender Ref No.: RDD/Gram Vikas Bhavan/House keeping /01/ 2017-18**

eTender ID: 2017\_MSRLM\_262124

Date: 13<sup>th</sup> December 2017

**Issued by:**

**Chief Executive Office**

**UMED - Maharashtra State Rural Livelihood Mission (MSRLM)**

**Rural Development & Water Conservation Department**

**Government of Maharashtra**

5<sup>th</sup> Floor, CIDCO Bhawan, CBD Belapur (South Wing)

Navi Mumbai – 400 614

Tel: 022 27562552

Website: <http://www.umed.in>

## Disclaimer

- 1 The Chief Executive Office of Maharashtra State Rural Livelihood Mission (MSRLM), on behalf of Rural Development Department Government of Maharashtra hereinafter referred to as "Tender Inviting Authority (TIA) has issued this Notice Inviting Tender (hereinafter referred to as the Tender Document) for **selection of service provider to provide House Keeping Services to Gram Vikas Bhavan, Kharghar, Navi Mumbai.**
- 2 This tender document has been prepared with an intent to invite prospective applicants/service providers and to assist them in making their decision of whether or not to submit a bid. It is hereby clarified that this tender is not an agreement and the purpose of this tender is to provide the service provider(s) with the information to assist them in the formulation of their bids. This tender document does not purport to contain all the information service providers may require. This tender may not be appropriate for all persons or entities and it is not possible for the TIA to consider the investment objectives, financial situation and particular needs of each service provider.
- 3 TIA has taken due care in preparation of information contained herein. However, this information is not intended to be exhaustive. The interested service providers are required to make their own inquiries so that they do not solely rely on the information contained in this tender document in submitting their bids. This tender document includes statements, which reflect various assumptions and assessments arrived at by the TIA in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each service provider may require.
- 4 This tender is not an agreement by or between the TIA and the prospective service providers or any other person and the information contained in this document is provided on the basis that it is non-binding on the TIA, any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors. The TIA makes no representation or warranty and shall incur no liability under any law as to the accuracy, reliability or completeness of the information contained in the tender document. Each service provider is advised to consider this document as per his understanding and capacity. The service providers are also advised to do appropriate examination, enquiry and scrutiny of all aspects mentioned in this document before bidding. The service providers are also requested to go through this tender document in detail and bring to notice of the TIA, any kind of error, misprint, inaccuracies, or omission in the document. The TIA reserves the right not to proceed with the project, to alter the timetable reflected in this document, or to change the process or procedure to be applied. It also reserves the right to decline to discuss the project further with any party submitting a bid.

- 5 No reimbursement of cost of any type will be paid to persons or entities submitting a bid. The service provider shall bear all costs arising from, associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the TIA or any other costs incurred in connection with or relating to its bid.
- 6 This issue of tender does not imply that the TIA is bound to select and technically qualify bids or to appoint the selected service provider, as the case may be, for the project and it reserves the right to reject all or any of the bids without assigning any reasons whatsoever.
- 7 The TIA may, in its absolute discretion but without being under any obligation to do so, update or amend the information contained in this tender document before bid submission deadline.
- 8 The TIA, its employees and advisors make no representation or warranty and shall have no liability (for any cost, damage, loss or expense which may arise from or is incurred or suffered on account of anything contained in this tender document or otherwise, including but not limited to the accuracy, adequacy, correctness, completeness or reliability of the tender document and any assessment, assumption, statement or information contained therein or deemed to be part of this document or arising in any way with eligibility of service provider for participation in the bidding process) towards any Applicant or service provider or a third person, under any law, statute, rule, regulation or tort law, principles of restitution or unjust enrichment or otherwise.
- 9 The TIA also accepts no liability of any nature whether resulting from negligence or otherwise caused arising from reliance of any service provider upon the statement contained in this tender document.
- 10 Interested service providers, after careful review of all the clauses of this 'Notice Inviting Bid', are encouraged to send their suggestions in writing to the TIA. Such suggestions, after a review, may be incorporated into this tender document as a corrigendum, which shall be uploaded onto the e-tendering website <https://mahatenders.gov.in>.
- 11 All eligible service providers need to be registered on the following portal to generate login credentials and to download the bid documents for online bid preparation / decryption etc. <https://mahatenders.gov.in>.

## 1. Invitation of Bid

- a) Rural Development Department and Panchayat Raj Department, Government of Maharashtra has developed 'Gramvikas Bhavan' on plot no 76(A) in sector -21 at Kharghar, Navi Mumbai for organizing various seminars, workshops, trainings and meetings and providing residential facilities for the members of the Panchayat Raj Institutions coming to Mumbai for official work. The Panchayat Raj system in Maharashtra is being strengthened rapidly and more than 3 lakhs representatives are working towards the welfare of the rural population. To develop the skills of the representatives, the establishment of 'Gramvikas Bhavan' is a very vital and welcome step. The main objectives of this project include setting up of training centre for the members of the Panchayat Raj Institutions, providing facilities for exhibition and sales for Self Help Groups (SHGs), providing residential facilities for the members of the Panchayat Raj Institutions, creating platform for holding workshops and seminars to conduct poverty eradication programmes etc
- b) The Chief Executive Office of Maharashtra State Rural Livelihood Mission (MSRLM) on behalf of Rural development department, Government of Maharashtra invites online bids through e-Tender portal (<https://mahatenders.gov.in>) from eligible service provider to provide house keeping services for Gramvikas Bhavan
- c) The service providers are advised to study this tender document carefully, before submitting their bids in response to this Notice Inviting Tender. The submission of a bid in response to this tender shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. The main objective is to obtain a competitive price and ensure that the successful service provider house keeping services for Gramvikas Bhavan situated at Kharghar as per the qualification criteria.
- d) The complete tender document has been published on <https://mahatenders.gov.in>. The downloaded bid document shall be considered valid for participation in the electronic bidding process (e-Tendering) subject to the submission of required tender/bidding document fee and EMD.
- e) The service providers who wish to participate in this bidding process must register on - <https://mahatenders.gov.in>
- f) A Two (2) envelope selection procedure shall be adopted.
- g) The service provider's (authorized signatory) shall submit their offer online in electronic formats for Technical and Financial bids. The tender document fees, and Earnest Money Deposit (EMD) should be submitted online as per the details provided in the bid document.

- h) The TIA will not be responsible for any delay or error in online submission due to any reason. For this, service providers are requested to upload the complete required bid documents well in advance so as to avoid issues like slow speed, or any other unforeseen problems. For queries related to bid submission, the service providers may contact the helpdesk given on <https://mahatenders.gov.in>
- i) The service providers are also advised to refer “Service providers Manual Kit” available on <https://mahatenders.gov.in> for further details regarding the e-tendering process.

## 2. Key Events and Dates

Sr. No.	Information	Details
1.	Date & Time for Commencement of Downloading Tender Document	Date: 13 <sup>th</sup> December 2017 Time: 5.00 PM
2.	Tender Reference Number	RDD/Gram Vikas Bhavan/House keeping /01/ 2017-18
3.	eTender ID	2017_MSRLM_262124
4.	Last date & Time for sending requests for clarifications	Date: 21 <sup>st</sup> Dec 2017, Time: 5.00 PM
5.	Site visit & pre-bid meeting date , time and place	Date: 22 <sup>nd</sup> December 2017, Time: 12.10 PM Gramvikas Bhavan, Plot no 76(A) in sector -21 Kharghar, Navi Mumbai-410210
6.	Last date & time for downloading the Tender document	Date: 27 <sup>th</sup> December 2017, Time: 5.00 PM
7.	Last Date (deadline) & Time for submission of bids	Date: 27 <sup>th</sup> December 2017, Time: 5.00 PM
8.	Date and Time for Opening of Technical Bids	Date: 28 <sup>th</sup> December 2017 , Time: 12.30 PM
9.	Date and Time for Opening of Financial Bids	To be informed to the qualified service providers

### 3. Other Important Information related to Bid

Sr. No.	Information	Details
1.	Tender Fee	Rs. 10,000/- (Rupees ten thousand only) to be paid online on the e-tendering portal at the time of submission of the tender
2.	Earnest Money Deposit (EMD) (to be paid online)	Rs. 100,000/- (Rupees one lakh only) to be paid online on the e-tendering portal at the time of submission of the tender.
3.	Bid Validity Period	90 days from the date of opening of the technical bid
4.	Performance Security	10% of the total value of the contract
5.	Last date for furnishing Performance Security in the form of Bank Guarantee or Demand Draft by the successful service provider	Within one week from the date of supply order. The Performance Security shall be valid for 30 days after the completion of contract for non warrantee items and for warrantee items 30 days from the end of the warrantee obligation.
6.	Last date for signing the contract	As intimated in Letter of Intent by the <i>Tender Inviting Authority</i>

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**Chief Executive Office**

**Maharashtra State Rural Livelihood Mission**

## **Instructions to Service providers**

This section includes all the important information required to bid for this project.

### **4.1 General Information and Guidelines**

- a) The TIA invites bids from eligible service providers as per the Scope and Technical Criteria mentioned in this tender document.
- b) Any contract that may result from this bidding process will be effective from the date of Signing of Contract and shall, unless terminated earlier in accordance with its terms, continue up to two years which may be extended as per the need and on the performance of the service provider.
- c) The TIA reserves the right to extend the term on mutually agreed terms at the sole discretion of the TIA, subject to any obligations under applicable law.
- d) All information supplied by the service providers may be treated as contractually binding on the service providers, on the successful award of the assignment by the TIA on the basis of this tender document.
- e) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the TIA. Any notification of preferred service provider status by the TIA shall not give rise to any enforceable rights by the service provider. The TIA may cancel this public procurement at any time prior to a formal written contract being executed by or on its behalf.
- f) This tender document supersedes and replaces any previous public documentation & communications, and the service providers should place no reliance on such communications.
- g) All figures of costs, project values and others should be mentioned in Indian Rupees only.
- h) No service provider shall submit more than *one Bid* for this tender.

### **4.2 Consortium Conditions: Not Applicable.**

### **4.3 Tender Fees**

The service providers are requested to pay a Tender fees as mentioned in the clause 3 through the e-Tender Portal's Payment Gateway. The Tender fee is non-refundable. The tender document can be downloaded free of cost from the portal: <https://mahatenders.gov.in>, on registration. The bids that are not accompanied by the tender fee shall be considered non-responsive and will be rejected.

#### 4.4 Earnest Money Deposit (EMD)

The service providers are requested to deposit the EMD as mentioned in the clause 3 through the Online Payment Gateway as integrated in the <https://mahatenders.gov.in> e-tendering solution.

- 1 The EMD shall be denominated in Indian Rupees only. No interest will be payable to the service provider on the amount of the EMD.
- 2 The EMD should be valid for 90 days from the date of technical bid opening.
- 3 The bids submitted by service providers without the prescribed EMD, will be rejected.
- 4 The Unsuccessful service provider's EMD will be returned within 120 days from the date of opening of the financial bid.
- 5 The EMD of successful service provider will be returned after the award of contract and submission of the Performance Security in the form of Bank Guarantee / Demand Draft within specified time and in accordance with the format given in the tender document.
- 6 The EMD may be forfeited:
  - a. If a service provider withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
  - b. If successful service provider fails to sign the Contract or to furnish Performance Security in the form of Bank Guarantee / Demand Draft within specified time in accordance with the format given in the tender document.
  - c. If during the bid process, a service provider indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. The decision of the TIA regarding forfeiture of the EMD shall be final and binding upon service providers.
  - d. If during the bid process, any information is found false/fraudulent/mala fide, then the TIA shall reject the bid and, if necessary, initiate action.

#### 4.5 Contact Details

For any clarifications & communication with regards to the tender document, the service providers are expected to communicate at the contact information provided below:

S. No	Item	Details
1.	Name	Pravin N Godse



<b>2.</b>	<b>Designation</b>	<b>State Mission Manager-Procurement</b> Maharashtra State Rural Livelihoods Mission 5 <sup>th</sup> Floor, CIDCO Bhavan (South Wing), CBD Belapur, Navi Mumbai – 400614 Maharashtra
<b>3.</b>	<b>Email. ID</b>	pravingodse.msrlm@gmail.com
<b>4.</b>	<b>Phone</b>	022- 27562552

#### **4.6 Side visit and Pre-Bid Meeting**

The TIA will host a site visit and pre-bid meeting for queries, if any, by the prospective service providers. The date, time and place of the meeting are specified in Section –1.1. The representatives of the service providers may attend the side visit and pre-bid meeting at their own cost. The purpose of the side visit and pre-bid meeting is to provide a forum to the service providers to clarify their doubts / seek clarifications or additional information, necessary for them to submit their bid. The service providers shall send their pre-bid queries as per the schedule specified in the tender document Section 1.1. The response to the queries will be published on <https://mahatenders.gov.in>. No telephonic queries will be entertained. This response of the TIA, against the Pre-Bid queries, shall become integral part of tender document.

#### **4.7 Corrigendum / Amendment to the Tender**

At any time prior to the deadline (or as extended by the TIA) for submission of bids, the TIA for any reason, whether at its own initiative or in response to clarifications requested by the service provider, may modify the tender document by issuing amendment(s) or issue additional data to clarify an interpretation of the provisions of this tender. Such supplements, amendments / corrigendum to the tender document, issued by the TIA would be displayed on <https://mahatenders.gov.in>. and shall be deemed to be incorporated by this reference into this tender document.

Any such supplement / corrigendum / amendment will be binding on all the service providers. The TIA will not be responsible for any misinterpretation of the provisions of this tender document on account of the service providers' failure to update the bid documents based on changes announced through the website.

In order to allow service providers a reasonable time to take the supplement / corrigendum / amendment(s) into account in preparing their bids, the TIA, at its discretion, may extend the deadline for the submission of bids.

#### **4.8 Completeness of Response**

- 1 The service providers are advised to study all instructions, forms, terms, requirements and other information in the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- 2 The response to this tender should be full and complete in all respects. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the service provider's risk and may result in rejection of its bid

#### **4.9 Bid Preparation Cost**

The service provider shall be responsible for all costs incurred in connection with participation in the tender process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by the TIA to facilitate the evaluation process, and in negotiating a definitive Service Agreement (SA) and all such activities related to the bid process. This tender document does not provide any kind of commitment on behalf of the TIA, to award a Contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the Contract for implementation of this project.

#### **4.10 Right to Termination**

The TIA may terminate the bid process at any time and without assigning any reason. The TIA makes no commitments, expressed or implied, that this process will result in a business transaction with anyone. This tender document does not constitute an offer by the TIA. The service provider's participation in this process may result in the TIA selecting the service provider to engage towards execution of the contract. In the event of such termination, EMD of all service providers shall be returned, without any interest.

#### **4. Bid Submission Instructions**

##### **5.1 Online Bid Submission**

- 1 The service provider shall submit the bid online through e-tendering Portal <https://mahatenders.gov.in>

2 To view- Tender Notice, Detailed Time Schedule, Tender Document its supporting documents etc. , kindly visit following e-Tendering website <https://mahatenders.gov.in>

3 The bids submitted, shall comprise of the following 2 envelopes:

- A Two (2) envelope/ cover system shall be followed for the bid:

- **Envelope A:** Technical Bid (Refer Section 5.3 for documents to be submitted as per the format specified in this tender document)
- **Envelope B:** Financial Bid

- The Bid shall include the following documents:

<b>Table: Documents Required</b>			
<b>Sr. No.</b>	<b>Document Type</b>	<b>Document Format</b>	<b>Online Submission</b>
<b>Technical Bid: Envelope – A</b>			
<b>1.</b>	Tender Fee	Online Payment	Yes
<b>2.</b>	EMD	Online Payment	Yes
<b>3.</b>	Technical Bid	The Technical Bid shall be prepared in accordance with the requirements specified in the Section 5.2 & 5.3 of this tender document	Yes
<b>Financial Bid: Envelope – B</b>			
<b>4.</b>	Financial Bid	The Financial Bid shall be prepared in accordance with the requirements specified in this tender document and in the format prescribed in Annexure-3.	Yes

- The service provider should ensure that all the required documents, as mentioned in this tender document, are submitted along with the bid and in the prescribed format only.
- Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejection of the bid submitted by the service provider.

- It shall be the sole responsibility of the service provider to ensure that all the documents required for the Technical Bid including all annexures, technical specification compliance sheet and Financial Bid etc. are uploaded on the portal well within time and the TIA shall not entertain any representation from any service provider, who fails to upload the requisite documents within the stipulated time and date on account of any technical issues related to low internet connectivity, size of the files to be uploaded, error with regards to uploading of correct file etc. Therefore, the service providers are notified that they must read the instructions / information given on the homepage of the e-tender portal and must understand all the nuances of technology in advance.
  - The service providers should note that the bids will be evaluated on the basis of documents referenced against evaluation criteria of the pre-qualification, annexures, technical bid and compliance to technical specification only.
- 4 The TIA will not accept the delivery of the bids and any other supporting documents, in any manner, other than that specified in this tender document. Any bid delivered in any other manner shall be treated as defective, invalid and rejected.
  - 5 It is required that all the bids submitted in response to this tender document should be unconditional in all respects, failing which the TIA reserves the right to reject the Bid.
  - 6 It shall be the responsibility of the service provider to re-check that each page of the requisite document uploaded as a part of the bid is stamped and duly signed by an authorized signatory
  - 7 Modification and Withdrawal of Bids -
    - a) Resubmission of bid by the service providers for any number of times before the final date and time of submission is allowed.
    - b) Resubmission of bid shall require uploading of all documents including price bid a fresh.
    - c) If the service provider fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.
    - d) The Service provider can withdraw its bid before the closure date and time of receipt of the bid by uploading scanned copy of a letter addressing to the Officer Inviting Bid citing reasons for withdrawal. The system shall not allow any withdrawal after expiry of the closure time of the bid.
    - e) The service provider should avoid submission of bid at the last moment to avoid system failure or malfunction of internet or traffic jam or power failure etc.

## 5.2 Eligibility Criteria

The Service Provider shall fulfill all of the following eligibility criteria independently, as on the date of submission of bid.

Sr. No.	Eligibility Criteria
1.	Service provider should be a Proprietary firm /Partnership firm/Limited Company/Corporate body legally constituted and should be registered with the appropriate registration authority;
2.	Service provider must have a minimum average annual turnover of Rs. 5 crore (Rs. Five crore only) from House keeping and maintenance service /facility management/ hotel management during last three financial years (FY 2014-15, 2015-16 & 2016-17).
3	Service provider should be registered under GST
4	Service provider should have PAN
5	Service provider should have at least 5 years experience in conducting house keeping & maintenance services / Facility Management services/ hotel management services
6	License from Labour Commissioner to employ contract labour under the Contract Labour Act
7	Registration certificate under Employees Provident Act,
8	Registration under Employees State Insurance Act
9	Service provider has not been found guilty and has not been blacklisted or debarred by any State Government or Central Government Department/ Union Territory/ Local Authority/ Central and State Government Undertaking or Government Organizations for providing as on the date of submission of bid

### Note:

- 1 It is mandatory to submit the specified documents in support of the above eligibility criteria and the company/firm/agency is likely to be disqualified should it fail to provide any of the specified documents.
- 2 For the purpose of the above mentioned Eligibility criteria, the proofs and relevant certificates of only the bidding entity will be considered. Turnover or any other documents of any parent, subsidiary, associated or other related entity will not be considered.

### **5.3 Technical Bid (Envelop - A)**

The Technical bid must be submitted online (Envelope A) as per the instructions on the portal and in this tender document. Following documents are mandatory and should be submitted online

- a) Tender Form as per Annexure-1.
- b) Registration certificate of service provider with appropriate registration authority as proprietary firm /Partnership firm/Limited Company/Corporate body
- c) Turnover certificate issued by chartered accountant firm from the business of providing house keeping & maintenance services / hotel management services for the FY 2014-15, 2015-16 & 2016-17. This should from the audited financial statement only.
- d) Service provider's details (Annexure-2) & Performance statement for last 5 years in the format given in Annexure-3 supported by copies of purchase orders/satisfactory certificates issued by the clients.
- e) PAN card copy
- f) An Affidavit on non-judicial stamp paper of Rs.100/- specifying that the service provider has not been found guilty and has not been blacklisted or debarred by any State Government or Central Government Department/ Union Territory/ Local Authority/ Central and State Government Undertaking or Government Organizations for providing as on the date of submission of bid.
- g) License from Labour Commissioner to employ contract labour under the Contract Labour Act
- h) Registration certificate under Employees Provident Act,
- i) Registration under Employees State Insurance Act

### **5.4 Financial Bid (Envelop - B)**

- 1 Finanacial/price offer must be submitted online at <https://mahatenders.gov.in> as per the instructions on the portal.
- 2 Rates should be quoted in the financial Bid format as per Annexure-4 of this tender document and in accordance to the details and terms and conditions as mentioned in this tender document (hence, the service provider is expected to understand the tender in all respects).
- 3 Quoted price shall be inclusive of all legal dues applicable as per the law/rules prevailing in the state of Maharashtra for providing house keeping services inclusive of all expenses and overheads but excluding service tax/ GST
- 4 Price shall be quoted for all the iteme in Indian Ruppes

### **5.5 Validity of Bid**

The bid shall be valid for a period mentioned in clause 3 from the date of opening of the technical bid. A bid valid for a shorter period may be rejected as non-responsive.

In exceptional circumstances, at its discretion, the TIA may solicit the service Tender for Providing House Keeping services to Gramvikas Bhavan

provider's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by email.

#### **5.6 Corrections / errors in Financial Bid**

1. The service providers are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the last date for submission of bids.
2. The quoted price shall be corrected for arithmetical errors by TIA.
3. In cases of discrepancy between the prices quoted in words and in figures, amount written in words shall be considered.
4. The amount stated in the financial bid, adjusted in accordance with the above procedure and as stated in Annexure-4 of this tender document, shall be considered as binding on the service provider for evaluation.

#### **5.7 Language**

The bid should be submitted by the service provider in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the service providers. For purposes of interpretation of the bid, the English translation shall govern. If any documentary evidence for 'Experience' is in other languages, a true translation of the copy, attested by Notary shall be enclosed.

#### **5.8 Conditions under which Tender is issued**

- 1 This tender document is not an offer and is issued with no commitment. The TIA reserves the right to withdraw the tender document and change or vary any part thereof, at any stage. The TIA reserves the right to disqualify any service provider, should it be so necessary at any stage.
- 2 The timing and sequence of events resulting from this tender document shall ultimately be determined by the TIA.
- 3 No verbal conversations or agreements with any official, agent, or employee of the TIA shall affect or modify any terms of this tender document and any alleged verbal agreement or arrangement made by a service provider with any agency, official or employee of the TIA shall be superseded by the definitive agreement that results from this tender process. Verbal communications by the TIA to service providers shall not be considered binding on it, nor shall any written materials provided by any person other than the TIA.

- 4 Neither the service provider nor any of the service provider's representatives shall have any claims whatsoever against the TIA or any of their respective officials, agents, or employees arising out of or relating to this tender document or these procedures (other than those arising under a definitive service agreement with the service provider in accordance with the terms thereof).
- 5 Until the Contract is awarded and during the validity of the Contract, service providers shall not, directly or indirectly, solicit any employee of the TIA to leave the office or any other officials involved in this tender process in order to accept employment with the service provider, or any person acting in collusion with the service provider, without prior written approval of the TIA.

#### **5.9 Right to the content of Bids**

All bids and accompanying documentation of the Technical bids will become the property of the TIA and will not be returned after opening of the Technical bids. The TIA is not restricted in its rights, to use or disclose any or all of the information contained in the bid and can do so without compensation to the service providers. The TIA shall also not be bound by any language in the bid indicating the confidentiality of the bid, or any other restriction on its use or disclosure.

#### **5.10 Non-Conforming Bid**

A bid may be construed as a non-conforming bid and ineligible for consideration if:

1. It does not comply with the requirements of this tender document.
2. It does not follow the format requested in this tender document or does not appear to address the requirements as specified by the TIA.

#### **5.11 Disqualification**

The bid is liable to be disqualified in the following cases or in case the service provider fails to meet the requirements as indicated in this tender document:

1. The bid is not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming bid.
2. During the validity of the bid, or its extended period, if any, the service provider increases the quoted prices.
3. The service provider qualifies the bid with own conditions.
4. The bid is submitted in an incomplete form and not quoted for all the items/services.



5. The information submitted in the Technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the Contract (no matter at what stage) or during the tenure of the Contract including the extension period, if any.
6. The Financial bid is enclosed with the Technical bid.
7. The service provider tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the tender process.
8. In case any one service provider submits multiple bids or if common interests are found in two or more service providers, the service providers are likely to be disqualified,
9. The service provider fails to deposit the Performance Security in the form of Bank Guarantee or Demand Draft or fails to enter into a Contract within specified period mentioned in the letter of Intent or within such extended period, as may be specified by the TIA.
10. Any form of canvassing / lobbying / influence / query regarding short listing etc. will be treated as disqualification. While evaluating the bids, if it comes to the TIA's knowledge expressly or implied, that some service providers may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bid, then the service providers so involved are liable to be disqualified for this Contract as well as for a further period of four years from participation in any of the tenders floated by the TIA.
11. If the Technical bids contains any information on price, pricing policy, pricing mechanism or any information indicative of the financial aspects of the bid.

#### **5.12 Acknowledgement of Understanding**

By submitting the bid, each service provider shall be deemed to acknowledge that service provider has carefully read all sections of this tender document, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

#### **5. Bid opening and Evaluation process**

##### **6.1 Bid Opening**

On the date and time specified in the tender notice following procedure will be adopted for opening of tender for which tenderer is free to attend himself or depute an authorized officer as his representative.

## **6.2 Opening of Envelop – A (Technical Bid)**

Envelope No. A (Technical bid) of the tenderer will be opened in the presence of tender opening authority and in the presence of tenderer / their representatives through- e tendering procedure.

## **6.3 Evaluation of Technical Bid**

The evaluation of the technical bids will be carried out in the following manner:

- 1 The service providers' technical bid will be evaluated as per the requirements and evaluation criteria as spelt out in Section 5.2 of this tender document. The service providers are required to submit all required documentation in support of the criteria specified as per the formats specified in this tender document, along with sample of offered product, as required for technical evaluation.
- 2 In any case, in the event of any deviation from the factual information provided by the service provider in technical bid, the deviation can reject the bid and also ban the service provider from participation in any future tenders in the state of Maharashtra.
- 3 At any time during the bid evaluation process, the Gramvikas Bhavan committee may seek verbal / written clarifications from the service providers. The committee may seek inputs from their professional experts in the evaluation process.
- 4 The committee reserves the right to do a reference check of the past experience stated by the service provider. Any feedback received during the reference check shall be taken into account during the technical evaluation process.
- 5 The technically shortlisted service providers will be informed date and venue of the opening of the financial bids by Gramvikas Bhavan .

## **6.4 Opening of Envelop - B (Financial Bid)**

This envelope of technically qualified service providers shall be opened as per e-tendering procedure after opening of Envelope No. A (Technical bid). The date and time of opening of financial bids will be published on <https://mahatenders.gov.in>

## **6.5 Award Criteria**

The TIA shall award the contract to the service provider whose offer/quote has been determined to be the lowest evaluated bid and is substantially responsive to the bidding documents.

TIA may negotiate with the L1 bidder and finalise the rate.

## **6.7 Right to accept any Bid and to reject any or all Bids**

The TIA reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected service provider(s) or any obligation to inform the affected service provider(s) of the grounds for the TIA's action.

### **6. Notification of Award**

- a. Before expiry of the bid validity period, the TIA will notify the successful service provider(s) in writing, by registered / speed post or by fax or by email (to be confirmed by registered / speed post immediately afterwards) that its bid have been accepted by the Tender Inviting Authority.
- b. The successful service provider, upon receipt of the acceptance letter, shall furnish the required performance security in the form of Bank Guarantee or Demand Draft and submit an agreement in the prescribed format within ten days, failing which the EMD will be forfeited and the award will be cancelled.
- c. After cancellation of award of contract with L1 service provider, TIA will call L2 and asked to match the rate offered by L1. If L2 accept the offer, award of contract will be issued to L2. If L2 refuse to match rate with L1, then L3 will ask to match rate with L1 and if L3 accepts award of contract will be issued to L3 and so on. In such case EMD submitted by L2, L3...will not be forfeited if they refuse to match the rate with L1.
- d. The Notification of Award shall constitute the formation of the Contract.

### **7. Contract Period**

The contract shall be for the period of two years from the date of notification of award of contract which may be extended further period if the the performance of the service provider found satisfactory and upon revised agrred norms

### **8. Signing of Contract**

The Contract will be signed as per tender document, after selection of the service provider. In lieu of the same, the successful service provider will have to execute an agreement in a non-judicial stamp paper of value Rs.500/- in favour of Chief Executive Officer, MSRLM.

If the successful service provider fails to execute the agreement and payment of Performance Security within the time specified or withdraws the tender, the successful service provider is unable to undertake the contract, the Earnest Money Deposit of the successful service provider shall stand forfeited. Such service

provider(s) will also be liable for all damages sustained by the TIA by reasons of breach of tender conditions. Such damages shall be assessed by the TIA whose decision shall be final.

#### **9. Failure to agree with Terms and Conditions of this Tender**

Failure of the successful service provider to agree with the terms & conditions of the tender document shall constitute sufficient grounds for the annulment of the award, resulting which the TIA may call for new bids and at the same time, invoke the performance Security of the successful service provider.

#### **10. Performance Security**

- 1 The selected service provider shall deposit the Performance Security as follows:
  - a. The successful service provider shall at his own expense, deposit with the TIA, a Performance Security in the form of Bank Guarantee or Demand Draft of value equal to 10 % of the total value of the tender for the period of one year.
  - b. The Performance Security should be furnished within 15 Working Days from the date of issue of Letter of acceptance.
  - c. The Performance Security may be discharged/returned by the TIA upon being satisfied that there has been due performance of the obligations of the successful service provider under the contract. However, no interest shall be payable on the Performance Security
  - d. The TIA shall also be entitled to make recoveries from the Performance Security on the following grounds:
    - i. Any amount imposed as a fine for irregularities Committed by the service provider.
    - ii. Any amount which the TIA becomes liable to the Government /Third party on behalf of any default of the service provider or any of his/her/their agent/ employees or staff.
    - iii. Any payment/fine made under the order/judgment of any court/consumer forum or law enforcing agency or any person working on his behalf.
    - iv. Any other outstanding amount.
  - e. Once the amount under this clause is debited, the service provider shall reimburse the performance security to the extent the amount is debited within 15 days of such debit by the TIA failing which it will be treated as breach of

agreement and may lead to termination of agreement with forfeiture of all amounts including interest free Performance Security in favor of the TIA.

- f. The Earnest Money deposited at the time of bid submission would be given back to the service provider on payment of Performance Security in the form of Bank Guarantee or Demand Draft as per the details specified in this tender document

#### **11. Payment Terms**

The payment will be made on monthly basis within 2 weeks from the receipt of tax invoice duly certified by the Gramvikas Bhavan authority or any other officer authorized by Chief Executive officer, MSRLM.

Actual GST will be paid on submission of original tax invoice. Deduction towards Income Tax as applicable under the Income Tax Act, 1961, shall be made from all payments made to the service provider and in respect of such deductions necessary certificates of Tax Deduction shall be given.

## **12. General Condition of Contract:**

### **a. Governing Law**

The Contract shall be governed by and interpreted in accordance with the laws of the India.

### **b. Settlement of Disputes**

All disputes or differences of any kind whatsoever that may arise between Gramvikas Bhavan and the Service Provider in connection with or arising out of the contract or subject matter thereof or the execution of works, whether during the progress of works or after their completion, whether before or after determination of contract shall be settled as under:

#### **Mutual Settlement**

All such disputes or differences shall in the first place be referred by the Service Provider to Gramvikas Bhavan in writing for resolving the same through mutual discussions, negotiations, deliberation etc. associating representatives from both the sides and concerted efforts shall be made for reaching amicable settlement of disputes or differences.

Conciliation / Arbitration of disputes to settle shall not be commenced unless an attempt has first been made by the parties for such disputes through mutual settlement

If the Service Provider is not satisfied with the settlement by MSRLM on any matter in question, disputes or differences, the Service Provider may refer the dispute to the Chief Executive Officer of MSRLM in writing to settle such disputes or differences through Conciliation or Arbitration provided that the demand for Conciliation or Arbitration shall specify the matters, which are in question or subject of the disputes or differences as also the amount of claim, item wise.etc as the case may be Only such dispute(s), or difference(s) in respect of which the demand has been made, together with counter claims, if any, by Gramvikas Bhavan shall be referred to Conciliator or Arbitrator as the case may be and other matters shall not be included in the reference.

Chief Executive Officer of MSRLM may himself act as Sole Conciliator/Sole

Arbitrator or may at his option appoint another person as Sole Conciliator or Sole Arbitrator, as the case may be. In case, Chief Executive Officer of MSRLM decides to appoint a Sole Conciliator / Sole Arbitrator, then a panel of at least three names will be sent to the Service Provider. Such persons may be working / retired employees of

Gramvikas Bhavan who had not been connected with the work. The Service Provider shall suggest minimum two names out of this panel for appointment of Sole Conciliator / Sole Arbitrator. Chief Executive Officer of MSRLM will appoint Sole Conciliator / Sole Arbitrator out of the names agreed by the Service Provider.

In case, the Service Provider opts for settlement of disputes through Conciliation at first stage and if the efforts to resolve all or any of the disputes through Conciliation fails, the Service Provider may refer to the Chief Executive Officer of MSRLM for settlement of such disputes or differences through Arbitration. The appointment of Sole Arbitrator shall be done by the Chief Executive Officer of Gramvikas Bhavan as per the procedure described above. No disputes or differences shall be referred to Arbitration after expiry of 60 days from the date of notification of failure of Conciliation.

The Conciliation and / or Arbitration proceedings shall be governed by the provisions of the Indian Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the conciliation and arbitration proceedings under this clause.

The language of proceedings, documents or communications shall be in English and the award shall be made in English in writing.

The conciliation/arbitration proceedings shall be held at a place decided by Conciliator /Arbitrator. The fees and other charges of the Conciliator / Arbitrator shall be as per the scales fixed by Gramvikas Bhavan and shall be shared equally between Gramvikas Bhavan and the Service Provider.

#### **Settlement through Court:**

It is a term of this contract that the Service Provider shall not approach any Court of Law for settlement of such disputes or differences unless an attempt has first been made by the parties to settle such disputes or differences as stated above.

#### **Suspension of work**

The Obligations of Gramvikas Bhavan, and the Service Provider, as the case may be shall not be altered by reasons of conciliation / arbitration being conducted during the progress of works. Neither party shall be entitled to suspend the work on account of conciliation / arbitration nor shall payments to the Service Provider continue to be made in terms of the contract. The award of the Sole Arbitrator,

unless challenged in court of law, shall be binding on all parties. Jurisdiction of courts for dispute resolution shall be Mumbai only.

**c. Taxes and Duties**

The service provider shall be entirely responsible for all taxes, charges, stamp duties, license fees, and other such levies imposed. GST amount will be paid by Gramvikas Bhavan upon submission of tax invoice

**d. Confidential Information**

The TIA and the successful service provider shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.

The TIA shall not use such documents, data, and other information received from the successful service provider for any purposes unrelated to the Contract. Similarly, the successful service provider shall not use such documents, data, and other information received from the TIA for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.

**e. Change in laws and Regulation**

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed that subsequently affects the the Contract Price, then such Contract Price shall be correspondingly increased or decreased, to the extent that the successful service provider has thereby been affected in the performance of any of its obligations under the Contract.

**f. Force Majeure**

The successful service provider shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. Force Majeure shall not cover the price fluctuation of components.

For purposes of this Clause, Force Majeure means an event or situation beyond the control of the successful service provider that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the successful service



provider. Such events may include, but not be limited to, acts of the TIA in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the successful service provider shall promptly notify the TIA in writing of such conditions and the cause thereof. Unless otherwise directed by the TIA in writing, the successful service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **g. Termination**

The TIA may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified below:

- a) If the successful service provider does not remedy a failure in the performance of their obligations under the Contract, within one week after being notified or within any further period as the TIA may have subsequently approved in writing.
- b) If the successful service provider becomes (insolvent or goes into liquidation, or receivership whether compulsory or voluntary.
- c) If the successful service provider, in the judgment of the TIA has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- d) If the successful service provider submits to the TIA, a false statement which has a material effect on the rights, obligations or interests of the TIA.
- e) If the successful service provider places itself in a position of conflict of interest or fails to disclose promptly any conflict of interest to the TIA.
- f) If the successful service provider fails to provide the quality services as envisaged under this Contract, the TIA may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The TIA may decide to give one chance to the successful service provider to improve the quality of the services.
- g) If the successful service provider fails to comply with any final decision reached as a result of arbitration proceedings.
- h) If, as the result of Force Majeure, the successful service provider is unable to perform a material portion of the Services for a period of not less than 60 days.

- i) In any event, the TIA is entitled to terminate if and only if the breach is not remedied within a stipulated time period.

In the event, the TIA terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the successful service provider shall be liable to the TIA for any additional costs for such similar services. However, the successful service provider shall continue performance of the Contract to the extent not terminated.

#### **h. Assignment**

The successful service provider shall not assign, in whole or in part, their obligations under this Contract, to any other party.

#### **i. Power to waive Fines**

The power to waive fines and penalty vests with the Chief Executive Officer of MSRLM

#### **Indemnification**

The success service provider shall indemnify the TIA against all actions, suit, claims and demand or in respect of anything done or omitted to be done by successful service provider in connection with the contract and against any losses or damages to the TIA in consequence of any action or suit being brought against the successful service provider for anything done or omitted to be done by the successful service provider in the execution of the contract.

#### **j. Saving Clause**

No suits, prosecution or any legal proceedings shall lie against the Chief Executive Officer, MSRLM or any person for anything that is done in good faith or intended to be done in pursuance of tender.

#### **k. Notices**

For the purpose of all notices, the following shall be the address of the Purchaser and Supplier.

#### **l. Tender Inviting Authority:**

Chief Executive Officer of MSRLM, 5th Floor, CIDCO Bhavan, South Wing, CBD Belapur, Navi Mumbai-400614 (Maharashtra)

**Service Provider:** To be filled during contract signing.

### **13. Special Condition of contract**

#### **14.1 Obligation of Service Provider**

- a. If the performance of the any employee / personnel is unsatisfactory, Chief Executive Officer of MSRLM shall give a notice of one week to the Service Provider to take necessary action to improve the performance of personnel and the performance does not improve even after one week of such Communication, the Service Provider shall provide a replacement acceptable to Gramvikas Bhavan within one week time.
- b. In case the services of the Service Provider are not found satisfactory, or there is a breach of any of the terms & conditions of the contract and/or fails/neglects to carry out any instruction issued to it by Gramvikas Bhavan from time to time the same can be terminated by Gramvikas Bhavan on giving of a notice of one month. In case of unsatisfactory performance of the contract, a warning letter will be issued to the Service Provider. In case corrective action is not taken, Gramvikas bhavan shall have the right to terminate the agreement without any further notice.
- c. The Service Provider will, for the purpose, aforesaid continuously monitor the Services being rendered by it to ensure that these are upto the performance standards required by Gramvikas Bhavan.
- d. The Service Provider would comply with the statutory requirements; rules and regulations applicable to house keeping services engaged by Gramvikas Bhavan and shall obtain all necessary registrations, licenses, approvals and sanctions under the laws applicable. The Service Provider shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act, 1970 and the Rules as amended upto date and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and/or renewed from time to time throughout the currency of this Contract.
- e. The Service Provider provides adequate cover to the deployed personnels for death, disability, sickness etc. Gramvikas Bhavan shall not be liable to pay or bear any premium / compensation at any stage in respect of Insurance made by Service Provider to cover the risk (death,disability,sickness) etc. Service Provider shall submit the copies of such policies and their renewal receipts as well as documentary evidence of payment of premiums to Gramvikas Bhavan and shall act all times to keep the requisite policies validated.

- f. No relationship of employer and employee shall be entertained between the Gramvikas Bhavan and the personnels engaged by the Service Provider. The Service Provider shall ensure that all persons employed by them shall be efficient, skilled, honest and conversant with the nature of work as required.
- g. The Service Provider alone shall have the right to take disciplinary action against any person(s) engaged/employed by them; while no right whatsoever shall vest in any such person(s) to raise any dispute and/or claim whatsoever against the Gramvikas Bhavan .The Gramvikas Bhavan shall, under no circumstances be deemed or treated as Gramvikas Bhavan in respect of any person(s) engaged/employed by the Service Provider for any purpose whatsoever nor would the Gramvikas Bhavan be liable for any claim(s) whatsoever of any person(s) of the Service Provider and Service Provider shall keep Gramvikas Bhavan totally and completely indemnified against any such claim(s).
- h. The Service Provider shall maintain all registers required under various Acts, which may be inspected by the Gramvikas Bhavan as well as the appropriate authorities at any time.
- i. Notwithstanding anything herein contained, the Service Provider will be liable to adequately compensate Gramvikas Bhavan for any loss or damage occasioned by any act, omission or lapse on the part of the Service Provider or of any persons deployed by it pursuant to the Contract.
- j. The Service Provider must also be able to arrange for the replacement of the person, as per the instructions of Gramvikas Bhavan.
- k. The outsourced person shall at all-time maintain absolute integrity and devotion to duty and conduct himself/herself in a manner conducive to the best interests, credits and prestige of Gramvikas Bhavan.

**14.2 Obligation of Gramvikas Bhavan:**

Gramvikas Bhavan will, subject to compliance of this contract and all statutory requirements and the provision of services to its satisfaction by the Service Provider and subject to deduction of Tax at source under the Income Tax Act, 1961 or any other provision of the law for the time being in force, ensure timely payments for the services as provided in this contract.

**14.3 Penalty**

In case of any breaches in service, the service provider shall be liable to pay a penalty for an amount of Rs. 1000 to 10000 per day depending on the nature of unsatisfactory service.

## Annexure-A

### 1. SCOPE OF SERVICES TO BE PROVIDED BY THE AGENCY

During the period of agreement the contractor shall be fully responsible for the Housekeeping and maintenance services at Gramvikas Bhavan, Kharghar on the specific periodicity as detailed below.

#### a) Administrative Service :

Sr.No.	Service to be provided	Periodity
1	Manning the reception counter round the clock without any break. The receptionist manning the reception counter should be courteous, polite, well mannered and conversant with Marathi, Hindhi. The reception personnel should have basic knowledge in data entry in computers for recording data of participants like check in, check out, room allotment etc.	Round the clock without any break
2	Provide qualified and experienced plumber and electrician with all tools for plumbing and electrical repairs and maintenance.	As and when required

#### b) Room Service

Sr.No.	Service to be provided	Periodity
1	Sweeping, Cleaning, Mopping and removing of waste materials, garbage etc	Daily
2	Spraying of good quality room freshener	Daily during accupancy
3	Change towels and napkins	Daily during accupancy
4	Change of Bed sheets, Bed spreads Pillow covers	Daily during accupancy
5	Provide one branded bath soap of 25gms per person for two days sessions ,Shampoo Sachet and Oil Sachet	During check in
6	Provide room service like supply of drinking water etc but excluding food	During accupancy

#### c) Trainign hall & conference room service

Sr.No.	Service to be provided	Periodity
1	a) attending the requirements of the faculty in all training halls during training hours b) distribution of training material to the participants c) getting the training halls ready for training well in	During training

	<p>advance</p> <p>d) rearranging the halls to the requirement of faculty</p> <p>e) setting of projector</p> <p>f) providing drinking water to the trainees and faculty members</p> <p>g) rearranging the halls after the close of training session for the day, seating arrangements,</p> <p>h) switching on/off the air conditioners other equipment</p> <p>i) other requirements/arrangements for the training class as instructed by the organiser</p>	
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**d) General Work**

<b>Sr.No.</b>	<b>Service to be provided</b>	<b>Periodity</b>
1	Cleaning and ironing of used bed sheets, pillow covers, towels etc	Once in 2 days during occupancy of rooms
2	Cleaning of all wash rooms in all rooms, training halls, conference rooms , auditorium, parking area, shops etc. and keep sufficient number of toilet tissues rolls , naphthalene balls ( Bath rooms around 53, toilet including urinals around 50 )	Daily 2 times
3	Sweeping, Cleaning, Mopping and removing of waste Materials, garbage, in all rooms, balconies, training halls, conference rooms, Auditorium, cabins, library, corridors, pathways in the buildings etc including cleaning of furniture, chairs, equipments etc.	Daily
4	Cleaning of Terrace and removal of dry leaves, waste materials, algae etc.	Weekly
5	Removal of cobwebs in buildings, power room, generator room, etc both internal and external areas. Removal of cobwebs in general area.	Daily
6	Provide and refill good quality liquid soap in plastic container available in all wash rooms, rooms.	As and when required
7	Supply of two Marathi & one English newspaper to ground floor	Daily
8	disposal of waste outside the campus	Daily
9	Spraying Pesticides for control of White ants, Bed bugs and other insects in rooms, training halls, conference rooms and auditorium. (Contractor to supply good quality eco friendly odorless branded pesticides, insecticides and spraying machines for this work at his cost)	Once in a quarter and as and when required

10	Washing of curtains ,sofa cover in rooms , training halls, conference rooms ,office etc	Once in a month
11	Cleaning of Sofa sets, cushion chairs, mattresses, pillows in rooms,auditorium , training halls, conference rooms etc. by using vacuum cleaners	Once in a month
12	Cleaning of Solar Panels in with great care	Once in a month
13	Cleaning of Water tanks and sumps in all buildings in the campus using good quality eco friendly branded cleaning materials at the cost of the contractor.	Once in a quarter and as and when required
14	Cleaning of Water coolers installed in the campus using good quality eco friendly branded cleaning materials at the cost of the contractor	Once in a two weeks
15	Cleaning/mopping of entire floors in the campus using Mopping machines.	Daily
16	Spraying Pesticides for control of Cockroaches and other insects in the wash rooms, duct rooms	Once in a quarter and as and when required
17	Supply and replacement of batteries for all wall clocks and Remote for Air conditioners, TV, LCDs in rooms	As and when required
18	Switching on/off the Water Motor pumps, Air Conditioners, Street lights, Solar lights, Garden lights, Solar Water Heaters without wasting water and electricity	Regular

## 2. Other Terms and Condition of Services

- a) During the period of the agreement the contractor shall be fully responsible for the housekeeping and maintenance services for the entire premises/ campus occupied by Gramvikas Bhavan. The competent authority may direct any other area, not mentioned above, also to be covered under this contract on terms and conditions to be mutually agreed upon.
- b) The contractor shall provide sufficient work force for housekeeping and maintenance of entire Gramvikas Bhavan.
- c) Round the clock courteous service shall be provided by the Contractor at the Reception counter. Service at the counter shall include keeping of proper records of trainees/guests in the ensuring the correct date and time of check in and checkout and other details as required and instructed to be maintained.
- d) The contractor shall arrange for the preparation of the session files and other related materials before the commencement of the sessions by collecting the materials from the office. The contractor is responsible for the proper distribution of training materials/files to the participants before the commencement of the sessions as well as the collection of the bio data forms duly filled. Similarly at the close of the session, the contractor shall hand over the Attendance Certificates etc., to the participants.
- e) Telephone facility has been provided at the reception counter. This is for the use of the representative of the contractor for contacting officials in case of clarifications or

emergency. The entire cost for the usage of the telephone as received from BSNL will be recovered from the contractor's bill. It is the responsibility of the contractor to prevent the misuse of telephone.

- f) The contractor shall provide good quality eco friendly cleaning materials, pesticides, disinfectants, insecticides, cleaning materials, material required for rooms etc of good brand for the smooth completion of daily works to the satisfaction of the Gramvikas Authority. The full cost of all items shall be borne by the contractor.
- g) In case, emergency medical care is required for any trainee, the contractor shall arrange for a doctor to attend to the trainee immediately or arrange to take the trainee to the nearby hospital or clinic if required. The cost in such an emergency will be borne by the trainee/concern organisation. An updated list of medical practitioners in the nearby area with address and contact telephone no, mobile no and other details should be displayed in the reception counter.
- h) First Aid box with all required medicines and items should be available with the receptionist. The necessary items shall be purchased at the contractor's cost and all the medicines and items should be in usable state and within the expiry date. Necessary refills should be purchased for replacements as and when exhausted or crossed the expiry date.
- i) The contractor has to arrange for washing and ironing of the bed spreads, bed sheets, pillow covers, towels, screens etc at regular intervals. The items should be counted and handed over for washing under proper acknowledgement and received back in good condition after the job. Proper register with number of items, dates and acknowledgement shall be maintained. Any damage to the items will be recovered from the monthly bill of the contractor.
- j) The contractor shall provide mosquito repellent machines and good quality branded mosquito repellent refills for the same in each room every day at his cost. The contractor shall also provide mosquito machines and mosquito repellent refills for the admin and training halls if required.
- k) The contractor shall undertake pest control activities for flies, mosquitoes, cockroaches, bed bugs, white ants etc., in the administrative and training block, hostel rooms. Fogging activity should be done weekly. Register for pest control activities, fogging operations should be submitted to the competent authority as and when called.
- l) The contractor shall attend to all minor repairs and replacements round the clock on day to day basis in the entire campus such as replacement of minor electrical items, i.e. three pin tops, sockets, switches, plugs, batteries for wall clocks, fuses, starters, chokes, bulbs, tubes, MCB, batteries for audio equipments, batteries for remote of air conditioners etc.
- m) Qualified plumber with all required tools should be available to attend to plumbing repairs and maintenance jobs as and when required. Maintenance and clearing the blockage of water pipes, sewage, and drainage in campus is the sole responsibility of the contractor.
- n) The contractor shall ensure attending to minor carpentry, electrical and plumbing repair works whenever needed at his cost. The maintenance activity should be done promptly and regularly to avoid a situation of major breakdown. In case of absence or leave of the



electrician or plumber or carpenter, the contractor shall immediately arrange for the necessary substitute to attend the repair works.

- o) The contractor shall employ trained persons to operate the Air conditions, motor pumps, generator set, sound system, other equipments. It should be ensured that the water supply is properly maintained to all tanks and all fittings. For the generator set, the contractor shall maintain the logbook with all important parameters recorded on day to day basis which shall be placed before the authorized officer of Gramvikas Bhavan. The contractor should name the person responsible for operating the DG Set. Unauthorized persons should not be allowed to switch on or off the DG Set. The contractor should arrange for the purchase of diesel.
- p) The contractor shall provide attendants exclusively for training halls, auditorium who shall attend to the proper functioning of audio visual systems, arrangement of class rooms, arranging for safe and pure drinking water in the class rooms and all other arrangements required in the class rooms on immediate basis. The training hall attendants shall be available near the training halls and also provide assistance to office of Gramvikas and faculty members.
- q) The contractor shall arrange refilling of drinking water during occupation of the room by the trainees / guests and as frequently required by the trainees / guests. The trainees / guests should be provided with hot water for drinking, if so required by the trainees /guests.
- r) All the housekeeping /maintenance activities should be recorded in the prescribed register. This register will be signed by the representative of the contractor on daily basis and counter signed by the authorized person of Gramvikas Bhavan.
- s) The garbage/waste materials should be disposed by the contractor at his cost on daily basis outside the campus of Gramviks Bhavan to Municipal / Civic rules and regulations prescribed from time to time. Any penalty imposed by Municipal / Civic authorities shall be the responsibility of the contractor and Gramvikas Bhvan will be in no way responsible for the same. The contractor should liaise with the local municipal/civic authorities for disposal of degradable, non-degradable garbage on daily basis outside the campus of Gramvikas Bhvan confirming to municipal/civic rules in this regard. Burning of garbage and waste materials and dumping of waste materials inside the premises is prohibited. Electronic waste materials should be disposed in eco-friendly manner.
- t) The housekeeping workmen shall help the participants / guests in taking baggage to the rooms and removing it from their rooms while checking out on request.
- u) When occupants of the room check out, the contractor will have to do a thorough check of room inventory to ensure that no items are missed/damaged and in case there is any loss/damage of the items, the representative of the contractor has to report the same to the nominated officer immediately for taking appropriate action in the matter before the departure of the trainees from the room. If any items of inventory are found missing at a later stage, the contractor will be responsible for replacing the items at his cost.
- v) The contractor shall ensure that the keys are collected back when an occupant vacates the room. Any loss of keys and key tag due to the negligence of the contractor or his workers, the contractor has to bear the expenses of replacing the lock and key, key tag etc. The contractor shall use branded good quality room fresheners in all occupied

rooms, offices, lecture halls, recreation room, auditorium and library and at other places at frequent intervals.

- w) The contractor shall keep the shoe polish machines in good working condition. The contractor has to refill the shoe polish regularly and ensure availability at all times.
- x) The contractor shall not allot any rooms without the prior permission of the competent authority. In case the contractor or any of his workers found to be occupying any of the room, or permitting the workers of other contractors or outsiders / visitors to occupy the room, the contractor is liable to pay a penalty of Rs 3000/- per day per room. No outsider shall be allowed in the room.
- y) The contractor should ensure safety of the belongings of the inmates in the rooms. However, in case of any untoward incidents like theft or loss of any belongings/cash that takes place from the occupants' rooms due to negligence on the part of the workers employed by the contractor, the contractor would be liable for compensating the loss.
- z) Notices like "No Smoking" etc., shall be displayed and maintained by the contractor
- aa) The contractor shall provide at his own cost all other equipments necessary for the smooth conduct of housekeeping and maintenance services and shall maintain the same in good working condition at all times at his own cost and put it to regular use for purposes solely connected with the housekeeping and maintenance services in Gramvikas Bhavan.
- bb) The water and electricity consumption charges will be borne by Gramvikas Bhavan , provided that the contractor shall
  - a. Ensure that the items of usage eg. Taps, switches etc., are always properly maintained.
  - b. Ensure utmost economy in the consumption of water and electricity and abide by such restrictions as may be imposed by the appropriate Government/Civic authorities or Gramvikas Bhavan or any other person authorized by him.
  - c. The Gramvikas Bhavan reserves the right/option to levy penalty on the contractor in case it is found that the water and electricity are not used reasonably.
- cc) Reverse Osmosis' (R) plants are erected in the campus for supply of pure and safe drinking water. If however the RO plant goes out of order, contractor shall arrange for supply of pure and safe drinking water, on terms and conditions to be mutually agreed upon. Similarly, in times of scarcity of water, the contractor shall arrange to supply water including safe drinking water and ensure that the operations / programme of Gramvikas Bhavan are not adversely affected in any manner. The cost for such water arranged from outside will be reimbursed at mutually agreed rates.
- dd) Gramvikas Bhavan insists on highest quality in housekeeping and maintenance services. The contractor should attend the meeting with the Gramvikas Bhavan Management committee or any other person authorized by the Chief Executive Officer of the Gramvikas Bhavan every month or whenever he is called upon to do so. This is mainly to keep a check on the quality of housekeeping and maintenance services. If the quality of the house keeping and maintenance services rendered by the contractor is not satisfactory at any point of time, the CEO ,MSRLM or any officer authorized by him is entitled to withhold the contractors bills, effect cuts in the bills, demand compensation

from the contractor or take any other action deemed necessary including immediate termination of the contract without notice to the contractor.

- ee) The contractor shall maintain in good condition all furniture, equipments, fittings, premises etc., provided to him and hand-over-charge of the same on termination of the contract. All the Gramvikas Bhavan Housekeeping furniture, fixtures, equipments and articles brought or made available by Gramvikas Bhavan shall remain the exclusive property of Gramvikas Bhavan. The contractor shall be held responsible for any damage to the fittings, fixtures, furniture or other equipments entrusted in his charge, when such damage is in Gramvikas Bhavan's opinion caused due to the negligence or carelessness or any fault on contractors part or that of his manager or workers or representative and he shall be liable to pay to the Gramvikas Bhavan such amount in respect of such damage as may be assessed by the Gramvikas Bhavan authority or other officer authorized in this behalf.
- ff) The contractor shall obtain at his own expense all Licenses, Permission etc., as may be required by Law and shall bear all Taxes imposed by any Governmental / Municipal Authority /Agency. Remittance of GST is the responsibility of the contractor. Therefore, he shall remit the GST, if applicable on the Housekeeping and maintenance services in LIC STC and produce proof of such payment to the Competent Authority along with the monthly bill. The contractor has to submit details of GST registration number. The GST, if applicable on the Housekeeping and maintenance services in Gramvikas Bhavan will be reimbursed subject to production of GST registration number and proof of GST remittance made to the authority.
- gg) The contractor shall provide adequate number of competent and well-trained work force Manager/Supervisors/, Receptionists, Housekeeping workers, Electrician ,Plumbers, Carpenter, Training hall assistants, other workers etc.
- hh) The number of workers deployed shall be maintained at an adequate level sufficient to manage the house keeping and maintenance activities of the training centre at all times. The contractor should have full control of such workers and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor and will also be responsible for the payment of their wages/dues and other facilities if any as per the applicable law time being in force.
- ii) The work force shall be provided with uniform, and identity cards at the contractor's cost and the workers should wear uniform and identity card during their period of duty in Gramvikas Bhavan premises.
- jj) The intercom and telephone instruments in rooms, admin and training block shall be cleaned daily and maintained properly by the contractor.
- kk) It will be the contractor's responsibility to ensure that the obligations under the terms of this housekeeping and maintenance contract are duly performed and observed.
- ll) The contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints made by the trainee/ guest or through the faculty members or officials or Gramvikas Bhavan. The contractor shall maintain a complaint register to be submitted for checking by the administrative officers daily.

- mm) The contractor is also required to maintain various other registers, as may be required by Gramvikas Bhavan and by applicable law for the smooth functioning of the house keeping and maintenance services.
- nn) Timings prescribed by the Gramvikas Bhavan or a person authorized by him/ her for housekeeping and maintenance services shall be strictly adhered to by the contractor and the Gramvikas Bhavan is free to change the timings from time to time or prescribe different timings for different groups of participants.
- oo) The rate/price quoted are subject to a nominal escalation each year (upto a maximum of 10%); the exact increase will be negotiated by the Gramvikas Bhavan.

### 3. Obligation of Gramvikas Bhavan

The Gramvikas will provide following inventory:

- a) Furnishing of Rooms.
- b) Air Conditioners, Projectors, TVs etc.
- c) Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, wall hangings etc. as one time support.
- d) Telephone instruments and extensions, computer/ modem/internet connection.
- e) Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure will be provided.
- f) Payment towards electricity charges, water charges, telephone bills, house/municipal tax ,diesel
- g) Renovation/ addition to the building, solar water heating, firefighting equipment's, emergency power line etc.
- h) Cable TV Connection and Its Monthly Subscription.
- i) Matter related to civil or major electrical works.
- j) Racks, Almirah, Room Locking arrangements, shoe/luggage rack etc. as one time support.
- k) Gramvikas Bhavan will provide a comprehensive computing software and room reservation/ allotment system, networked connection/interface, billing, inventory management and complaint redressal mechanism through the said software.
- l) Material required for the repairing of electrical,carpentry and plumbing work

### 4. Details of Gramvikas Bhavan

Details	Particulars	Area / qty
<b>Structure</b>	Lower Ground Floor	454.04 Sq.Mtr
	Upper Ground Floor	1483.42 Sq.Mtr
<b>Built up area</b>	First Floor	545.30 Sq.Mtr
	Second Floor	420.23 Sq.Mtr
	Third Floor	366.95 Sq.Mtr
	Fourth Floor	488.24 Sq.Mtr
	Fifth Floor	353.12 Sq.Mtr
	<b>Total Built up Area</b>	<b>4111.66 Sq.Mtr</b>

<b>Construction Area</b>	Main Buliding	5783.34 Sq.Mtr
	Auditorium	588.65 Sq.Mtr
	Ancillary Structures	149.10 Sq.Mtr
	<b>Total Area</b>	<b>6521.09 Sq.Mtr</b>
<b>Amenities</b>	Auditorium (upper ground floor)	1 No Capacity 460 persons
	Conference hall (upper ground floor)	2 Nos
	Training hall (first floor)	1 No Capacity 100 persons
	Double bed rooms (upper ground fllor to fifth floor)	53 Nos
	Dinning & Kitchen(upper ground floor)	Capacity120 Persons
	Shops (lower ground floor & upper ground floor)	33 Nos.
	Stilt parking (basement level )	50 vehicles

## **Annexure – 1: Tender Form**

**(To be submitted on the letterhead of the service provider)**

**To**

Chief Executive Officer,  
Maharashtra State Rural Livelihoods Mission  
5th Floor, CIDCO Bhavan, South Wing,  
CBD Belapur, Navi Mumbai - 400614  
Maharashtra

Dear Sir,

Having examined the tender document, the receipt of which is hereby acknowledged, we, the undersigned, offer to provide **house keeping services** under the above-named Contract in full conformity with the said tender document and our financial offer in the Price schedule submitted in Envelop No. B which is made part of this tender.

We undertake, if our tender is accepted, to provide house keeping services as per the scope of work specified in the tender document.

If our tender is accepted, we undertake to submit the performance security deposit in the form, in the amounts, and within the times specified in the tender document.

We agree to abide by this tender, for the Tender Validity Period specified in the tender document and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final Contract is prepared and executed between us, this tender together with your written acceptance of the tender shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any tender you may receive.

Signed

Date:

In the Capacity Of:

Duly authorized to sign this bid for and on behalf of

**Signature & Seal of Service provider**

**Annexure – 2**

**Service Providers Information & performance statement**

<b>Particulars</b>	<b>Details</b>
Name of service provider	
Full Address with Telephone and email id	
Year of Registration/Incorporation	
Status of service provider (individual / proprietorship / partnership /private limited /society etc	
Permanent account number	
GST registration number	
EPF registration Number	
ESI registration Number	
Turnover from the business of providing house keeping & maintenance/ hotel management for the FY 2014-15,2015-16 & 2016-17.	

**Annexure -3**  
**Performance statement**

Give details of professional manpowers provided on contract basis during the last 5 years in the following format;

Sr. No.	Client name and address	Contract Number and Date	Details of service provided	Duration of contract		Remark
				From	To	

**Signature and seal of the Service provider**

**Note:**

In support of above statement, enclose the copies of supply orders and client's satisfactory certificates.



**Annexure – 4:**

**Format for Financial Bid (Envelope B)**

(On service providers letter head)

Date:

To  
Chief Executive Officer  
Maharashtra State Rural Livelihoods Mission  
Rural Development & Water Conservation Department  
5th Floor, CIDCO Bhavan, South Wing  
CBD Belapur, Navi Mumbai – 400614  
Maharashtra

**Subject:** Submission of Financial Bid for providing House Keeping Services to  
Gramvikas Bhavan

**Dear Sir,**

We hereby offer the below financial quote for providing House Keeping Services to Gramvikas Bhavan as per the terms and conditions described in the tender document.

(1) **Financial Bid for House keeping services per month** (actual days in a month):

sr. No.	Category of person	No of person	*Unit rate / month	Total Amount in Rs.
1	Facility Manager			
2	Receptionist			
3	House-keeper			
4	Room Attendant			
5	Helper			
6	Electrician			
	Total Amount in Rs. without GST			

(2) **Financial Bid for providing technical persons as and when required :**

sr. No.	Category of person	Unit rate / day
1	Carpenter with all required instrument for repair	
2	Plumber	
	Total Amount in Rs. without GST	

(3) **Financial Bid for Laundry Service per month**

Sr. No.	Items	@Appr. Qty in Nos	Unit rate in Rs.	Total Amount in Rs.
1	Bed Sheet / Bed Cover / Blank Linen	500		
2	Pillow Cover	500		

3	Blanket	500		
4	Bath Towel	1000		
5	Hand Towel	1000		
6	Curtain	30		
Total Amount in Rs. without GST				

### Summary of Financial Quote

Sr. No.	Services	Total amount per Month in Rs. Without GST
1	Financial Bid for House keeping services per month	
2	Financial Bid for providing technical persons as and when required	
3	Financial Bid for Laundry Service per month	
	Total Amount per month in Rs. Without GST	

*\*unit rate should be inclusive of all statutory compliance like Minimum wages , ESI,PF, paid leave etc.*

*@ Quantity mentioned is indicative only but monthly billing will be as per actual numbers and rates should be inclusive of transportation and incidental work*

We agree to provide above mentioned house keeping services to Gramvikas Bhavan in accordance with the terms & conditions mentioned in the tender documents as per the rate mentioned above.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery or collusive agreements with competitors.

**Date:**

**Seal:**

Authorized Signature of the Service Provider

***(This Financial bid is to be uploaded in PDF)***

**Annexure –5:**

**DECLARATION FORM**

I / We .....having my our  
.....office at.....do  
declare that I / We have carefully read all the terms & conditions of tender of  
the Gramvikas Bhavan ,Kharghar , Navi Mumbai for providing House keeping  
services . The approved rate will remain valid during the contract period. I will  
abide with all the terms & conditions set forth in the tender document.

I/We do hereby declare I/We have not been convicted by any court of Law nor  
I/We are derecognized/black listed by any State Government or Central  
Government Department/ Union Territory/ Local Authority/ Central and State  
Government Undertaking or Government Organizations for participating in the  
tender process as on date. I/We agree that the Tender Inviting Authority can  
forfeit the Earnest Money Deposit and or Performance Security Deposit and  
blacklist me/us for a period of three (3) years, if any information furnished by us  
proved to be false at the time of inspection/verification and not complying with  
the Tender terms & conditions.

Date:

Seal

Authorised Signature of the service provider

**Annexure –6**

**Technical and Financial Bid Envelope checklist**

**ENVELOPE No. A**

Sr. No.	Documents
1	Tender Form as per Annexure-1.
2	Registration certificate of service provider with appropriate registration authority as proprietary firm /Partnership firm/Limited Company/ Corporate body
3	Turnover certificate issued by chartered accountant firm from the business of providing house keeping & maintenance/ hotel management for the FY 2014-15,2015-16 & 2016-17 . This should from the audited financial statement only.
4	Service provider's details & Performance statement for last 5 years in the format given in Annexure-2 & 3 supported by copies of purchase orders/satisfactory certificates issued by the clients.
5	PAN card copy
6	GST registration certificate.
7	An Affidavit on non-judicial stamp paper of Rs.100/- specifying that the service provider has not been found guilty and has not been blacklisted or debarred by any State Government or Central Government Department/ Union Territory/ Local Authority/ Central and State Government Undertaking or Government Organizations for providing as on the date of submission of bid
8	License from Labour Commissioner to employ contract labour under the Contract Labour Act
9	Registration certificate under Employees Provident Act
10	Registration under Employees State Insurance Act

**ENVELOPE No. B**

Sr.No.	Documents
1	Financial Bid as per the format given in Annexure – 4.