

VAIKUNTH MEHTA
NATIONAL INSTITUTE OF COOPERATIVE MANAGEMENT (VAMNICOM)
SAVITRIBAI PHULE PUNE UNIVERSITY ROAD, PUNE - 411 007

TENDER NOTICE FOR HOUSEKEEPING SERVICES

Open Tenders in sealed envelopes are invited from reputed Registered Housekeeping Service providers/agencies for providing the services of Housekeeping at VAMNICOM, Pune for a period of one year with effect from **1st January, 2020 to 31st December, 2020**. **The period of Housekeeping Services will be extended next upto 2 years (yearly basis) on satisfactory performance of the agency.**

The details are available on the Institute website www.vamnicom.gov.in

**VAIKUNTH MEHTA
NATIONAL INSTITUTE OF COOPERATIVE MANAGEMENT
UNIVERSITY ROAD, PUNE 411 007**

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TENDER DOCUMENT FOR PROVIDING SERVICES OF HOUSEKEEPING

| | | |
|---|----------|---|
| Tender Document No. | : | VM-GAD/HKS/ 2019-20 |
| Earnest Money Deposit (EMD) | : | Rs. 50,000.00 (Refundable) (Rs. Fifty Thousand only) |
| Processing Fee | : | Rs. 1,000.00 (Non refundable) |
| Pre-bid Meeting | : | 03/12/2019 (Tuesday - over) |
| Date of Issue Blank Tender Form (to be downloaded from the website only) | : | 20/11/2019 |
| Last Date of Submission of Tender | : | 09/12/2019 [before 05.00 PM] |
| Date of Opening of Technical Bid | : | 10/12/2019 at 11.00 AM |
| Date of Opening of Financial Bid | : | 10/12/2019 at 03.30 PM |

Any other additional information which is not included in Technical Bid / Financial Bid, if any, may be given on a separate sheet of paper and inserted in respective envelope.

The Director, VAMNICOM, Pune reserves the right to cancel the entire tender process without assigning any reason thereof.

1. Instructions to fill-up the Tender Document

- 1.1 The Bidders should submit their bids, complete in all respect, in two separate sealed envelopes:
 - i) **Envelop No. 1 - Marked as Technical Bid**: Containing TECH BID information and Demand Draft of Rs. 1000.00 for Processing Fee & Rs. 50000.00 (Rs. Fifty Thousand only) for Earnest Money Deposit/Bid Security respectively **drawn in favour of DIRECTOR, VAMNICOM, Pune and payable at Pune.**
 - ii) **Envelope No. 2 - Marked as Financial Bid**: Containing the **Financial Bid only.**
- 1.2 The Bidder should submit the tender documents, complete in all respect (envelopes of Technical Bid and Financial Bid should be submitted in a single envelope). The sealed envelope should be marked as "**Tender for Providing Housekeeping Services**". Name, address and contact details of the agency must be clearly visible on each envelope.
- 1.3 Bids, received, shall be opened in the presence of Authorized Officials of VAMNICOM and the bidders who choose to remain present. If any of the required papers/certificates as specified in the Tender are not included or found fictitious will be disqualified. The rejection of the tender document at Technical Bid stage should not be questioned by the agency. VAMNICOM will not be answerable in such cases.
- 1.4 The pre bid meeting will be held on 03/12/2019 at 11.00 AM with the officials of VAMNICOM and interested bidders for clarification / suggestions if any regarding Tender Document. Any doubt/query will not entertain before Pre bid meeting.
- 1.5 Technical Bid will be opened on 10/12/2019 at 11.00 AM in the presence of officials of VAMNICOM and Representatives of Tenderers (presence of representative of the Tenderers is optional)
- 1.6 The Financial Bid will be opened on the same day i.e. on 10/12/2019 at 03.30 PM in the presence of Authority of VAMNICOM Pune and the Representative of the Tenderers, who qualify the Technical Bid.
- 1.7 The Financial Offer shall be valid for 3 months from the opening of the tender.
- 1.8 Quotations over phone/e-mail will not be accepted. Bids received without sealed covers and rates not quoted in specified proforma will not be accepted. Bids may be submitted by registered post or in person. However, any delay on this account shall not be accepted.

- 1.9 Each page of the Bid submitted needs to be properly numbered, stamped and signed. Loose paper(s) will not be accepted.
- 1.10 The Tenderer must not disclose any details pertaining to their Financial Bid in the Technical Bid Envelope. If any details of the Financial Bid is found in the Technical Bid, the offer of such Tenderer will be summarily rejected.
- 1.11 Tender document must be submitted on or before the last date of the tender submission, as specified in this document. After the last date no Tender will be accepted.

The Registrar
Vaikunth Mehta National Institute of Cooperative Management.
Chaturshrungi, Savitribai Phule Pune University Road,
Pune 411 007, Maharashtra

2. Submission of Tenders

2.1 Format of Covering letter

Bidders name and address

To

The Registrar

VAMNICOM

Savitribai Phule Pune University Road

Pune 411 007

Maharashtra

Sub.: Bid for “providing Housekeeping services” at VAMNICOM, Pune - Reg.
Sir,

In response to the Tender Document No. VM-GAD/HKS/2019-20 Dt. _____ for providing the services of Housekeeping in conformity with the terms and conditions, laid down therein, I/we, hereby, submit my/our duly filled Offer letter, in conformation of this Tender Document.

1. I/we agree to provide the services of Housekeeping at the rate quoted by me/us.
2. I/we have issued a Demand Draft pertaining to Earnest Money Deposit (EMD) of Rs. 50,000.00 vide D.D. No. _____ Dated / /2019 drawn on _____ Bank.
3. I/we have also issued a Demand Draft pertaining to processing fee of Rs.1000.00 (non refundable) vide D.D. No. _____ Dated / /2019 drawn on _____ Bank.
4. The required documents, as asked in this tender document, has been submitted by me/us in the Technical Bid envelope.
5. Quotation for providing the services of Housekeeping at VAMNICOM are given in the prescribed format in Financial Bid envelope separately.
6. I, hereby certify that the information furnished by me/us above is correct to the best of my/our knowledge. We understand that if, any deviation is found in the above statement at any stage, our company/firm will be black listed and our Bid Offer will be rejected.
7. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations, if any.
8. We understand that you are not bound to accept any Proposal you receive.

Thanking you,

Yours faithfully,

(Signature & Stamp)
Signature of the Bidder with
Name and Designation

2.2 A) PROFORMA OF TECHNICAL BID:

TECHNICAL INFORMATION ABOUT THE AGENCY:

Profile of the Agency:

| Sl. No. | Particulars | Information |
|----------------|---|---|
| 1 | Demand Draft of Rs. 50000.00 and Rs. 1000.00 as a proof of Earnest Money Deposit (EMD) and Tender Document Processing fee respectively | |
| 2 | Name of the Agency | |
| 3 | Postal Address of the Agency | |
| 4 | Telephone No. of the Agency | |
| 5 | Mobile Number of Proprietor | + 91 - |
| 6 | E-mail address of the Agency | |
| 7 | Website of the Agency | |
| 8 | Nature of the Company (please tick the appropriate word) | Private Ltd./ Public Ltd./ Proprietary /Partnership/Other |
| 9 | Actual number of Housekeeping staffs working in bidders Organization /Agency | |
| 10 | Total Experience for providing Housekeeping Services | |
| 11 | The Bidder shall provide their personal client list for providing Housekeeping services in Govt./Semi Govt. / Academic Institutions alongwith no. of Housekeeping staff engaged | |
| 12 | Pan No. of the company | |
| 13 | License / Registration No. with the appropriate authority for engaging the services of Housekeeping workers with attested copies of the license. | |
| 14 | The successful agency shall have to submit the license under the Contract Labour (Regulation and Abolition) Act 1970, for the work of contract assigned. | |
| 15 | Certified True copy of Certificate of Registration under Shops & Commercial Establishment Act 1948, along with renewal entries. | |

| Sl. No. | Particulars | Information |
|----------------|---|--------------------|
| 16 | Certified / true copy of Registration certificate under Employee Provident Fund & Miscellaneous Provision Act 1952 | |
| 19 | Certified / true copy of registration certificate under ESIC Act | |
| 20 | GST No. of the Company | |
| 21 | Certified copies of last three years Annual balance sheet & Profit and Loss A/c and Income Tax Returns filed i.e.2018-19, 2017-18, 2016-17. | |
| 22 | The bidder shall submit proof of existence of cash credit/overdraft facility above Rs. 5,00,000.00 from scheduled bank. | |
| 23 | Declaration on letter head that, the company /agencies had never been black listed / debarred by organisation in recent past for any cause/reason will remain disqualified for technical bid. | |

Note: All document mentioned from 1 to 23 above are compulsory.

Signature:
Seal of the Company:

2.3 (B) FINANCIAL BID ENVELOPE:

Monthly Rate of wages for One Supervisor and Housekeeping Staff under Minimum Wages Act - 1948, as amended from time to time, applicable to Central Government Institutions.

| Particulars of Rate | Amount in (Rs.) | |
|---|-----------------|------------|
| | Supervisor | HK Staff |
| A - EARNINGS: | | |
| Basic | | |
| DA | | |
| HRA | | |
| Other Allowances (to be specified separately) | | |
| 1) | | |
| 2) | | |
| 3) | | |
| 4) | | |
| Total | | |
| B - DEDUCTIONS: | | |
| PF - | | |
| ESIC | | |
| PT | | |
| Other deductions - Gratuity etc. (to be specified separately) | | |
| Total | | |
| Total Net Charges payable (A - B) | "X" | "Y" |
| Agency Charges in percentage over " X" & "Y" | | |
| GST 18 % | | |
| Total amount payable by the Institute | | |

Note: Agency is requested to calculate actual wages payable for the month December, 2019 by a Central Govt. Institutions.

2.4 Other documents to be enclosed

- a) The Bidder has to signed and put their stamp on each page of Terms and conditions of Tender document provided by the VAMNICOM, Pune.
- b) If the company has ISO Certification, copy of the same has to be submitted.

Note: If any of the above documents are found invalid or incomplete, the tender will be considered as non-responsive and liable for rejection.

3. **TERMS AND CONDITIONS:**

1. The above Technical Bid and Financial Bid envelopes marked separately should be kept in one big envelope and to be sent under sealed cover addressed to Director VAMNICOM, Pune on or **before 05.00 PM of 09th December, 2019.**
2. The processing fee of Rs.1000.00 (Rupees one thousand only), which is non-refundable, should be paid by Demand Draft in favour of the **Director, VAMNICOM, Pune** payable at Pune along with the Tender document, signed on each page. In absence of processing fee, quotation will not be considered and will be liable to be rejected.
3. The successful Agency has to deposit interest free Security Deposit of Rs 2,00,000.00 (Rupees Two Lakhs only) which will be returned to the Agency within 60 days of completion of the contract, subject to the satisfactory performance of the agency and its obligations under the contract and will subject to such deductions, as the Institute found necessary to penal the Agency for any offences of the Terms & Conditions.
4. The Agency will undertake the Housekeeping services as per the duty chart given herein and ensure cleanliness and sanitation of Administrative Building, (VAMNICOM BHAVAN), CME Building, Sahyadri Guest House (100 rooms), Himalaya Guest house (6 rooms), Jubilee hall, Shivneri Auditorium, Director's bungalow, Plot-B Residential complex, Godavari Boys Hostel (36 rooms), Indrayani Girls Hostel (16 rooms) and main approach road.
5. The agency shall be wholly responsible for the payment to Housekeeping staff as per the payment of Minimum Wages Act - 1948. As and when the minimum wage rate is changed by the Government, the agency shall have to pay the revised rates to Housekeeping staff as on that date.
6. The Agency should first pay wages to his own workers through Bank Account and submit the proof of payment thereof along with proof of PF, ESI, PT etc. deposited with the Government agency, as per Labour Laws/Rules, without any link or connection of time/date of receipt of payment from VAMNICOM to Agency. The Agency should submit their bill for reimbursement of payment on or before 5th of every month.
7. **All Cleaning materials and equipments will be supplied by VAMNICOM.**
8. The agency shall ensure that 2 Supervisor + 23 Housekeeping Staff are deployed at VAMNICOM, every day, in proper uniform. In case the agency fails to provide 23 Housekeeping Staff on any day(s), the proportionate deduction will be made from the monthly bill. Besides this, the VAMNICOM shall have a right to impose suitable penalty as per the discretion of the Director.
9. The VAMNICOM discourages any kind of nepotism in the appointment of any staff through the Agency. If any employee of this Institute, including the Director, forces the Agency to employ his/her relatives/friends, the Agency must inform this matter to the Competent Authority. Failing which, suitable penalty may be imposed upon the Agency.

10. Every housekeeping staff to be supplied by the Agency shall not be less than 18 years and not more than 50 years of age and the Agency shall obtain and submit, to VAMNICOM, a medical certificate of each of the Housekeeping staff to certify that he/she is not suffering from any disease or major ailment and he/she is physically fit to do the prescribed work.
11. The Agency shall comply with the requirements under provision of Minimum Wages Act, PF, ESI and other Liabilities under Labour Laws.
12. The Agency shall provide prescribed uniform with Identity Card to his Housekeeping staff. No Housekeeping Staff will be allowed without uniform and Identity card while attending the duties at VAMNICOM, Pune.
13. The Agency shall ensure that Housekeeping staff abides by VAMNICOM's rules and maintain decorum.
14. VAMNICOM follows its security regulations/policies such as those relating to frisking or full body scanner or metal detectors during entry and exit at VAMNICOM's Security Gate(s). VAMNICOM possess the right to check any staff or worker of the Agency and the workers must co-operate during the security check.
15. The agency must abide by sexual harassment of women at work place (Prevention, Prohibition and Redressal) Act 2013.
16. In case of failure to provide satisfactory service, on a single occasion, a penalty of Rs.5000.00 (Rupees Five Thousand only) will be charged, for every such occasion(s).
17. The Housekeeping staff of the Agency shall be well mannered and well behaved and the Agency shall replace or substitute any of the Housekeeping staff against whom there is a reasonable complaint or grievance of misbehavior, negligence in work or incompetency.
18. The contract can be terminated by VAMNICOM by giving one month's notice in writing to the Agency. On the other hand, the Agency can request in writing to the Institute to terminate the contract. This request is not binding upon the Institute.
19. VAMNICOM will provide office table, chair and store room facilities for keeping uniform, equipments and other cleaning materials etc.
20. The Agency shall be solely responsible for the entire payments/contributions etc. mandatory under various Labour Laws such as ESI, Employees Provident Fund, Payment of Bonus Act, and Payment of Gratuity Act etc. to the Housekeeping staff engaged by the Agency.
21. Statutory deductions applicable shall be deducted from all payments made to the company or agency as per rules and regulations in force and in accordance with the GST Act and Income Tax Act prevailing, from time to time.
22. The Agency shall submit records of EPF Return/ESI Return, GST return, etc. on or before 10th of every month. In absence of this, the payment will not be released to the Agency for that particular month.

23. The Agency shall submit day to day attendance Sheet of the Housekeeping workers duly attested by the authorized person of the Agency.
24. VAMNICOM reserves the right to change/modify any terms and conditions.
25. Any loss or damage to VAMNICOM resulting from an act of Housekeeping worker during contract period shall be borne by the Agency and shall be liable to be recovered from any amount due to the Agency hereunder.
26. The Agency shall give appointment letter to each Housekeeping staff and shall submit a copy thereof to VAMNICOM.
27. The Agency shall not assign this contract to any other agent or agency without the prior written consent of VAMNICOM.
28. If any of the Agency's Housekeeping staff suffers injury or accident while on VAMNICOM'S Premises, the Agency will be solely responsible for payment of compensation or damages, if any, to the housekeeping staff. The Agency shall indemnify VAMNICOM against all disputes, claims or actions raised by the Housekeeping staff or by anybody who claim through him. The Agency shall obtain necessary workmen's insurance to cover this liability and submit the document to VAMNICOM, Pune.
29. The authorized person of the VAMNICOM shall be entitled to supervise the disbursement of wages to the Housekeeping staff of the Agency.
30. Director VAMNICOM reserves the right to reject this contract at any time without assigning any reason.
31. All disputes, arising between VAMNICOM and the Agency shall be settled by the Director, VAMNICOM, Pune. The Arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 or any amendment thereof for the time being in force. Arbitration proceedings shall take place in Pune. The award of the arbitrator shall be a reasoned award and shall be final and binding on the Parties. The arbitration proceedings shall be conducted and the award shall be rendered in English language. Subject to above, the Courts at Pune shall have exclusive jurisdiction in respect of all matters.

4. SCOPE OF WORK

4.1 Total requirement of Housekeeping staff:

| Sl.No. | Particulars | Total Number |
|--------|-----------------------------|--------------|
| 1 | Supervisor (Male) | 2 |
| 2 | Housekeeping Staff (Male) | 18 |
| 3 | Housekeeping Staff (Female) | 05 |
| | Total | 25 |

4.2 The duty hours of services of Housekeeping staff as follows:

| Sl. no. | Particulars | Time | | Total hours |
|---------|-----------------------------------|----------|----------|--------------|
| | | From | To | |
| 1 | | 07.00 AM | 10.00 AM | 03 Hours |
| 2 | Breakfast (30 Mins.) | 10.00 AM | 10.30 AM | Break |
| 3 | | 10.30 AM | 01.30 PM | 03 Hours |
| 4 | Lunch (30 Mins.) | 01.30 PM | 02.00 PM | Break |
| 5 | | 02.00 PM | 04.00 PM | 02 Hours |
| 6 | TOTAL EFFECTIVE DUTY HOURS | | | 08 Hours |

4.3 SCHEDULE FOR HOUSEKEEPING WORK

TIME: 7 AM to 4.00 PM

| Sr. No | Description | Area | Periodicity |
|--------|--|--|-------------------|
| 1. | Sweeping, Cleaning, Swabbing and Attending the Sanitary Block | (a) All Rooms of Administrative Building, Main entrance, Seminar/Classrooms, parking areas | Daily |
| | | | Daily |
| | | b) Lunch room for Class-III and IV Employees and Recreation Room in Sahyadri Guest House, Gymnasium. | Daily |
| 2. | Cleaning of Toilets and Urinals | Administrative Building (VAMNICOM Bhavan), CME Building, Sahyadari Guest House, Himalaya Guest House, Director Bungalow, Jubilee Hall, Shivneri Auditorium, Jaganath Community Hall and Mess (Sahyadari & Himalaya Guest House Kitchens) | Daily |
| 4. | Cleaning of all Wash basins | -- Do -- | Daily |
| 5. | Swabbing of Floors | Administrative Building (VAMNICOM Bhavan) and all Guest houses | Alternative Days |
| 6. | Removal of Cobwebs & Cleaning of Windows Fans | Main Building and all Guest houses, Godavari & Indrayani Hostel (Boys and Girls Hostel) | Fortnightly |
| 7. | Cleaning of Roads and Open Place | Main Building, Sahyadari & Himalaya Guest houses | Daily |
| 8. | Cleaning of Window and Cleaning of Tables & Chairs in the Class Rooms, Cleaning of Furniture in the unoccupied Rooms of the Hostel when Allotted | Main Building, Sahyadari & Himalaya Guest House, Godavari Boys Hostel and Indrayani Girls hostel, Jubilee Hall, Community Hall, CME Building, Class Rooms | Daily |
| 9. | Sweeping of floor | Mess Premises | Daily |
| 10. | Cleaning of Open Drains | Administrative and Residential Complex | Whenever required |
| 11. | Collection of garbage from Residential complex | Collecting of garbage from Residential complex | Daily |
| 11. | Cleaning of the Premises | Guest houses, Director's bungalow campus | Daily |

| Sl. No. | Description | Area | Periodicity |
|----------------|---|--|--------------------|
| 12. | Cleaning of Outer Surrounding of the Campus, Drains | Internal road of the premises from Gate No. 1 to 6 and Residential Complex | Daily |
| 13. | Cleaning of Road | Internal road of Administrative Block, Sahyadri Guest House, Himalaya Guest House, Main Gate No.1 to 6 and Residential Complex | Daily |
| 14. | General Cleanliness | Including removing grass outside the garden and lawns and tree cutting etc. | Weekly |

5. EVALUATION CRITERIA:

| Sl. No. | Technical score | Maximum marks |
|---------|---|---------------|
| 1 | Specific experience of Agency for providing the Housekeeping Services in Govt. Institutions, Offices and other organizations: Experience above 11 Yrs. = 25 Marks 6 - 10 Yrs. = 15 Marks 2 to 5 Yrs. = 5 Marks > below 02 Yrs = 0 Marks | 25 Marks |
| 2 | Statutory documents required License from Labour Commissioner to employ contract labour from any existing Institutions/Govt. Department etc = 10 marks GST Certificate of the Agency = 05 marks Registration Certificate under Shop and Commercial EST Act- 1948 = 5 marks Income Tax Returns (3 yrs.) = 5 marks | 25 Marks |
| 3 | Financial status (in terms of annual Turnover) of last three years. Annual Turnover above 51 Lakhs = 25 marks 41 - 50 Lakhs = 10 marks 21 - 40 lakhs = 5 marks 20 lakhs = 0 marks | 25 Marks |
| 4 | Performance Certificates from various Government Organization and Other Private Agencies. 15 Certificate / Appreciation Letter(s) = 25 marks 10 Certificate / Appreciation Letter(s) = 15 marks 08 Certificate / Appreciation Letter(s) = 10 marks 05 Certificate / Appreciation Letter(s) = 05 marks Below 05 Certificate = 0 marks | 25 Marks |

Method of Selection:

The financial bid will be opened of those Agencies only who have scored **minimum 75 marks out of 100** marks in the Technical Bid. The agency who have scored less than 75 marks, they will be disqualified and their financial bid will not be opened. Accordingly the work order will be awarded to the L1 Bidder. The Successful bidder has to provide their original documents to the Competent Authority for verification before placing work order.