

Madhya Pradesh Rural Road Academy

**Walmi hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.) - 462042,
(Under M.P. Rural Road Development Authority)**

Phone: (0755) 2499054

www.mprra.com

E-mail- director.mprra@gmail.com



NIT No. 02/157/MPRRA/2020 Bhopal, Dated 06-03-2020

TENDER DOCUMENT

“Providing Housekeeping Services and Security Arrangements in Administrative Building, Hostel, Guest house and Academy Premises round the clock in Madhya Pradesh Rural Road Academy Bhopal”

Address

**Director,
M.P. Rural Road Academy
Walmi Hills, Kaliyasot Dam, Kolar Road,
Bhopal (M.P.) 462042**

TABLE OF CONTENTS

Sl. No.	Contents	Section	Page
1	Notice Inviting Tender	I	3
2	Important data and information regarding submission of Bid.	I	4-5
3	Scope of Work	II	6-8
4	Instructions To Bidder	III	9-12
4	General Conditions of Contract	III	13-19
5	Bidder's Profile		20-21
7	Documents to be submitted with Technical Bid	Form	22-23
8	Financial Bid	Form	24
9	Format of Contract Agreement		25-26
10	Form of Bank Guarantee for Performance Security		27



NOTICE INVITING TENDER
MADHYA PRADESH RURAL ROAD ACADEMY
Walmi Hills, Bhopal (M.P.)
(Under M.P. Rural Road Development Authority)

Phone No.: 0755-2499054

www.mprra.com

Email : director.mprra@gmail.com

NIT No. 2/157/MPRRA/2020

Bhopal, Date 6/3/2020

Sealed tenders are invited by MPRRA for providing comprehensive annual maintenance of civil works and Providing Housekeeping Services and Security Arrangements in MPRRA campus Walmi Hill Bhopal (M.P.)

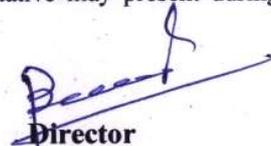
S. No.	Particulars of Assignment	Probable Amount of Contract	Amount of Earnest Money Deposit	Cost of tender document	Date & Time for purchase of Tender Document	Date & Time for submission of Technical and Financial proposal	Date & Time for opening of Technical proposal	Period of contract
1	2	3	4	5	6	7	8	9
1	Comprehensive Annual Maintenance of civil works in MPRRA Campus	Rs. 12.00 Lakh (Rs. Twelve Lakh)	Rs. 50,000.00	Rs. 3,000/-	Up to 5:00 PM on 26-03-2020	Up to 3:00 PM on 27-03-2020	3:30 PM on 27-03-2020	Two year from the date of the issue of work order.
2	Providing Housekeeping Services and Security Arrangements in MPRRA premises	Rs. 3,000,00/- (Rs. Three Lacs) per month	1,50,000/- (Rs. One Lac Fifty thousand only)	Rs. 10,000/-	Up to 5:00 PM on 26-03-2020	Up to 3:00 PM on 27-03-2020	3:30 PM on 27-03-2020	Two year from the date of the issue of work order.

Note: i. Cost of tender document and earnest money deposit shall be payable in the form of Banker's cheque of any scheduled commercial bank in favour of "Director, MPRRA Bhopal"

ii. Details of NIT can be seen from our website <https://www.mprra.com> and MPRRDA website <https://www.mprrda.com>. It may also be seen in the office of the Director, Madhya Pradesh Rural Road Academy, Walmi Hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.)- 462042, on any working day.

iii. Tender document may be obtained from the office of Director, Madhya Pradesh Rural Road Academy" Walmi Hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.)- 462042, up to 5:00 P.M. upto 26-03-2020 Interested service providers may submit a written request for issue of tender document along with the cost of tender document.

2. Sealed proposals shall be submitted in three separate sealed envelopes indicating clearly "Envelop - No.1 – Earnest Money Deposit 'Envelop - No.2- Technical Proposal' and 'Envelope No.3 – Financial Proposal', to DIRECTOR, MADHYA PRADESH RURAL ROAD ACCADEMY KALIASOT DAM WALMI HILLS BHOPAL 462042. Each Envelops should also be super - scribed "For providing Comprehensive Annual Maintenance of civil works /Providing Housekeeping Services and Security Arrangements in MP Rural Road Academy.
3. Pre Bid Meeting: At 11:30 PM on 20/03/2020 in the conference hall of Madhya Pradesh Rural Road Academy, Walmi Hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.) 462042
4. Technical proposals shall be opened at 3.30pm on 27/3/2020 in the office of Academy. Tenderers or their authorised representative may present during the tender opening process.
5. Date, time and place of opening of Financial Proposal shall be informed to the tenderers who have technically qualified. Technically qualified Bidder or their authorised representative may present during financial opening.


Director
MP Rural Road Academy

Important data and information regarding submission of Proposal.

S. No.	Frequently Asked Questions(FAQ)	Answer
1	Name of assignment	Providing Housekeeping Services and Security Arrangements of Administrative Building, Hostel Building, Guest House and Academy premises round the clock as per details given in the scope of work.
2	Cost of Tender Document	As indicated in Notice Inviting Tender
3	Probable amount of contract	As indicated in Notice Inviting Tender
4	EMD	As indicated in Notice Inviting Tender
5	Duration of contract	As indicated in Notice Inviting Tender
6	Validity of bid	90 days from the date of submission of proposal.
7	Total Number of pages in tender document	24 pages
8	Address and place of Submission of Proposal.	Madhya Pradesh Rural Road Academy Walmi Hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.) 462042
9	Issue of Tender document	up to 05:00 P.M. on 26-03-2020
10	Tender Document Delivery Mode	Speed Post / Registered Post/ Courier or by person
11	Pre Bid Meeting	At 11:30 AM 20/03/2020 in the conference hall of Madhya Pradesh Rural Road Academy, Walmi Hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.) 462042
12	Bid documents.	All Bid documents should be signed and sealed By the tenderer.
13	Date and time for submission of Technical Bid and Financial Bid	As indicated in Notice Inviting Tender
14	Venue of opening tender	Madhya Pradesh Rural Road Academy Walmi Hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.) 462042
15	Date of opening Technical Proposal	As indicated in Notice Inviting Tender
16	Date and time for opening of Financial Proposal	Will be informed to the technically qualified tenderers.
17	Performance Security Deposit	5% of the contract price towards the performance security in the form of TDR of Director M.P. Rural Road Academy payable at Bhopal or in the form of unconditional Bank Guarantee with validity for a period 06 months beyond the contract period.
18	Agreement	It shall be executed on non judicial stamp paper of the required value. Which at present is 0.25% of contract amount. (Maximum 25000/-)

19	Extension of contract	If the services are found satisfactory by Director MPRRA during the period of contract, it may be further extended for a period of one consecutive year at the existing rate and on the existing terms and conditions.
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Note:- In case, specified dates are declared as holiday, the date of opening proposal will be automatically shifted to the next working day.

**Director
MP Rural Road Academy**

Scope of work

Details for Providing Housekeeping Services and Security Arrangements of Administrative Building, Hostel Building, Guest House and Academy premises.

S. N.	Deliverables/ Services	Detailed scope of services	Frequency
1	2	3	4
A	Housekeeping Services		
	<p>a. Guest House Plinth Area 143 Sq m. Single room double bedded Dining Hall Kitchen Reception/Waiting Room</p> <p>b. (i) Hostel Building Plinth Area 805 Sq m. Single room double bedded Single room four bedded</p> <p>(ii) Director Banglow (Proposed Hostel) Plinth Area 118 Sq.m.</p>	<p>a. Cleaning and wet mopping of all floors, walls, halls, corridors, staircase and porch etc.</p> <p>b. Collection of Garbage from all the rooms and disposal thereof in assigned location etc.</p> <p>c. Changing of bed sheets, pillow covers and towels etc.</p> <p>d. LAUNDRY SERVICES</p> <p>i. Washing of bed sheets, pillow covers and towels as per requirement and press thereof etc.</p> <p>ii. Washing of curtains in hostel and guest house and press thereof etc.</p>	<p>(a) Daily in all covered areas and twice in corridors, stair case and Porch as per requirement.</p> <p>(b) Daily.</p> <p>(c) (i) After leaving each guest in guest house and on each third day as per requirement. (ii) After leaving each group of trainees and on each third day as per requirement.</p> <p>(d) (i) As per requirement. (ii) Once in a month.</p>
	<p>C. Administrative Building Plinth Area 911 Sq m. Director Room - 1 no. GM Room - 1 no. Pantry - 1 no. Office Staff Room - 1 no. Library Room - 1 no. Lab Room - 2 no. Conference hall - 1 no. Class Room - 3 no. Other Room - 3 no.</p>	<p>a. Cleaning and wet mopping of all rooms, laboratory, library, pantry, class rooms, conference hall, common area, all floors, walls, walls, corridors, staircase and porch etc.</p> <p>b. Collection of Garbage from all the rooms and disposal thereof in assigned location etc.</p>	<p>a. Daily once in all covered areas and twice in Corridors, Stair Case and porch as per requirement.</p> <p>b. Once in a day.</p>
1	Sweeping and clearing of grass of service roads, paths and cleaning of drains.	Sweeping and clearing of grass of service roads, paths and cleaning of drains etc.	<p>i. Sweeping and clearing of grass of service roads and paths regularly.</p> <p>ii. Cleaning of drains twice in a week.</p>

2	Laundry Services	Washing curtains of office, class rooms, conference hall and library and press thereof etc.	Once in a month
3	Maintenance of proper water supply in administrative building, hostel, guest house and within the premises of Academy.	Regular operation and check-up shall be done by the maintenance team of service provider. Cleaning of all overhead water tanks and repair of any default/leakage etc in taps /pipeline immediately shall be done by the service provider.	a. Cleaning of all overhead water tanks once in a month. b. Repair of any default/leakage etc in taps /pipeline immediately.
4	Maintenance of all electric appliances (bulb /tube light/street light/refrigerator/ heater/ water-cooler/Air Conditioner/ switch boards and solar control panels etc)	Regular operation and check-up shall be done by the maintenance team of service provider. Any default/brakeage/short circuit in wiring, cables, Switch board, MCB etc. shall be repaired/ replaced immediately. Bulb, Tube light and fixtures will be supplied by Academy.	Any default/brakeage/short circuit in wiring, cables, Switch board, MCB etc. shall be repaired/ replaced immediately.
5	Supplying and providing mosquito repellent machine and refill thereof in each room of hostel and guest house	Supplying and providing mosquito repellent machine and refill thereof in each room of hostel and guest house.	Regularly or as per requirement.
6	Maintenance and cleaning of bathroom, toilet, washbasin etc.	Maintenance and cleaning of bathroom, toilet, washbasin etc.	Once in the morning and evening on each day.
7	Sufficient dustbins in the campus of Academy.	Providing Plastics/steel dustbins in Campus of Academy	It will be provided at designated place.
8	Hand-wash on every washbasin and outside every toilet with naphthalene balls in urinals and washbasins	Hand wash and wall mounted dispenser for storage and usage should be made available.	Regularly
9	Garbage Disposal.	Garbage disposable bags – as per size of the dustbin Garbage disposal area shall be specified by MPRRA.	Garbage disposal bags shall be changed on every day. Collection of garbage and used disposal bags will be as per Swach Bharat Abhiyan

10	Proper Housekeeping Services in toilets.	Cleaning and washing of commode, seats, cistern, wash basin and wall manually by using R-6 or equivalent chemical, disinfectant and toilet cleaner. Wet mopping of floor, wall tiles, including consumable materials.	Twice a day or as per requirement.
11	Housekeeper, helper cum bellboy, cleaner, sweeper etc.	Sufficient number of housekeeper helper cum bellboy, cleaner, sweeper, etc for each room and as per requirement. All the staff shall be in uniform with badge.	Minimum requirement of staff: Housekeeper 01 and 02 helper round the clock.
12	Setup of Reception Counter/ Help Desk/ Information Desk/Public Relation Desk etc equipped with computers/ laptops/ printers/stationery etc.	Desktop and printer will be provided by the Academy. Service Provider shall arrange stationery etc.	Two receptionist will required round the clock and One more receptionist will required from 10:00 to 18:00 hours
13	Pest/mosquito/fly control facility in Academy campus.	Pest/mosquito/fly control facility	Quarterly
B.	Security Arrangements		
	Adequate security guard for premises	Sufficient number – (in shifts) as per requirement.	Four security guard round the clock as per requirement

INSTURCTIONS TO BIDDER

Sealed bids in a three-envelop system i.e.(i) Earnest money deposit (ii) Technical Bid and (iii) Financial Bid are invited for “Providing Housekeeping Services and Security Arrangements of Administrative Building, Hostel Building, Guest House and Academy premises round the clock” from individuals/ firms/ and other agencies with experience in providing similar services in administrative building, hostel building, guest house and institutes under Government/Non-Government organizations /Public Sector/ Private Sector of repute.

1 Name of Services

Providing Housekeeping Services and Security Arrangements of Administrative Building, Hostel Building, Guest House and Academy premises round the clock in “**Madhya Pradesh Rural Road Academy**” Walmi Hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.)-462042, India.

Scope of work is given in section II.

2 Duration of Contract Period

At the initial stage, the contract shall be awarded for a period of Two year from the date of commencement of contract,

3 Validity of Bid

The Bid shall be valid for a period of 90 Days from the last date of submission of bid. If the bid is withdrawn within validity period EMD will be forfeited and firm will be debarred from participating in future bids.

4 Eligibility Criteria for bidding

- a. Profit & Loss Account and Balance Sheet duly certified by Chartered Accountant. for the last 3 (three) financial years (that is, 2016-17, 2017-18, and 2018-19) must be submitted.
- b. Annual turnover of the Bidder should not be less than Rs. 30.00 lakh (Rupees Thirty lakh) in any financial year during the last 3 financial year.
- c. The Bidder should have a minimum experience of 3 year in the field of housekeeping and security arrangement services of any Administrative Building/ Hostel/ Guest house/ Academy Premises/ reputed apartments of Govt./Public Sector /Private Sector.
- d. The Bidder must have its office in Bhopal.
- e. The Bidder should have the trade license with firm’s registration, ESI registration, EPF registration, GST registration, Permanent Account Number(PAN)and other

certificates etc.

5 Issue of Tender Document

Interested Bidders may submit written request on their letter head indicating the tender number and description of work for issue of tender documents in the Office of the **Director, Madhya Pradesh Rural Road Academy**” Walmi Hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.)-462042, upto 5:00 P.M. on 26-03-2020.

6 Cost of Tender Document

The cost of the Tender Document is Rs. 10000/- (Ten thousand) non-refundable and shall be payable in the form of Demand Draft/ Bankers’ Cheque in favour of “Director, MPRRA Bhopal payable at Bhopal.

7 Earnest Money Deposit

Earnest Money Deposit (EMD) of` Rs. 150000/- (Rupees One Lakh fifty thousands only) (Refundable) in the form of a TDR/Demand Draft/ Banker’s Cheque of any scheduled commercial bank in favour of “Director, MPRRA Bhopal” payable at “Bhopal” should be submitted in separate sealed envelope. The EMD will be refunded to the unsuccessful Bidders after awarding the contract to the successful Bidder.

The Earnest Money Deposit of the successful Bidder will be adjustable against performance security.

8 Pre-Bid Meeting

If any clarification regarding scope of work, general conditions of contract etc. is required, the Bidder should seek such clarification in writing at least 10 days before the date fixed for pre bid meeting. MPRRA shall reply such queries in the form of minutes of pre bid meeting.

Pre-bid meeting will be held on 11:30 A.M. on 20-03-2020 in the Conference Room the Administrative Building of the Academy. The interested bidders may attend the meeting for clarification of the scope of work and any term and condition of the tender document.

9 Submission of Tender:

- a. Each and every page of the tender document shall be signed with seal by the Bidder.
- b. Tender document shall be prepared and submitted in the form of book with spiral binding. The tender documents completed in all respects along with Earnest Money Deposit, technical bid and financial bid shall be submitted in separate sealed envelope up to 3:00 P.M. on 27-03-2020 in the Office of the “**Director, Madhya Pradesh Rural Road Academy**” Walmi Hills, Kaliyasot Dam, Kolar Road,

Bhopal (M.P.)- 462042.

- c. Tenders received after the stipulated date and time will not be accepted.
- d. Earnest money deposit, technical bid and financial bid shall be kept and sealed in separate envelop. Each envelop shall be super scribed with the name of document kept therein. All the three envelops shall be kept and sealed in single envelop.
- e. Technical bid along with legible attested photocopy of all the required documents shall be submitted. Bidder shall have to produce original documents for verification as and when called for before taking decision on bids.

10 Opening of Bids.

Bids will be opened on 3:30 P.M. on 27-03-2020 in the conference hall of Administrative Building of Academy, in the presence of the bidders who may like to attend. Only one representative from each firm will be allowed to attend opening of bids. In case the date of bid opening is declared as holiday, it will be opened on the next working day at the same time.

- a. Envelop containing earnest money deposit shall be opened first. If the earnest money deposit found in order then only technical bid shall be opened. No intimation shall be sent to unsuccessful Bidders
- b. Envelop, containing technical bid shall be opened there after.
- c. After scrutiny of technical bids, only the successful bidders shall be informed through e-mail the date and time for opening of financial bids.

11 Opening of Financial Bid

Date and time opening of Financial Proposal shall be informed to the tenderers who have technically qualified. Technically qualified Bidder or their authorised representative may present during financial opening. In case the date of bid opening is declared as holiday, it will be opened on the next working day at the same time.

12 Acceptance of bid

The Academy reserves the right to reject any or all the bids without assigning any reason. The Academy neither binds itself to accept the lowest bid nor it undertakes to assign any reason for the decision taken in this matter.

Acceptance of tender will be communicated by a formal letter to the Bidder.

The Bidder whose bid is accepted shall be required to deposit performance security within 15 days of the date of issue of letter.

13 Performance Security

The successful Bidder will be required to deposit performance security amounting to 5% of the contract amount in the form of TDR / Demand Draft /Bankers' Cheque of any scheduled commercial bank in favour of "Director, MPRRA Bhopal" payable at "Bhopal" within fifteen days from the date of communication of award of this contract. Earnest Money deposited at the time of submission of the tender may be adjusted against performance security, by depositing the balance amount.

In case the successful bidder fails to submit the Performance Security his earnest money deposit shall be forfeited.

The Performance Security shall be refundable after expiry of the contract subject to satisfactory performance.

14 Execution of Agreement

On receipt of performance security the shall be intimated to appear in person. If the service provider is a firm, company or a corporation, his duly authorized representative shall appear to execute the agreement. In the office of the Director, Madhya Pradesh Rural Road Academy, Bhopal.

On receipt of performance security the tenderer shall be required to execute Agreement in prescribed form on non-judicial stamp (at his own cost on stamp @0.25% of contract price) of the required amount After execution of agreement work order shall be issued to commence Housekeeping services and security arrangements.

15 Contract Extension.

If the services are found satisfactory by Director MPRRA during the period of contract it may be further extended for a period of one consecutive year at the existing rate and on the existing terms and conditions. Fresh agreement shall be executed on non judicial stamp of required value.

However, it will be obligatory on the part of the service provider to continue the services beyond the contract period for at least 3 (three) months or till the new contract is finalized, whichever is earlier, on the same rates, terms and conditions.

Note: Tender and Bid is synonymous.

GENERAL CONDITIONS OF CONTRACT

1 Scope of work

Scope of work is given in **Section-II**

2 Providing services

Services shall be provided strictly in accordance with the contract conditions of tender documents and as per instructions of the Director of the Academy from time to time.

3 Security Rules

The Service Provider shall follow at site all the security rules framed by the Academy from time to time regarding shifting of material and equipment to and from site, issue of identity cards, control on entry of personnel in Academy Premises and other similar matters. The Service Provider and his personnel shall abide by all security measures imposed by the Competent Authority of the Academy from time to time.

4. Inspection of site

- A. The Bidder are advised to inspect surroundings of Academy and satisfy themselves before submitting their bid, the means of access to the Academy, the accommodation required, etc. In general, Bidders shall themselves obtain all necessary information as to risks, contingencies and other circumstances, which may influence or affect their bids.
- B. A Bidder shall be deemed to have full knowledge of the site, whether he inspects it or not and no extra claim due to any misunderstanding or otherwise shall be allowed.
- C. Submission of a bid by a Bidder implies that he has read all the terms and conditions of tender document and has made himself aware of the scope of the work to be provided.

5. Rate

The quoted rate shall be **inclusive of all duties, royalties, cess, levies, Taxes of Urban local body and any other Authority etc. but excluding GST.**

Quoted rate shall also include Pest Control Service through Third Party Agency (TPA) as and when directed by MPRRA.

6. GST

GST as applicable on the date of payment shall be paid separately by the Academy. The contractor shall have to pay the GST to the Tax authority directly. After making payment of GST to the Tax Authority, the contractor shall have to submit the proof (paid tax) along with the monthly bill. If tax is to be deducted at source by a Govt. notification, it will be deducted before payment is made.

7. Terms of Payment

The Service Provider shall have to submit the bill in duplicate for the Fixed Monthly Maintenance Charges + Salaries of Manpower in every month to the Accounts officer MPRRA Bhopal. Every bill shall be certified by the General Manager of the MPRRA for providing satisfactory services during the period mentioned in the bill.

The following deductions shall be made from bill :

- A. Income Tax, at the applicable rate;
- B. 5% security deposit; and
- C. Any other deduction as applicable.

8. Records to be maintained

The Service Provider shall maintain registers regarding the deployment of labour /workers and supply of materials, working hours, payment of wages, etc. Otherwise, monthly payment will not be released.

9. Safety Rules

- a. The Service Provider shall have to comply all Safety Rules, safety regulations and others Rules/Acts as applicable relating to services.
- b. The Service Provider shall take immediate corrective measures whenever any unsafe condition is detected.
- c. The Service Provider shall immediately report any minor or major accident to appropriate Authority and also to the General Manager. Immediate remedial measures shall be taken to prevent re-occurrence of such accidents.
- d. Any employee of the service provider found under the influence of alcohol or any intoxicating drug shall not be allowed to perform his duty. His work permit shall be withdrawn and he shall be sent out of the premises of Academy.

10. Labour Laws

The Service Provider shall abide by all the relevant provisions of various labour laws as applicable from time to time e.g. Employees Provident Fund, Group Insurance, Contract Labour law, Bonus Act, Minimum Wages Act, etc.

11. Confidentiality

The services shall be treated as confidential. Service Provider's personnel shall not retain any material information handled by them. They shall also not divulge/disclose any information coming to their knowledge to any outsider without permission of Director, MPRRA.

12. Duties and Responsibilities of the Service Provider

- i.** It shall be the responsibility of the Service Provider to provide the services as per the terms and conditions of contract.
- ii.** It shall also be the responsibility of the Service Provider to engage and utilize the services of sufficient, competent and experienced personnel for the purpose of providing services entrusted under the contract.
- iii.** The Service Provider shall provide full particulars and other details of the person(s) to be deployed for providing services to MPRRA.
- iv.** The Service Provider shall exercise all reasonable skill, care and diligence in discharge of duties and responsibilities provided in the contract.
- v.** The Service Provider shall be fully responsible for all risks arising from negligence, errors, omissions, willful or otherwise, by him or his personnel, which may occur during providing services. The Service Provider shall be liable to compensate MPRRA for losses arising out of such negligence, errors and omissions.
- vi.** The Service Provider shall keep MPRRA fully indemnified from and against all claims, costs and charges arising out of personal injury to his employees.
- vii.** The Service Provider shall provide all consumables like cleaning powder, nylon scrubbers, brooms, soap solutions, scotch bright, brushes, linen for washing of utensils and hand wash liquid solution of reputed make in all toilets at his own cost.
- viii.** The Service Provider shall have to provide the cleaning agent required to keep clean kitchen area, guest rooms, lobby, verandah, open space, toilets, bathrooms etc.

- ix. Service provider shall also maintain Water cooler, Solar system, Fire fighting system, Refrigerators, and all other equipment available in the Administrative building, Hostel building, Guest house and Academy premises and return the same in good condition at the end of the contract.
- x. The Service Provider shall be further liable for the consequences of errors and omissions arising from the negligence on his part or on the part of his personnel. He shall also be responsible to make good any loss to MPRRA.
- xi. The Service Provider shall submit copy of EPF Returns submitted to EPFO at the end of each month. In case of failure payment of bill shall be withheld.
- xii. The Service Provider shall be responsible for making payment to his personnel at the rate fixed by the Collector Bhopal. If the rate for any job has not been fixed by the Collector Bhopal it shall be payable as per minimum wages Act.
- xiii. The Service Provider shall follow the instructions issued by Academy from time to time for discharging the duty

13. Deployment of Manpower

- i. The Service Provider shall engage adequate number of manpower for Housekeeping Services and Security Arrangements in the Administrative Building, Hostel buildings, Guest house and Academy premises.
- ii. The reception desk in Administrative Building, Hostel buildings and Guest house shall be managed by well educated, courteous and trained personnel.
- iii. Only adults shall be engaged which are acceptable to Academy.
- iv. Personnel of the Service Provider shall not be treated as employee of Academy.
- v. Keys of the Hostel and Guest house rooms shall be in the safe custody of receptionist who will ensure deposition of each and every key whenever any guest or trainee checks out with proper entry in the register.
- vi. Furniture, electrical items/utensils/electronic appliances, computers, lab equipment, fire fighting and solar system etc., provided by Academy, being found damaged or not in working condition due to misuse/fault/negligence of Service Provider, the same shall be repaired/ replaced at the risk and cost of the Service Provider.
- vii. If any damage/loss of Academy's items (viz. linens/ electrical items/ utensils, etc.) is noticed after departure of guests/trainees, the Service Provider shall immediately inform to the General Manager. Otherwise, the cost of damage/ loss shall be recovered from the Service Provider due to negligence of duty.

- viii. For all intents and purposes the Service Provider will be the “Employer” within the meaning of different Labour Laws in respect of the personnel so employed.
- ix. The personnel appointed by the Service Provider for the services shall have no right to claim as employee of the Academy.
- x. If the Service Provider fails to provide services for any part of the day or/ and part of the services not provided for full day, housekeeping charges shall not be payable for that day.
- xi. Failure to deploy any personnel double wages of the concerned personnel at prevailing Collector Rate shall be recoverable from the service provider.
- xii. The Service Provider shall ensure that deployed housekeeping and security arrangement personnel are strictly observing and adhering the following:
 - Always look smart, work oriented and vigilant
 - Arrive at least 30 minutes before start of duty time.
 - Take charge of duties properly and thoroughly.
 - Perform duties with honesty and sincerely.
 - Read and understand the instructions and follow the same.
 - Pay respect to all Officers and Staff of the Academy.
 - Shall not consume intoxicated drinks on duty hours, or come drunk.
 - Will not gossip or chit chat while on duty.
 - Will never sleep while on duty.
 - Will not read newspaper or magazine while on duty.
 - Will immediately report to the GM any untoward incident/ misconduct or misbehavior with him.
 - Do not entertain visitors.
 - Shall not smoke in the office premises.
- xiii. The Service Provider shall issue identity card/identity document of the personnel who are deployed for providing services.
- xiv. The Service Provider shall not employ any person of age below 18 years and above the age of 65 years and they should possess sound health.
- xv. The Service Provider’s personnel are to be required to work as per requirement and on Sundays/Holidays.

14. Removal of undesirable personnel.

The Director, MPRRA shall have the power to remove any deployed housekeeping/security arrangement personnel who is considered to be undesirable.

15. Payment for Extras and Additions

Payment for any extra or additional service, beyond the scope of work required by the Director MPRRA, shall be made on the basis of manpower rates sanctioned by the

Collector Bhopal.

16. Sub-Letting or Assignment of Contract

Sub-letting or assignment of the contract is not permitted. However, under special circumstances request for Sub-letting or assignment may be considered by the Director, MPARRA and his decision shall be final and binding on both the parties.

17. Insurance

The Service Provider at his own cost shall provide, in the joint name of the Director, MPARRA and the Service Provider, insurance cover for his personnel from the date of commencement till the date of completion of contract. Insurance policies and certificates for insurance shall be delivered by the Service Provider to the MPARRA.

18. Maintenance of Capital Equipment etc.

- i. The Academy shall provide inventory of major furniture items and other items in Administrative Building to the Service Provider before the commencement of services.
- ii. Inventory of furniture and fixtures in Guest house and Hostel rooms, kitchen, dining hall, lobby etc will be handed over to the service provider before the commencement of services and it will be his responsibility to take care and hand over back such items to MPARRA after completion of the contract.
- iii. Inventory of curtain, mattress, bed sheet, Pillow, Pillow covers, quilt, Blanket, Towels, cutlery crockery etc in rooms, kitchen, Dining hall, lobby etc will be handed over to the service provider before the commencement of service.
- iv. All such items are to be maintained with utmost care and for which Service Provider shall be fully responsible. The same will be returned in workable condition after the contract period, failing which necessary recovery will be made from the Service Provider.
- v. Replacement/repairing of civil work of petty nature, electrical and plumbing works etc. shall be done by the service provider. In case of non-return of faulty/damaged material, cost of such items shall be recovered from the Service Provider.
- vi. Complaint Register for Replacement/repairs shall be maintained by the Service Provider. Faulty /damaged items shall be informed by the service provider to the concerned staff of the Administrative building, Hostel building, Guest house.

19. Termination

- a. If the Service Provider commits any fundamental breach of Contract, Director, MPARRA shall suspend, foreclose or terminate the services of the Service Provider by giving one month written notice at any time during the currency of contract.

The Following shall constitute as fundamental breach of Contract:

- i. Default by Service Provider: If the Service Provider delays, neglects or refuses to provide services as mentioned in scope of work
 - ii. Failure to comply any or all contract conditions of the services or fails to complete the services within the period specified in the contract.
 - iii. Failure to perform any obligation(s) under the contract.
 - iv. Failure to take remedial action for its failure within the period given by Director, MPRRA.
 - v. If the Service Provider and/ or his personnel is found indulged in corrupt practices, misbehaving with the Academy Staff/Guests/ Trainees.
- b. In the event of termination of Contract performances security, security deposit and any amount payable to service provider shall stand forfeited.
 - c. Contract may be foreclosed at the convenience of Director, MPRRA without assigning any reason and the Service Provider shall be paid for services provided.
 - d. In case Director, MPRRA foreclose the contract in part, MPRRA shall not pay any compensation in any form to the Service Provider for the services foreclosed.

20. Settlement of dispute.

19.1 Except where otherwise provided in the contract, all questions and disputes relating to the meaning and interpretation of the terms of the contract and instructions herein before mentioned or as to the quality and adequacy of the services arising out of these conditions during the contract shall be referred to the Chief Executive Officer MPRRDA, Bhopal and his decision shall be final and binding on both the parties.

19.2 Either party will have the right of appeal against the decision of the competent authority, nominated under sub Clause 19.1, to the Madhya Pradesh Arbitration Tribunal constituted under Madhya Pradesh Madhyastham Adhikaran Adhiniyam 1983 provided the amount of claim is more than Rs. 50,000/-.

Notwithstanding anything referred to either to the Engineer or to Arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree.

21. All the terms and conditions in tender document shall form part of Agreement.

BIDDER'S PROFILE

1	Name of the Individual/Firm	
2	Name and Designation of Authorised Representative	
3	Communication Address with pin code	
4	Phone No. with STD Code	
5	Mobile No.	
6	Fax	
7	E-Mail ID.	
7	Firm Registration Number.	
8	Permanent Accountant Number.	
9	Goods and Service Tax Registration Number	
10	Electrical Service Provider License Number	
11	ESI Registration Number	
12	EPF Registration Number.	
13	Experience certificate from existing employer/past employer for last three years.	

Particulars of Bidders' Authorised Representative

- 1. Name of the Authorized Representative
- 2. Designation
- 3 **Communication Address with pin code**
- 4 **Phone No. with STD Code**
- 4. Mobile No.
- 5. E-Mail ID.

UNDERTAKING

- 1. I/we, the undersigned certify that I/we have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
- 2. The rates quoted by me/us are valid and binding upon me/us for the entire period of contract and period of extension, if any.
- 3. I/we, hereby undertake to provide the housekeeping services and security arrangements as detailed in the scope of work.

**Signature of the Bidder/ Authorised Representative
(Seal of the Bidder)**

Date:
Place:

TECHNICAL BID**Name of work: “Providing Housekeeping Services and Security Arrangements in Academy Administrative Building, Hostel, Guest house and Academy Premises round the clock”**

I/We submitting herewith my/our technical bid which comprises of the following documents:-

S. No.	Particulars	Enclosure No. and Page no.
1	Bidder's Profile along with all the relevant documents	
2	Copy of EPF Returns submitted to EPFO for the last two month.	
3	Income Tax Return for the last three financial years (2016-17 , 2017-18 & 2018-19)	
4	Goods and Service Tax Return for the last two financial years (2017-18 & 2018-19)	
5	Profit & Loss Account and Balance Sheet duly certified by Chartered Accountant. for the last 3 (three) financial year (2016-17, 2017-18, and 2018-19).	
6	Copy of Annual turnover of the Bidder during the last 3 financial year.(It should not be less than Rs. 30.00 lakh (Rupees Thirty lakh) in any financial year)	
7	Certificate for minimum experience of 3 year in the field of housekeeping and security arrangement services of any Administrative Building/ Hostel/ Guest house/ Academy Premises/ reputed apartments of Govt./Public Sector /Private Sector	

Note: All the documents need to be signed with seal by the authorised signatory.

Signature of the Bidder/ Authorised Representative
(Seal of the Bidder)

Verification

- 1** I/We have examined Tender Document and have no reservations.
- 2** I/We offer to provide “Housekeeping Service and Security Arrangements” in M.P. Rural Road Academy, Walmi Hills, Kaliyasot Dam, Kolar Road, Bhopal (M.P.) 462042 in conformity with the Tender Document.
- 3** I/We also declare that Government of Madhya Pradesh or any any Undertaking of Government has not declared me/us ineligible or black listed on charge of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
- 4** I/We also accept all the terms and conditions of this tender document and undertake to abide by them.
- 5** I/We also declare that the documents submitted by me/us are correct to the best of my/our knowledge.

Date:

Place:

Signature of the Bidder/ Authorised Representative
(Seal of the Bidder)

Form

FINANCIAL BID

I/We hereby submit my/our financial bid as per scope of work and general conditions of contract given in tender document.

S. No	Particulars of Assignment	Rate per month (Rupees)	
		In figures	In words
1	Providing Housekeeping Services and Security Arrangements of Administrative Building, Hostel building, Guest house building and Academy premises round the clock.		
	Total Contract Price = Per Month Rate X 24		

Note:

1. Only one bid shall be submitted and it shall not be bifurcated in any manner.
2. Bid should be quoted only for one month for the Housekeeping Services and Security Arrangements as indicated in Scope of work
3. The rate quoted by the Bidder shall be **inclusive of all duties, royalties, cess, levies, Taxes of Urban local body and any other Authority etc. but excluding GST.**
4. Quoted rate shall also include Pest Control Service through Third Party Agency (TPA) as and when directed by MPRRA.
5. **GST as applicable on the date of payment shall be paid separately by the Academy.**

Date:

Place:

Signature of the Bidder/ Authorised Representative

(Seal of the Bidder)

Standard Form of Agreement

Notes on Standard Form of Agreement

The Agreement should incorporate any corrections or modifications to the Bid resulting from corrections of errors (Instructions to Bidders, Clause 26).

Standard Form: Agreement

Agreement

This agreement, made the _____ day of _____ 20_____,
between _____

_____ [name and address of
Employer] (hereinafter called “the Employer”) of the one part, and

_____ [name and address of
Contractor] (hereinafter called “the Contractor” of the other part).

Whereas the Employer is desirous that the Contractor execute _____

_____ [name and identification
number of Contract] (hereinafter called “the Works”) and the Employer has accepted the Bid by the Contractor for the execution and completion of such Works and the remedying of any defects therein at a cost of Rupees.....

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this Agreement, words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to, and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all aspects with the provisions of the Contract.
3. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying the defects wherein the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
4. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:

- i) Letter of Acceptance;
- ii) Notice to proceed with the works;
- iii) Contractor's Bid;
- iv) Contract Data;
- v) Special Conditions of contract and General Conditions of Contract and NIT.
- vi) Specifications;
- vii) Drawings;
- viii) Bill of Quantities; and
- ix) Any other document listed in the Contract Data as forming part of the contract.

In witness whereof the parties thereto have caused this Agreement to be executed the day and year first before written.

The Common Seal of

was hereunto affixed in the presence of:

Signed, Sealed and Delivered by the said

in the presence of:

Binding Signature of Employer

Binding Signature of Contractor

Form of unconditional Bank guarantee from Contractors for Performance Security

(To be used by approved scheduled banks)

1. In consideration of the Director Madhya Pradesh Rural Road Academy (hereinafter called “the Academy”) having agreed to exempt..... (Herein after called “the said contractor(s)”) from the demand, under the terms and conditions of an Agreement dated.....made between.....And.....for(hereinafter called “the said Agreement”) security deposit for the due fulfillment by the said contractor (s) of the terms and conditions contained in the said agreement on production of Bank Guarantee for (Rupees.....only). We..... Bank Limited (hereinafter referred to as “the Bank”) do hereby undertake to pay to Academy an amount not exceeding Rs..... Against any loss or damage caused to or suffered or would be caused to or suffered by the Academy by reason of any breach by the said Contractor (s) of any terms of conditions contained in the said agreement.
2. We.....Bank Limited, do hereby undertaken to pay the amount due and payable under this guarantee without any demure merely on a demand from the Academy stating that the amount claimed is due by way of loss or damage caused to or suffered by the Academy by reason of any breach by said Contractor(s) of any of the terms or conditions Contained in the said agreement or by reason of the Contactor(s) failure to perform the said agreement. Any such demand made on the bank shall be conclusive as regard the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....
3. We Bank Limited further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all dues of the Academy under or by virtue of the said Agreement have been fully paid and its claim satisfied or till Academy certifies that the terms of the said agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges the guarantee. Unless a demand or claim under this guarantee is made on in writing on or before the we shall be discharged from all liability under this guarantee thereafter.
4. We.....Bank Limited further agree with the Academy that the Academy shall have the fullest liberty without our consent and without effecting in any manner obligations her under or very any of the terms and condition of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Academy against the said contractor (s) and to force-bear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liabilities by reasons of any such variation of extension having granted to the said contractor (s) for any forbearance act, or commission on the part of the Academy or any indulgence by the Academy of the said contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.
5. We bank hereby also undertake to have the signature of Branch Manager issuing the Bank Guarantee verified from the local branch of the bank in M.P.
6. We bank hereby unequivocally undertake that if the Academy invokes the guarantee the bank (issuing branch) will make the payment to the Academy without any reference and demur.
7. WeBank Limited Lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Academy in writing.

Dated theday of.....20.....

For Bank Limited.