



ASSAM UNIVERSITY: SILCHAR

E-TENDER FOR
HOUSE KEEPING AND CLEANING SERVICES IN
ASSAM UNIVERSITY, SILCHAR.

Tender Notice No.: AUG/E&M-39/2019 date. 17/12/2021

Last date of Submission in online mode: 04/01/2022 at up to 2.00 PM

Date and time for technical bid opening: 04/01/2022 at 3.00PM

Date of Technical Bid, EMD & Tender Fee (Hard Copy) Submission in offline mode: Withing four working days from last date of submission in online mode.



ASSAM UNIVERSITY: SILCHAR

E-TENDER NOTICE

No. AUG/E&M-39/2010

Date: 17/12/2021

Online tenders in prescribed format under two bid systems i.e., Technical Bid and Financial Bid are invited from interested companies/firms/agencies for Providing House Keeping and Cleaning Services in the Assam University, Silchar.

The tender document can be downloaded from the website: <http://www.aus.ac.in> or <https://eprocure.gov.in/epublish/app> as well as from e-tendering site of Ministry of Education, Govt. of India: <https://mhrd.euniwizarde.com>.

Interested companies/firms/agencies may submit bid document, complete in all respect as per instructions detailed in tender documents through online mode. The original instruments of Tender fee and Earnest Money Deposit (EMD) along with hard copies technical bid submitted online should be placed in the Tender Box kept in the Estate Section, ground floor of the Raja Rammohan Roy Administrative Building, Assam University, Silchar 788011 during Office hours.

Sd/-
Registrar

SCHEDULE OF TENDER

Sl. No.	Activity description	Schedule
1.	Tender Notice No	AUG/E&M-39/2019
2.	Web address for downloading tender document	http://www.aus.ac.in or, https://mhrd.euniwizarde.com or https://eprocure.gov.in/epublish/app
3.	Pre-Bid Clarification (If required)	Before submission of Online Bids
4.	Site Visit by the bidder(s)	Before submission of Online Bids
5.	Last date of submission of online bids	04/01/2022 up to 2.00PM
6.	Validity of bid	90 days
7.	Tender Cost (non-refundable)	Rs 10000.00
8.	Tender Processing Fee (TPF non-refundable)	Rs 2500 + GST (18%)
9.	Earnest Money Deposit (refundable)	Rs 5,00,000.00
10.	Date and Time of opening Technical Bids	04/01/2022 at 3.00 PM
11.	Date and Time of opening Financial Bids	To be announced
12.	Contract Duration	24months

DOCUMENTS TO BE SUBMITTED

1. **Technical Bid** : **Annexure – A**
Annexure – B
Annexure – C
Annexure – D
2. **Financial Bid** : **Online**

FEES TO BE DEPOSITED

4. **Tender Fee** : **Rs. 10000 (Rupees ten thousand) only**
in the shape of DD
5. **Earnest Money Deposit** : **Rs. 5,00,000 (Rupees five lakhs) only**
in the form of FDR drawn on any
nationalized bank/scheduled commercial
bank in favour of Assam University, Silchar

I. INTRODUCTION

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

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

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

II. DEFINITIONS

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

1. The expression “Institute” occurring in the tender document shall mean Assam University, Silchar.
2. The expression “Bidder” shall mean the tenderer who submits the tender for the work and shall include the successor and permitted agents of the tenderer.

3. The expression “Contractor” shall mean the successful bidder selected by the Institute for carrying out the subject work, and shall include the successor and permitted assigns of the bidder;
4. “Work” and “Scope of work” shall mean the totality of the work/services and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof;
5. “Contract” shall mean the contract for the work and shall include the tender document, the specifications, general and special conditions of contract of AUS, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.
6. “Competent Authority” shall mean the Vice Chancellor, AUS or any other Officer designated by him for the purpose of this work/tender pertaining to the House Keeping maintenance thereof and powers delegated thereto.
7. “AUS” shall mean Assam University, Silchar.

III. SCOPE OF WORK

1. Housekeeping services are required for three zones, as per details given below.

Zone	Details of buildings (Annexure - Y) including surrounding premises
Red Zone	Administrative Building, Examination Buildings, TAC Buildings, Vice Chancellor’s Bungalow, Guest Houses, Health Centre, Main Entrance Gate, Gymnasium Centre, Kendriya Vidyalaya etc.
Green Zone	All Academic Departments Buildings, Central Library, Computer centre, Hostels (Boys & Girls), Day Care Centre, Foreign Students Home, Internal campus roads along with drains and its adjacent areas (for both academic & residential area)
Blue Zone	Bipin Chandra Pal Seminar Hall, Netaji Subhash Mancha, Bishnu Rabha Community Centre, Upendranath Brahma Memorial Hall, Waiting Sheds, Central Canteen Building etc.

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

a) Weekly Cleaning:

1. All glass doors, windows of the premises would be cleaned using damp and dry method;
2. Glass table tops, doors partitions and glass accessories would be cleaned using solvent;
3. Computer, monitors and instrument of similar nature are to be cleaned with dry cloth to avoid damage by any liquid detergent;
4. Cleaning of photos, sculptures, panels, glass/board partitions etc.;
5. Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/brasso/silvo etc.
6. Dusting /cleaning of Venetian blinds.

b) Monthly Cleaning:

1. To remove cobwebs from the entire premises wherever they exist;
2. Scrubbing of all floor areas;
3. Carpets in Rooms if any to be cleaned with shampoo by experienced personnel;
4. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition; Washing of curtains.

c) Indicative List of Cleaning Items to be used:

All the below listed items should be available with the housekeeping dept. of the contractor.

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

d) Indicative list of tools and equipment:

1. Vacuum Cleaner, 2. Mops/Swab 3. Plastic Dust Pans 4. Ladder 5. Sprayer machine. 6. Weed/Grass cutter machine.

e) All drains and roads in vicinity of the buildings are to be cleared regularly. Both side of the approach road and entry gate, buildings and the **entire campus** are to be kept free from bushes and rubbishes and to be kept neat and clean.

f) Laboratories of all Science buildings are to be kept clean.

- g) Daily cleaning of the corridors, lounge, stair-case and other free spaces of the said premises, sweeping the floors both wet and dry method where necessary.
- h) Daily removal of the dust, waste paper, cobweb etc. from all the rooms, corridors etc. and repetition of the work as directed.
- i) Daily cleaning (wet & dry method) (thrice a day) of all the toilets including providing of the ISI marked toilet cleaning materials etc. like naphthalene balls/phenyl/ toilet soaps/toilet paper/odonil etc. in the urinals/toilet and hand wash soap in wash basin. Actual cost of using materials shall be borne by the University, up to a maximum of **Rs 50,000/- (Rupees fifty thousand)** only per month as per prevailing market rate upon production of appropriate receipts/vouchers etc. and duly entered and maintained in material stock register, which shall be verified by concerned official of the Estate Section. However, the actual requirement of items for cleaning and maintenance may be higher and therefore, the contractor is advised to physically verify the area and number of buildings and toilets to assess the requirement, and accordingly quote price so as to deliver **highest standard of service. No compromise on this matter shall be accepted.**
- j) Cleaning the carpets etc. with vacuum cleaners once in a week.
- k) Daily cleaning of the entrance of the porch and approach of the place of office, departments and guest house.
- l) Weekly cleaning of window glasses/ monthly cleaning of fans etc.
- m) The work shall be carried out exactly as per the stipulated scope of work and as per advice and guidance of the University. A proper log sheet duly signed (by the HOD/Dean/Officer-in-charge/Warden/MO) shall be maintained (weekly and monthly) for cleaning, which is to be submitted to the Estate Section every month along with claim/bills.
- n) The performance of the contractor shall be regularly monitored by the University through appropriate mechanism.
- o) In case of failure on the part of the contractor, the University shall have the right to get the job done by engaging other contractor, at contractor's risk and cost, and/or forfeit the EMD, and/or claim compensation without prejudice to any other legal rights of remedy.
- p) In case of any difficulty in execution of the allotted works the contractor can discuss the matter with the concerned authorities.

- q) Cleaning and sweeping of roads daily will be within the scope of work.
- r) Waste disposal is to be carried out in proper & environmentally friendly manner as per instructions.
- s) Cleaning of Garbage bins and waste collection and disposal is to be done regularly.

IV. MINIMUM QUALIFICATION REQUIRED FOR BIDDING

A. FOR TECHNICAL BID

- a) The bidder shall have minimum five years of experience in providing housekeeping services in educational institute/government organizations and general maintenance services. All things equal, preference will be given to bidders having ISO 9001-2000 certification.
- b) The bidder should have minimum average annual turnover of Rs. 2.50 crores during the last three years (i.e., 2018-19, 2019-20, 2020-21)
- c) The bidder shall have to submit proof of successfully completed at least one single housekeeping work of contract having minimum value of Rs 1.5 crores in a year during the last five years.
- d) The bidder/company/agency/firm should have at least three certificates of successful execution of housekeeping work each having at least one year duration.
- e) The bidder should not have been blacklisted by any central/state government department/public sector undertaking at any point of time.
- f) The bidder should have minimum 250 number of personnel in the roll of the agency (ESIC & EPF/ECR challan of any single year within the last three-year, proof of which is to be submitted) to establish the strength of the organisation.
- g) The bidder/Company/Firm/Agency should be registered with the appropriate registration authority i.e., labour commissioner etc. (documentary proof has to be attached)
- h) The bidder /Company/Firm/Agency should be registered with Income Tax, Service Tax, Professional Tax authorities and all other relevant departments (documentary proof has to be attached)

- i) The bidder/Company/Firm/Agency should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Acts.
- j) Either the Registered Office or one of the Branch Offices of the bidder should be located in Silchar within 15(fifteen) days of issuance of work order with designated person for looking into matters of the University.
- k) The bidder/Company/Firm/Agency should have its own Bank Account. Bidders must submit documentary proof in support of fulfilling each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted with the technical bid as per above order.

B. FINANCIAL BID

- a) The contractor shall abide by the Central Labour Laws and other Government of India (GOI) Acts and Rules (as amended from time to time) relevant to such type of works.
- b) Any agency quoting agency charge less than the TDS deduction percentage (i.e. @ 2 % or which is prevailing during submission of bid) shall be treated as non responsive and will be summarily rejected.
- c) Bidder will have to quote their Service charge depending on service contract period and also considering the cost of quality materials to be used as well as additional quantity of materials would be required for **highest standard of cleaning services.**
- d) Bidder should quote their service charge reasonably so as to make them financially comfortable depending on work value for proper execution of contract to ensure value for money.
- e) The University is not necessarily bound to accept the lowest bidder as qualified vendor for awarding the contract. The matter of deciding the contractor shall also depend on Value of Contract, Past records of vendor, financial solvency of the contractor/vendor, sustainability of performance of the work with the quoted price, Complaints/Delay noticed in the past concluded contracts etc.

V. GENERAL TERMS AND CONDITIONS

- 1) Please go through the Tender document carefully before participation in the bid.
- 2) The entire Tendering Process is ONLINE through e-Procurement Portal of Govt. of India except physical submission of original instruments of demand drafts towards Tender Fee and EMD and hard copy of Technical Bid (within four (04) days of online opening) documents which have been uploaded in online mode, as prescribed.
- 3) The bid shall be prepared in two parts, namely, "Technical bid" and "Financial bid". Interested bidders shall be required to submit "Technical Bid" & "Financial Bid" in online mode only.

A) "Technical Bid": This will consist of the supporting documents as proof of meeting all eligibility Criteria along with scanned copies of demand drafts towards EMD and Tender Fee and other required enclosures, viz. scanned copies of the following: -

- (a) Duly filled in Annexures (A, B, C, D & E).
- (b) Scanned copy of Demand Draft towards Tender Fee.
- (c) Scanned copy of Demand Draft towards EMD.
- (d) The entire bid documents with corrigendum/amendments, if any, in token of acceptance by the agency of all terms & conditions.
- (e) Registration of Firms/Company/Agency.
- (f) Proof of registration with EPF Authorities along with Registration Number and up to date payment slip towards contribution.
- (g) Registration with Government Labour Department and valid License issued by Central/State Government for providing Contract Labour under the Contract Labour (Regulation and Abolition) Act.
- (h) Registration certificate under Shops & Establishments Act.
- (i) Trade License.
- (j) Income Tax PAN.
- (k) Registration Certificate of Goods and Services Tax (GST).
- (l) Work orders, certificates of satisfactory performance from departments/organizations where similar services have been provided by the bidder in the past.
- (m) ISO certificate, if any, from the appropriate authority.
- (n) Power of Attorney in favour of signatory of bid, if applicable.
- (o) Income Tax Returns along with Balance Sheet and Profit & Loss A/c for the last three years duly authenticated by a Chartered Accountant.
- (p) Certificate of Chartered Accountant about turnover of the bidder during past three years. (i.e., upto financial year 2020-21) (**Annexure-E**)

- (q) ECR of EPF contribution online for the last two months.
- (r) Declaration for not having been blacklisted during contract period by any Central/State Government/ Board/PSU/Corporation/Autonomous Bodies/University /NIT/IIT in the form of an affidavit. Any firm/contractor found to have been blacklisted by any govt. organisation shall be considered disqualified.
- (s) All other documents as may be required under terms & condition and instructions of the NIT.
- (t) The bidder may furnish any additional information which he thinks necessary to establish his capabilities of handling the task. He is, however, advised not to furnish superfluous information.

** Upon successful completion of online submission, the Bidder will send a hardcopy of the 'TECHNICAL BID as submitted online to AUS in a sealed envelope. The envelope shall clearly bear the identification "**TECHNICAL BID: HOUSEKEEPING AND CLEANING SERVICES IN ASSAM UNIVERSITY** and shall clearly indicate the name and address of the Bidder. In addition, the Bid Due Date should be indicated on the right-hand top corner of the envelope. The envelope shall be addressed as given below and shall be submitted at the respective address:

THE REGISTRAR
ASSAM UNIVERSITY
SILCHAR 788011
(ATTENTION: ESTATE SECTION)

However, in such case, online submission of the bids will be considered final and AUS will accept only those documents already submitted online in the portal <https://mhrd.euniwizarde.com> for evaluation purpose and documents which are not submitted online will not be accepted as a part of the Bid documents

B) "Financial Bid": This will consist of the details of contract value and service charges per month is to be only quoted which will be submitted only IN ONLINEMODE as per format provided on e-Tender Portal.

Important Note:

- i) The bidder shall quote the service charge over and above the contract amount per year in rupees. Service charge shall include contractors' profit, cost of consumables, leave reserve, additional resources, cleaning materials and machineries, bonus (if applicable) etc.
- ii) **Contract value per month** will be specified in the price bid, which is calculated based on minimum wages, minimum no of workers, and applicable statutory liabilities like EPF, ESI etc (excluding tax). The contract value per month can only vary with changes in minimum wages, EPF, ESI ,any other statutory liabilities etc. However, the initial service charge amount quoted in the price bid **shall remain fixed**

throughout the contract and no variation will be allowed thereafter.**It is also to be noted that no further increase of deployed manpower from the mentioned manpower in the price bid, will be allowed during the contract period including extension period(if any).**

1. The bid prepared by the bidder shall be written in English language. All the columns of the tender document must be filled in and no column should be left blank. "NIL "or "Not applicable" should be marked, where there is nothing to report.
2. The essence of this contract is of lump-sum nature and hence no claim on account of any variation shall be entertained. **The Bidders are advised, in their own interest, to visit all the office premises mentioned as well as equipment required, to have a clear picture of the work involved before quoting rates in the Financial Bid.**
3. Amendment/corrigendum, if any in the tender document shall appear only in the website of AUS and e-Procurement portal only. No newspaper publication will be issued in this regard.

OTHER TERMS AND CONDITIONS

1. The interested and experienced bidders may visit the AUS Campus and survey the locations of the buildings, number of toilets, campus roads etc. and HOUSE KEEPING SERVICE facilities of the Campus.
2. No bidders will be allowed to withdraw after submission of bids/ opening of the tender, otherwise the EMD submitted by the firm would be forfeited.
3. The Service Provider/Contractor must have the essential registrations and permits regarding the services offered by him from appropriate authority.
4. The successful bidder has to sign a contract agreement, on Non judicial stamp paper of Rs. 100, for a period of 02(two) year with AUS, in the format provided by the Estate Section, AUS within fifteen days of receipt of the relevant correspondence from the AUS Office.
5. The terms and conditions of this TENDER DOCUMENT will form a part of the contract along with other terms and conditions as decided by the AUS. The university authority reserves the further right to amend or modify the terms & conditions time to time as per requirement of the Assam University. After

expiry of the original contract, the contract may be extended maximum for a period of 1(one) year on mutual agreement between the Assam University, Silchar and the Contractor subject to satisfactory completion of the contract period.

6. The bidder who meets the eligibility criteria shall be shortlisted as the technically qualified bidder and price bids shall be opened only in respect of those bidders.
7. The successful bidder has to maintain a camp office at Silchar /nearby AUS campus within 15(fifteen) days from the issuance of work order. Preference will be given to agencies with a permanent office/branch office at Silchar.
8. In the event of any outbreak, epidemics, the contractor shall comply with and carry out such regulations, orders and requirements as may be made by the Government or Local authority, Local Medical or Sanitary Authorities for the purpose of dealing and overcoming the same.
9. The contractor shall, at all times, take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or among his employees or agents and for the preservation of peace and protection of persons and property in the AUS Campus.
10. The contractor shall abide by the Central Labour Laws and other GOVERNMENT OF INDIA (GOI) rules and regulations as well as rules as applicable to such type of works.
11. The service Provider/Contractor must have the essential registrations and permits regarding the services offered by him (EPF/Manpower etc).
12. The successful bidder shall not assign or transfer the rights and responsibilities assigned to him to any other person or entity, subcontract the work any way to others.
13. In case the performance of the contractor is not found satisfactory and there are complaints against the agency/firm, the contract can be terminated by giving one month notice by the University authority if no remedial action is taken by contractor to the satisfaction of university authority. Similarly, the agency can terminate the contract with the University by giving three-month prior notice.

14. The AUS may cancel or discontinue the service of the service provider/contractor anytime with a month's notice. The decision of the AUS authority will be final and binding for the bidder and no appeal of any kind will be entertained in this regard.
15. Payment against Bill shall be **reimbursed** (i.e after production of all relevant paid wage statements, vouchers, challans, bank statements etc) only after satisfactory completion of the work of HOUSEKEEPING & CLEANING SERVICE every month in general cases. Payment will be made direct to the Contractor through Bank transfers (RTGS/NEFT) after deducting Income Tax as per TDS procedure. No request for other mode of payment will be entertained. No advance payment will be made in any case. It is important to note that although the payment will be reimbursed on monthly basis, however the contractor should be solvent enough to make up to three (03) months advance payment to the deployed workers, as and when desired by the University and the same will be reimbursed accordingly by the Assam University upon production of all paid receipts, bank statements, ECR challan, user certificate, registers etc.
16. Being the lowest bidder only does not necessarily qualify for a successful bid.
17. The terms and conditions of the Tender Documents will be binding to the Bidders and the AUS.
18. Any dispute arising out of this Tender contract will be subject to Silchar jurisdiction only.
19. Only those parties who agree to the aforementioned terms and conditions are to apply for providing the concerned services.
20. The tender documents and enclosures submitted along with will be the property of the AUS.
21. Any theft or damage caused due to negligence of the contractor/worker shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by the Vice-Chancellor or an officer authorised by him on his behalf and the same will be deducted from the monthly bill of the contractor.

22. Physical security check both at the time of entry and leaving the Room/Hostel campus. The institute may introduce a system of contactless /RFID attendance/ GIS checking system, bar personnel and their bags and baggage deployed with the contractor shall be liable for coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the University. **The contractor shall deploy contactless attendance device(s) at his own cost to prevent any unauthorised entry.** The contractor has to keep spare device for installation in case of any malfunction of the contactless attendance device. **The contractor shall maintain separate register *(work register and material stock register) in the academic buildings and other buildings** No items will be taken out of the University without written permission. No accommodation for workmen, supervisors and proprietor shall be provided by the institute.

*Format will be provided by the University in due course of time.

23. The University will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.

24. Compliance of policy regulation viz., payment of central government minimum wages act, employer's liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be sole responsibility of the contractor.

25. The contractor should at all-time indemnify AUS against actions referred in para 23 & 24 and will maintain necessary books, logs, register, verification, returns, receipts, computerized database

etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour/ enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Central Government machinery and summary termination of contract and/or such other action as the state may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the AUS authority for verification and record.

26. The contractor shall deploy such workers who are willing to work under the terms and conditions as envisaged in this document in general (and specially to para VI and VIII) and after police verification that no criminal charges are there against the workers. The willingness duly signed for abiding the terms and conditions as referred above shall form a part of the documents submitted by the workers to the university.

27. This present contract shall nullify all terms and conditions of previous contract, agreements, MOS (memorandum of settlement) entered with the AUS by any previous contractors, workers, worker/labour union, safai karmachari sangstha etc and therefore AUS will no longer be bound to follow any previous terms and conditions before this present contract. Further any labour union, external establishment etc cannot use the name of "ASSAM UNIVERSITY" nor its logo in the name of their establishment etc, such practices will be dealt seriously by the Assam University authority and will be considered as a punishable offence.

Workers who are in agreement with the above terms and conditions of this clause may only enroll themselves in this present contract.

VI. ENGAGEMENT OF WORKERS AND SUPERVISORS

1. The personnel engaged by the contractor/ agency/ firm should be present in allotted building /departments during 8 AM to 4:30 PM [during October to February] and 9AM to 5:30 PM [during March to September] on all working days (Monday to Saturday) with half an hour lunch break. However, on requirement basis the task need to be performed on any other places, both inside and outside of building including road cleaning, jungle cutting etc. Cleaning works need to be performed during 11.00 am to 07.30 pm (with half an hour break) at Main Gate/Guest house/ Health Centre/Administrative building/VC's Bungalow or any other location as per need. However, in case of necessity, the agency shall have to provide House Keeping and Cleaning Services during SUNDAYS/HOLIDAYS/NATIONAL HOLIDAYS in the areas/buildings in addition to the places mentioned below and claim bill shall be made accordingly. **The workers are entitled to three NATIONAL HOLIDAYS, however, workers deployed on requirement basis to work on NATIONAL HOLIDAYS /Bandh/Strike/Unforeseen holiday/vacation/pandemic etc [where the volume of work is less than 40% of the gross volume of work on normal conditions] shall be paid as per rule for the amount of work done as per actual with no. of manpower deployed. In such a case contractor cannot raise bill in line with the contract value per month and the service charge will be calculated proportionally in equal percentage of the quoted service charge amount.
2. The work will be done on 6 days a week, in normal circumstances. In case of Roads, Main Gate and surrounding area, Hostels, Guest Houses (including the rooms and compound) and Vice- Chancellor's Bungalow, services will be required for 7 (Seven) days in a week. In case of emergency or any other exceptional situation or on requirement basis, Housekeeping and Cleaning Services have to be extended as and when called by the authority.
3. The Contractors/Supervisors etc (as applicable) shall have active mobile connections/walky-talkies for ease of communication and for receiving instructions even after normal office hours as per requirement.
4. The educational qualifications in case of deployed workers would be at least Class VIII passed and in respect of deployed Supervisors would be Class XII passed, so that the necessary instructions from the University can be attended, recorded and executed smoothly

5. The contractor and/or the supervisor shall meet the A.R. (Estate)/Estate Officer/Section Officer (Estate)/Officer In-charge/HOD on regular basis and receive instructions, if any, for smooth operation of the job. Any incident of irregular nature shall be reported by the Supervisor to the Estate Section or the concerned officer in writing.
6. In case of any dereliction of duty, gross neglect, an unintended damage caused by the contractor or its staff or otherwise, any harm done to the University, its properties, its designated officials or other employees, the contractor shall be liable to make good the loss or pay compensation, refund expenditure on legal/judicial proceedings as well as pay penalty which the University may deem fit.
7. The standard of sanitation will always be to the satisfaction of the authorized representative or the officer-in-charge whose decision in this regard shall be final and binding on the contractor.
8. The workers engaged by the House Keeping Agency should be physically fit, energetic and should have basic knowledge and skill of cleaning and sweeping.
9. The contractor/firm or the agency shall be required to provide uniform, gloves, boots, aprons etc. indicating the name of the firm/agency on left pocket and sufficiently big alphabet "HOUSEKEEPING" printed on the back and Photo Identity Card to all the personnel engaged and to furnish to the University a list of persons so engaged along with bio-data & photographs and willingness duly signed to abide by the conditions referred in cl. 26 and cl.27 under Para V-"Other Terms and Conditions". It is mandatory to wear Uniform and carry Identity Card with them inside the campus during duty hours. No workers will be entertained to work without the abovementioned uniform and other accessories. The uniform is also mandatory for the deployed persons from the reserve pool. The persons engaged for the work shall approach appropriate statutory authorities in case of any dispute with the Contractor and under no circumstances Assam University is held responsible.
10. The workers who would be posted for cleaning of roads and adjoining areas of Administrative Building are to be provided with raincoats with boots for rainy days with printing as detailed as above.

11. Any change of person engaged and details of replacement should be intimated to the University (Estate Section) in writing well in advance.
12. The hard copy of biometric attendance along with relevant registers, work performance report etc from the user departments needs to be placed in AUS office for claiming their monthly bill.
13. There will be provision of work ratings. The task attaining poor ratings shall attract penalty as decided by the University during the tenure of the contract (Refer Annexure X for detail)

VII. SIGNATURE OF BIDDER

The tender shall contain the name, residence and place of business of person or persons making the tender and shall be signed by the bidder with his/her usual signature. Partnership firms shall furnish the full name of all partners in the tender. It should be signed in the partnerships name by all the partners or by duly authorised representative followed by the name and designation of the person signing. Tender by a corporation shall be signed by an authorised representative and a power of attorney in that behalf shall accompany the tender. A copy of the constitution of the firm with names of all partners shall be furnished. When a bidder signs a tender in a language other than English, the total amount tendered amount should be written in the same language. The signature should be attested by at least one witness.

VIII. COMPLIANCE OF LABOUR REGULATIONS/ LEGAL LIABILITY & RESPONSIBILITY OF AGENCY

1. The Contractor/firm is required to comply with all the provisions of the Contract Labour (Regulation and Abolition) Act. 1970 and all other applicable Act/rules etc.. It will be the responsibility of the agency to get all the related clearances as applicable under the Indian laws and complete the necessary formalities as required under relevant statutes and rules etc. The contractor shall pay the wages of the workers within 5th of the next month (if 5th happens to be holiday, then payment has to made on the 4th day of the month) and claim the bill. The agency/contractor is required to produce copies of all challans/documents, of having deposited the amount every month along with the monthly bill.
2. For all intents and purposes, the contractor shall be the “**Principal Employer**” within the meaning of different Labour Legislations in respect of manpower operator so employed and deployed at this office. The manpower deployed by the contractor at this office shall not have claims of

any Master and Servant relationship nor have any principal and agent relationship with or against Assam University.

3. The Contractor/ firm shall be responsible for the payments to workers/ Supervisors employed for the performance or carrying out the said work and that Assam University, Silchar shall in no event be liable and he shall keep Assam University, Silchar indemnified against the same and from all proceedings in respect thereof.
4. The Contractor/ firm shall be responsible and shall pay all compensation to its employees under the provisions of the Workmen's Compensation Act and amendments thereto and all other applicable Acts/Rules. He shall be responsible for any payment of expenses for providing medical treatment to its employees who may suffer any bodily injury during the course of their service as a result of any accident or otherwise while in the premises. Assam University, Silchar reserves the right to check the actual payment of the wages register maintained by him and also the relevant documents in respect of the above.
5. The contractor/ firm shall observe and implement all the laws of the land and the rules framed there under such as Workmen's Compensation Act, Industrial Disputes Act, and Minimum Wages Act. Factories Act, Central Labour Act. / Relevant Acts and statutes and the Assam University, Silchar shall in no way/ event be liable or responsible for any default that will arise out of non- observance of such laws/ rules on his part and that he shall indemnify and keep indemnified Assam University, Silchar against any damage and / or injury caused to the premises or to the properties.
6. **The contractor/agency shall comply with PF (as applicable), Rules in force from time to time/shall submit wages registers ECR (EPF, Bank confirmation-CRN).**

IX. PERFORMANCE SECURITY

The successful bidder will be required to furnish interest free Performance Security of **Rs. 20,00,000.00 (Rupees Twenty Lac) only** in favour of Assam University, Silchar valid during the term of the contract/extended term of the contract, as the case may be, in the form of an Account payee Demand Draft or Fixed Deposit Receipt from a scheduled Commercial Bank or Bank Guarantee from a scheduled Commercial Bank. The security deposit will be refunded interest free upon satisfactory performance and compliance of terms and conditions during the contract period. However, in case of MSME registered bidders, (in case of exemption of the security deposit), the complete wage bill of the first month will be reimbursed (without any interest etc) by AUS after satisfactory completion of the contract period including extension of contract (if any).

X.LIQUIDITY DAMAGE

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

X. TERMINATION OF CONTRACT

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

XI. MISBEHAVIOURS OF WORKERS/SUPERVISOR

1. The workers deployed by the contractor shall maintain strict discipline and shall not use any violent or offensive language while in the premises of the

University. Smoking, consuming alcohol, chewing pan/tobacco/gutka etc. and spitting inside the premises is strictly prohibited. It will be mandatory for contractor to brief their personnel in advance and apprise them of the conduct, expected of them while working.

2. Nothing prevents AUS to even advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fast disposal. The selected agency shall not involve in any bribery or other unethical activities with anyone employed at the Institute.
3. Any personnel deployed by the Agency, refuses to work or creates indiscipline would have to be immediately replaced and AUS reserve the right, to ask the Agency to terminate the services of any of the Agency's employees immediately on grounds of noncompliance of duties or if found guilty of misconduct. AUS will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Agency.
4. In case, the person employed by the successful bidder commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence/security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

XII. ARBITRATION

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

XIII. PERSONAL HYGIENE

Agency shall ensure that staff deployed in housekeeping services is free from any infection or communicable disease and of sound health and capable to perform works properly during duty hours. The staff should wear caps and gloves at work place. Smoking, eating or chewing pan/tobacco/zarda/gutka etc. & spitting is strictly prohibited and any worker found to be indulged in such activities shall be liable to be terminated.

XIV. BREAKAGE

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

XV. FORCE MAJEURE

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed here in shall mean, acts of God, war revolt, riots, fire, flood and act and regulations of the Government of India or any of its authorized agencies.

Upon the occurrence of such cause and upon its termination the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7(seven) days of the alleged beginning and ending therefore giving full particulars and satisfactory proof.

Time for performance or relative obligation suspended by the Force Majeure shall be extended by the period for which cause lasts or condoned by the Institute without any penalty. If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option of authorize the contract in whole or part therefore at its own discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances. For the period of force majeure, no amount shall be payable to the contractor.

XVI. PAYMENT SCHEDULE

Monthly claim bill shall be submitted **(unless desired otherwise by the Assam University)** by the contractor in pre-printed bill form for **reimbursement by the AUS**, showing clearly the following details:

1. Name of the firm/ contractor with complete postal address, phone / mobile No. e-mail etc.
2. PAN (either in the name of the firm or proprietor) issued by IT department.
3. Registration No. issued by the concerned authorities.
4. EPF Registration No.
5. Copy of EPF Challan of previous month.
6. Copy of Service Tax/GST registration No.
7. Labour License / Registration No.
8. PFMS Registration No.

9. Self-attested copies of the following documents are to be submitted along with the bill(s)
- a) Print out of biometric (contactless) attendance sheet of workers for the month.
 - b) Bank statement sheet duly certified by bank official should be submitted by the contractor reflecting payment of wages against individual account number of the worker of the previous month. (Name of the workers need to be mentioned in the bank statement sheet. Contractor is also required to countersign on the Bank statement sheet before submission to the University).
 - c) ECR challan reflecting EPF contribution against each employee/worker of the previous month.
 - d) Satisfactory Service certificate as per university prescribed format (Annexure X) from the user departments/office/hostels/health-centre etc. duly certified by HOD/Deans/Warden/Medical Officer/Permanent staff of the University along with monthly work register/material register and log sheet of periodical works done (also duly signed).

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

XVII. TERMINATION OF THE CONTRACT

- a) Assam University shall be at its liberty/discretion to terminate this contract forthwith upon or at any time a breach or default of any of the terms and conditions contained herein or any other circular and /or rules framed subsequently, is committed by the Contractor and / or by the worker or supervisors employed by it.
- b) Insolvency or dissolution of the partnership firm or death or adjudication as insolvent of the Contractor.
- c) If any attachment is levied and continues to be levied for a period of seven days upon Contractor or any member of the firm.
- d) If any partner of its firm is convicted of any criminal offence.
- e) If contractor shall either by himself or by his workers / supervisors commit or cause to be committed any act which is prejudicial to the interest and good name of the University in the opinion of the Registrar, Assam University, the Registrar could take appropriate decision in the matter and it shall be final and binding.

- f) If the period of this contract lapses and the service is continued, it shall be deemed to be a continuation of the service on month-to-month basis. In such event, either party must give one months' notice for termination of the service if they choose to discontinue.
- g) Violation of the provision of Contract Labour (R&A) Act. 1970, and other acts, rules, scheme or notifications issues by the Govt. (both Central and State) from time to time, as applicable.
- h) On termination/ expiry of the contract, the contractor will immediately remove all its personnel and their belongings from the premises of the Assam University, Silchar.

Annexure-A

TECHNICAL BID

For Providing Housekeeping and Cleaning Services in Assam university, Silchar

(To be typed in original letter head/stationary and enclosed in a separate sealed envelope)

1. Name of Tendering Company/ Firm / Agency : _____
(Attach certificate of Registration)
2. Name of proprietor / Director of Company/Firm/agency : _____
3. Full Address of Registered Office : _____
4. Telephone No. : _____
5. Fax. No. : _____
6. E-Mail Address : _____
7. PAN / GIR /TIN No. (Attach self-attested Copy): _____
8. Labour Regn. No. (Attach self-attested Copy) : _____
9. Service Tax/GST Regn. No. (Attach self-attested Copy) : _____
10. E.P.F. Regn. No. (Attach self-attested Copy) : _____
11. Financial turnover of the tendering **Company:**
/Firm/Agency for the last 3 Financial Years
(Attach Copy of Audited statement).

Financial year	Turnover in rupees
2018-2019	
2019-2020	
2020-2021	

13. Give the list of the major contracts handled by the tendering Company/ Firm / Agency on behalf of PSUs /Research Organization /Government Departments during the last five years in the following format. Copies of performance report in Performa attached as Annexure-C must be enclosed for each work done.

Sl.No.	Name of client & address	Telephone/Mobile & email id	Contract Value (Rs. in Lakhs)	Duration of Contract	
				From	To

14. Details of Tender Fee: D.D. No. & Date & Bank: _____

15. Details of Earnest Money Deposit : _____

16. Additional information, if any : _____
(Attach separate sheet, if required)

Certified that all the above information is true & correct to the best of my knowledge and belief.

Dated

Signature & Seal of the Bidder

Annexure-B

DECLARATION

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

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

Signature of the Contractor/ Authorized Person

Date:.....

Full Name.....

Place:.....

Company Seal.....

Note: The above declaration typed in original letter head/stationary duly signed and sealed by the authorized signatory of the firm/company, should be enclosed with the Technical Bid Documents.

ANNEXURE -C

PERFORMANCE REPORT OF THE COMPLETED CONTRACTS

(Furnish this information for each individual contract in the following format, from the client for whom the contract was executed)

1. Name of the contract & location :
2. Agreement No. :
3. Total value of contract in Rs. :
4. Date of commencement of Contract :
5. Date of completion :
6. Performance report :
7. Quality of service : Excellent/Very Good/Good/Fair
8. Resourcefulness : Excellent/Very Good/Good/Fair
9. Any penalty imposed for bad performance :
10. Any litigation pending :
11. Total Payment made under the contract :
12. Other relevant information, if any :

Date:

Signature
Authorised Signatory
(Seal of the organization)

ANNEXURE -D

FORMAT OF AFFIDAVIT

[To be sworn on non-judicial stamp paper of Rs.10/- duly notarized]

AFFIDAVIT

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

1. That our Firm / company i.e (Mention name of *firm/company) is registered vide Registration No.....under the provisions of (Mention the name of the Act).

2. That our Firm / company i.e (Mention name of *firm/company) has applied in response to notice inviting tender for providing housekeeping service in Assam University, Silchar.

3. That..... (Mention name of firm/company) is eligible to submit the aforesaid proposal the applicant has not been barred and/or blacklisted by the Central Government and/or any State Government of India at any time prior to the date of submitting this affidavit.

4. That (Mention name of firm/company) has, during the last three years, neither failed to perform on any agreement nor was expelled from any project or agreement or any agreement terminated for any breach by the applicant.

5. That (Mention name of firm/company) (In case some contract (s) are in arbitration give the details of such contract in a schedule to be attached with this affidavit).

DEPONENT VERIFICATION

* I/we..... the above-named deponent does hereby verify that the contents of the aforesaid paragraphs 1 to 5 are true and correct to the best of *my/our knowledge and belief and nothing is hidden there from.

Verified at..... (Place) this..... Day of 2021.
(* Strike off whichever is not applicable)

DEPONENT

Note: Deponent will be the authorized signatory of the Applicant

ANNEXURE-E

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

I/We, M/s _____, the bidder for providing for Security Services on annual contract basis, hereby confirm that the average annual turnover of the firm/company during the last three financial years, i.e., 2018-19, 2019-20 and 2020-2021 is Rs.3.00 Cr. or more. The financial year-wise break-up is given below: -

S. No	Financial Year	Annual Turnover for the Year
1	2018-2019	
2	2019-2020	
3	2020-2021	

SIGNATURE OF THE BIDDER WITH DATE & SEAL

CERTIFICATE BY CHARTERED ACCOUNTANT

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

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

Annexure- X

DAILY SATISFACTORY SERVICE CERTIFICATE

(To be submitted along with the monthly bill)

FOR THE MONTH OF

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

UNSATISFACTORY (numerical rating 1-2)

SATISFACTORY (numerical rating 3-4)

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

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

Sl No.	Reasons for penalty	Penalty amounts up to
1.	For not wearing uniform	Rs. 100/- per worker per day
2.	For failure to clean toilets	Rs. 500/- per toilet per day
3.	For failure to clean corridor areas	Rs. 500/- per floor (wing-wise) per day
*4.	For failure to clean outside area/internal roads/drain cleaning (when instructed)/sanitary tank cleaning (when instructed)	Rs. 500/- per day per instance
5.	For failure to provide cleaning item/other items in bathroom/toilet	Rs. 100/- day per instance
6.	For misbehaviour/harsh/rude behaviour	Rs. 200/- on each occasion
7.	Housekeeping worker/supervisors found sleeping/missing from the place of duty for any reason during duty hours	Rs. 300/- on each instance
8.	Housekeeping worker /Supervisors found indulging in smoking/drinking/drunken during duty hours. (Besides such defaulters shall not be allowed to enter in university premises in future.)	Rs. 1000/- per instance
9	For failure in Daily Sweeping / Wet Cleaning/ Dusting of Rooms / Labs / furniture/equipments/computer and	Rs. 500/- per day

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

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

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

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

Overall rating per day:

Penalty amount per day
(May be specified by the user):

Remarks (if any)

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

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

Signature with date:

Name:

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

Annexure -Y

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

Sl.No.	Name of the Department/Buildings etc.	No of buildings
1	Business Administration	2
2	Economics, Commerce	1
3	Political Science, History, Sociology	1
4	Fine Arts, Mass Communication	1
5	Computer Science	1
6	Mathematics	1
7	Bengali, Hindi, Sanskrit, Manipuri	1
8	English, French, Linguistics, Arabic	1
9	Social Work	1
10	Biotechnology	1
11	Library & Information Science	1
12	Education	1
13	Law	1
14	Earth Science	1
15	Microbiology	1
16	Electronics & Telecommunication	1
17	Agricultural Engineering	1
18	Central Library	1
19	Computer Centre	1
20	Information Technology	1
21	Physics	1
22	Chemistry	1
23	Life Science	1
24	Ecology	1
25	Philosophy	1
26	Pharmaceutical Science	1
27	Kamini Kumar Chanda Guest House	1
28	VC's Bungalow	1
29	Bipin Chandra Pal Seminar Hall/Netaji Subhash Mukta Mancha/Main gate and surrounding area/Roads/Surroundings of Admin Bldg.	1
30	International Guest House	1
31	Examination	2
32	11 nos. of Hostels	11
33	Administrative Building	1
34	Students Amenity Centre	1
35	U. N. Brahma Hall & Foreign Student Residence	1
36	SOT Workshop	1
37	Waiting Sheds/Netaji Subhash Mancha	1
38	Department of performing Art/Urdu	1
39	Health Centre and Pathology Lab	2
40	Temporary Accommodation Complex	Consisting of semipermanent buildings
41	Kendriya Vidyalaya, AUS Campus	1

SPECIAL INSTRUCTION FOR ONLINE BID SUBMISSION

Special Instructions for Online Bid Submission

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

REGISTRATION

1. Bidders are required to enrol on the e-Procurement Portal (<https://mhrd.euniwizarde.com>) by clicking on the link "Online bidder Registration" on the e-bid Portal by paying the Registration fee of Rs. 2360/- per year charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded on portal.
8. **For any Query contact to our helpdesk Number 011-49606060, Email: ewizardhelpdesk@gmail.com, Mr. Anil Kumar -09355030613, eprochelpdesk.29@gmail.com**

SEARCHING FOR BIDDING DOCUMENTS

9. There are various search options built in the e-bid Portal, to facilitate bidders to search active bids by several parameters. These parameters could include Bid ID, Item/work id, Last date of submission, etc.
10. Once the bidders have selected the bids they are interested in, the bidder can pay the processing fee by net-banking / Debit / Credit card and then download the required documents / bid schedules, Bid documents etc. as mentioned on website. Once processing fee is paid, it will be moved to the respective “requested” Tab. This would enable the e-bid Portal to intimate the bidders through e-mail in case there is any addendum and corrigendum issued to the bidding document.

PREPARATION OF BIDS

11. Bidder should take into account any addendum and corrigendum published on the bid document before submitting their bids.
12. Please go through the bid advertisement and the bid document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the bid document / schedule and generally, they can be in PDF /JPEG formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
14. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders should use “My Documents” available to them to upload such documents.
15. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

16. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
17. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the bidding document.
18. Bidder has to select the payment option as “Online mode or Bank Guarantee” as to pay the EMD as applicable and enter details of the instrument.
19. In case of Bank Guarantee(BG) scanned copy of BG should be uploaded along with bid. . The original Bank Guarantee shall be submitted to office of the concerned official of **Assam University Silchar** as per schedule mentioned in the bid document. Non submission of original Bank Guarantee within the specified period shall lead to summary rejection of bid. The details of the BG, physically submitted should match with the details available in the scanned copy and the data entered during bid submission time. Otherwise bid will be rejected.
20. ***Bidders** are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the bid document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
21. The server time (which is displayed on the bidder’s dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
22. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded bid documents become readable only after the bid opening by the authorized bid openers.

23. The uploaded bid documents become readable only after the bid opening by the authorized bid openers.
24. Upon the successful and timely submission of bid click “Complete“(i.e. after Clicking “Submit” in the portal), the portal will give a successful Bid submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
25. The bid summary has to be printed and kept as an acknowledgement of bid submission.

ASSISTANCE TO BIDDERS

1. For any Query contact to our helpdesk Number 011-49606060, Mr. Anil Kumar -09355030613, eprochelpdesk.29@gmail.com, ewizardhelpdesk@gmail.com

SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

General:

These Special Instructions (for e-Tendering) supplement ‘General Instructions to Bidders’ (GIB), as given in the Tender Documents. Submission of Bids only through online process is mandatory for this Tender. e-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, **Assam University Silchar** has decided to use the <https://mhrd.euniwizarde.com/> through Central Public Procurement Portal, Ministry of H.R.D., and Government of India. Benefits to Suppliers are outlined on the Homepage of the E-portal.

INSTRUCTIONS:

a) Tender Bidding Methodology:

Through electronic tendering.

b) Broad outline of activities from Bidders prospective:

- I. Procure a Digital Signing Certificate (DSC)
- II. Register on <https://mhrd.euniwizarde.com/>
- III. Create Users and assign roles on <https://mhrd.euniwizarde.com/>
- IV. View Notice Inviting Tender (NIT) on <https://mhrd.euniwizarde.com/> or <http://www.aus.ac.in/> or <https://eprocure.gov.in/epublish/app>
- V. Download Official Copy of Tender Documents from <https://mhrd.euniwizarde.com/> or <http://www.aus.ac.in/> or <https://eprocure.gov.in/epublish/app>

- VI. Bid-Submission on <https://mhrd.euniwizarde.com/>: Prepare & arrange all document/paper for submission of bid online only.
- VII. Utmost care may be taken to name the files/documents to be uploaded on <https://mhrd.euniwizarde.com/>
- VIII. It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission. BOQ (Excel Format) shall be filled online only.

For participating in this tender online, the following instructions need to be read carefully.

c) Digital Certificates:

For integrity of data and its authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class 3, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA).

d) Registration:

- IX. To use the MHRD Portal (<https://mhrd.euniwizarde.com/>). Vendor needs to register on the portal.
- X. The vendor should visit the home-page of the portal (<https://mhrd.euniwizarde.com/>).

Note: Please contact Helpdesk (as given below), to get your registration accepted/activated.

Help Desk No.:

Number 011-49606060, Email ewizardhelpdesk@gmail.com,

Mr. Anil Kumar –Email ID-epochhelpdesk.29@gmail.com, Mob:- 09355030613

e) Bid related Information for this Tender

The entire bid-submission would be online on <https://mhrd.euniwizarde.com/> Broad outline of submissions area follows:

Submission of Bid Security/Earnest Money Deposit (EMD)

Note 1. The Bidder has to upload the Scanned/ self-attested copy of all above mentioned original documents during Online Bid-Submission.

Note 2. Special Note on Security of Bids: The bid EMD/Bid Security/Security Deposit can be submitted online only through available modes of payment on the e-Procurement portal. Refer to the instructions to the bidders and bidder manuals for more details.

f) Other Instructions:

For further instructions, the vendor should visit the home-page of the portal

(<https://mhrd.euniwizarde.com/>) or <http://www.aus.ac.in/>).

The following 'Four Key Instructions' for BIDDERS must be assiduously adhered to – Obtain individual Digital Signing Certificate (DSC) well in advance of your first tender Submission. Register your organization on <https://mhrd.euniwizarde.com/> well in advance of your first tender submission deadline.

- a) Get your organization's concerned executives trained on <https://mhrd.euniwizarde.com/> using online training module well in advance of your tender submission deadline on https://mhrd.euniwizarde.com.
- b) Submit your bids well in advance of tender submission deadline on <https://mhrd.euniwizarde.com/>) (Assam University Silchar should not be responsible any problem arising out of internet connectivity issues).

Note: While the first three instructions mentioned above are especially relevant to first-time users of the <https://mhrd.euniwizarde.com/> , the fourth instruction is relevant at all times.

g) Price Schedule:

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