



CENTRAL UNIVERSITY OF SOUTH BIHAR
NH-120, Gaya - Panchanpur Rd., Vill. - Karhara, Post - Fatehpur
PS - Tekari, Dist. - Gaya, PIN - 824236 (Bihar). Website :cusb.ac.in

NOTICE INVITING TENDER

CUSB/PSD/ADMIN/Cleaning Ser./T/13/2024-25 Date: 23/08/2024
Tender Name : Providing Sanitation & Cleaning Services at CUSB

The Central University of South Bihar invites sealed tenders under two Bid Systems for providing “**Sanitation & Cleaning Services**” at CUSB Gaya from reputed Cleaning Service Provider for a period of one year and extendable one year each time up to two years. The last date and time of submission of tender document is **13/09/2024 by 4:00 PM**.

The detailed tender document is available on the University website www.cusb.ac.in and CPP Portal web site: www.eprocure.gov.in/epublish/app. Cost of tender form is Rs.1000/- (Rs. One thousand only). The tender forms can be downloaded from University Website and be accompanied by DD of Rs. 100,000/- (Rs. One Lac only) in favour of ‘Central University of South Bihar’, payable at Gaya must be sent by POST/By Hand (to be dropped in tender box) to the office before last date of closing of the bid at given address.

To:
The Registrar (Tender Document)
Central University of South Bihar
NH-120, Gaya- Panchanpur Road,
Village- Karhara, Post- Fatehpur,
P.S- Tekari, District- Gaya (Bihar)
PIN- 824 236

Email- registrar@cub.ac.in
Website- www.cusb.ac.in
Contact – 0631-2229519

CPP Portal web site: www.eprocure.gov.in/epublish/app/epublish/app

Documents shall be kept as per below instructions

Envelope - A	Tender Fee and EMD in form of DD / MSME Certificate
Envelope - B	Technical Bid along with signed/sealed copy of Tender Document and all requisite documents with Un-priced Financial Bid
Envelope - C	Financial Bid
Cover Envelope	Envelope A, B & C shall be kept in a big cover envelope mentioning Tender Number and Tender Name over it.



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Notice Inviting Tender (NIT)

Index for Tender Form

S. No.	Items	:	Details
1.	Tender Notice No.	:	CUSB/PSD/ADMIN/Cleaning Ser./T/13/2024-25 Date: 23/08/2024
2.	Name of work	:	Tender for “ Providing Sanitation & Cleaning Services at CUSB ” at Central University of South Bihar, NH-30, Gaya-Panchanpur Road, Village- Karhara, Post- Fatehpur, P.S- Tekari, District- Gaya (Bihar) PIN- 824 236.
3.	Tender Fee	:	Rs. 1000/- (Rs. One Thousand only) in shape of DD
4.	Earnest Money Deposit	:	Earnest money of Rs. 1,00,000/- (Rs. One Lakh only) in shape of Demand Draft/BG/FDR drawn in favour of Central University of South Bihar, payable at Gaya from any scheduled Bank.
5.	Start of submission of Bids	:	23/08/2024
6.	Pre-bid Meeting	:	27/08/2024 (11:00 AM to 04:00 PM at CUSB Gaya)
7.	Last date and time for Receipt of Bids	:	13/09/2024 by 04:00 PM
8.	Date and Time of opening of Technical Bids	:	13/09/2024 by 04:30 PM
9.	Place of opening of Bids	:	CUSB Gaya.

Note: The Prospective Bidders/Vendors are requested to read the complete tender documents and visit the site to understand its locality, terrain, surrounding conditions etc. before submission of Bids.

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**Note : (i) Tender document containing detailed guidelines is enclosed. Vendors should read the Tender Document carefully before submitting their offers.
(ii) Tenderer should visit the site to understand the terrain, surroundings and requirement of the services.**

INSTRUCTIONS TO CONTRACTORS FOR SUBMISSION OF TENDER

1. **Site-visit & General Inquiry:**

- a) Prior to the submission of application, the service providers are requested to understand the work properly. The service providers, after receipt of the tender document, may visit Central University of South Bihar office/premises/service area, collect information, understand the work requirement, and satisfy himself about the location, and accessibility of site, nature/extent/character of services/work and obtain required clarifications, if any, in connection with the execution of the work. The service provider shall take prior appointment/permission from the authorized person of the University, before visiting the office/premises/service area for above purposes.
- b) Submission of tender application implies that the service provider has read this notice and has made himself fully aware of the scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.
- c) The cost of any such visit shall be borne by the service provider.

2. Duly signed/sealed all pages of tender documents is required to be delivered at Central University of South Bihar, by Registered Post/ Speed Post/By Hand (to be submitted in Tender Box) to reach on or before **13/09/2024 by 4:00 PM**. The Technical Bids will be opened at CUSB, Gaya in presence of the tenderers or their authorized representatives, who wish to attend.

3. For any clarification and doubt related with the Tender, tenderer may email their queries to <registrar@cub.ac.in>.

4. The tender shall be submitted in three separately sealed envelopes marked as “**A**”, “**B**”, & “**C**”. The language used shall be English. In case any information is given in foreign language, then translated (in English) copies of those pages must be enclosed, failing which the tender will be disqualified.

5. **ENVELOPE ‘A’ (Earnest Money & Tender Cost)**

The tender shall be accompanied by the cost of the tender document for **Rs. 1000/-** (Rupees Two thousand only) in the form of Demand Draft failing which the tender will not be accepted.

Tender must also be accompanied by EMD of **Rs.1,00,000/-** (Rs. One lakh only) in the form of Demand Draft / Bank Guarantee / FDR in favour of Central University of South Bihar, payable at Gaya executed by any Scheduled Bank. The Demand Draft towards Earnest Money & cost of tender document will be placed in sealed **Envelope ‘A’**.

EMD is not required to be submitted by bidders who are exempted in terms of MSME, Govt. of India guidelines. However, they are required to furnish requisite certificate in this regard issued by the Competent Authority.

6. **ENVELOPE ‘B’ (Technical Bid Document)**

Bidder shall submit the signed/sealed copy of tender document along with the eligibility credential as required (Physical and Financial) and all other requisite document in **Envelope-‘B’**.

7. **ENVELOPE ‘C’ (Financial Bid Document)**

The **Envelope ‘C’** shall contain the filled-in Financial Bid Proforma.

The Financial Bid should be submitted separately in separate Envelope-C clearly mentioning the Financial Bid along with tender number on top of the Envelope.

8. All columns shall be duly filled in with specific information on the cost involved.

9. The Tenderer should clearly mention in all the three envelopes (i.e. A, B and C) along with tender number and Tender Name. If any discrepancy is observed, the offer would be treated as non-responsive and would be rejected out rightly.

- **Envelope ‘A’** (Earnest Money & Tender Cost),
- **Envelope ‘B’** (Technical Bid Document), and
- **Envelope ‘C’** (Financial Bid Document), shall be in separate sealed envelopes, each marked as “**Envelope ‘A’**”, **Envelope ‘B’** and “**Envelope ‘C’**”, respectively.
- All the three envelopes shall be submitted together in another big envelope sealed and super-scribing thereon **Tender Number and Name**.
- The envelope should be addressed to:

The Registrar, (Tender Document) Central University of South, NH-120, Gaya - Panchanpur Road, Village - Karhara, Post-Fatehpur, P.S. Tekari, District - Gaya (Bihar) PIN - 824236.

- The envelope marked **Envelope 'B'** of only those Tenderers shall be opened, whose earnest money & tender cost are placed in the **Envelope 'A'** and found to be in order. In case of waiver of the charges, relevant documents shall be submitted in **Envelope 'A'**.
10. The Tender Evaluation Committee will evaluate the Technical Bids and is fully authorized to reject any incomplete tender or on its satisfaction that the requirements are not met for the complete need of the CUSB with regard to the Committee. The decision of the Tender Evaluation Committee shall be final. Only those Technical Bids cleared by the Tender Evaluation Committee shall be eligible for consideration of Price Bid. Those successful Tenderers for whom the **Envelope 'C'** (Price Bid) would be opened, shall be duly intimated.
 11. **Clarification on Tender Documents**

During evaluation of tenders, the University authorities/ committee may at its discretion ask the Tenderer for any clarification(s) if so deemed fit. The request for clarification and the response shall be in writing. However, the Tenderer is not permitted to alter the quotation furnished in the Price Bid (**Envelope 'C'**).
 12. The amount of Earnest Money Deposit (EMD), in case of successful Tenderer, shall be refunded on submission of Security Deposit/PBG. However, EMD of unsuccessful Tenderers will be refunded after the award of the contract to the successful Tenderer.
 13. Final order shall be placed to bidder obtained highest score in combined evaluation (Technical & Financial) as per 'Evaluation Process' of the tender. In case of same score gained, bidder quoting Minimum Service Charge shall prevail. If service charges found same, bidder having highest average turn-over in last five years shall prevail.
 14. Tender shall remain open for acceptance for a period of **90 days** from the date of opening of the tenders. If any Tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to CUSB, then CUSB, shall without any prejudice to any other right or remedy, be at liberty to forfeit full earnest money, absolutely. The decision of Vice Chancellor, CUSB in this behalf shall be final and binding on the Tenderer.
 15. The notice Inviting tender shall form a part of the contract document.
 16. In case of any dispute, all cases shall be processed under judiciary of Gaya/Patna Court.
 17. No additional conditions from the Tenderer shall be acceptable. The tenders having any additional conditions will be summarily rejected without assigning any reason.

Date:
Place:

Signature of the Tenderer

TECHNICAL BID PROFORMA

Ref. No. **CUSB/PSD/ADMIN/ Cleaning Ser./T/13/2024-25**

Date: **23/08/2024**

Tender Name : TENDER FOR PROVIDING “SANITATION & CLEANING SERVICES” AT CUSB GAYA.

The service provider shall submit his technical bid application as prescribed Checklist for the Tender

1. The service provider shall attach following documents to the duly filled technical bid application:
 - a) Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees One Lakh only) as specified to be furnished in the form of DD/BG/FDR drawn in favour of Central University of South Bihar, payable at Gaya.
 - b) Income-tax Returns for last three Assessment years.
 - c) Self-certified copies of PAN
 - d) Self-certified copies of GST registration
 - e) Self-certified copies of ESIC Certificate
 - f) Self-certified copies of EPF Certificate
 - g) Self-attested copies of quality assurance viz. ISO 9001 / OHSAS / FMS certified company from TUV etc.
 - h) Self-certified copies of work orders issued by concerned organization for previous as well as ongoing contracts (duly highlighting key indicators viz. contract period, contract amount, number of personnel provided, organization status, work description etc.). Bidder should comply minimum eligibility criteria as per Physical Eligibility Criteria and others.
 - i) Self-certified copies of Performance Certificate issued by the respective organization.
 - j) Self-certified copies of company auditors/chartered accountants' certificate for annual turnover (duly specifying/segregating the turnover amount exclusively from sanitation & cleaning services) as demanded in Financial Eligibility Criteria and copy of Audited Balance Sheet should be submitted accordingly.
 - k) Self-certified copies of incorporation certificate viz. Certificate of Registration from Registrar of Companies or Registrar of Firms or Letter of Proprietorship.
 - l) Self-certified copies of License/registration certificates as specified in Eligibility Criteria Chapter viz. labour licence; license related to agency establishment; registration under labour welfare fund, minimum wages Act / payment of wages Act / employees' compensation act / payment of bonus act etc.
 - m) Self-certified copies of documentary proofs for any tie up for vocational training in sanitation with Govt. approved Institutes, and/or for having own training set-up.
 - n) Non-Blacklisting Certificate.
 - o) Signed/Sealed copy of all pages of Tender Document along with unpriced financial bid.
2. In absence of the required documents, as listed in Para 1 above, the tender application is liable to be rejected at technical evaluation stage itself and in such case financial bid of the bidders shall not be opened. The service providers are required to produce the original copies of all the documents/certificates attached with technical bid application, for verification before the tender committee on technical bid opening/evaluation day, if required.

3. TWO BID SYSTEM OFFER

- 3.1 The offer will be in two parts, Technical Bid and Financial Bid.
- 3.2 After opening of Technical Bid and further evaluation on basis of submitted documents, technically qualified bidders shall be declared as per defined criteria on minimum obtained marks basis and same shall be updated on through email/website.
- 3.3 **Financial Bid shall be opened of only technically qualified bidders and final order shall be placed to bidder obtained Highest Score (HS) in Combined Evaluation (Technical & Financial)**

as per 'Evaluation Process' of the tender. In case of same score gained, bidder quoting Minimum Charges shall prevail. If quoted amount found same, bidder having highest average turn-over in last five years shall prevail.

- 3.4 Tender Fee of Rs. 1000/- in form of DD and EMD (in original) for **Rs. 1,00,000/-** in form of DD/BG/FDR for the tenders for Deployment of Security Guards and Other Services for University Campus/Offices/Hostel (Boys & Girls) must reach to CUSB before closing date of bid by hand/Speed post/ Registered post addressed to : -

"The Registrar (Tender Document), Central University of South Bihar, NH-120, Gaya-Panchanpur Road, Village-Karhara, Post Office-Fatehpur, Dist.-Gaya, PIN-824236."

4. **ELIGIBILITY CRITERIA**

- 4.1 **Financial Eligibility Criteria** : Agency must have Audited Balance Sheets and Profit & Loss Accounts for the last three years and the average turnover of the PSA in the last five years should not be less than **10.0 Crore (Rupees Ten Crore)** per annum.

- 4.2 **Physical Eligibility Criteria** : Past performance and experience in related areas must be complied as under – (i) Three similar completed services costing not less than the amount of Rs. 20 Lakh, or, (ii) Two similar completed services costing not less than the amount equal to 35 Lakh, or, (iii) One similar completed services costing not less than the amount equal to Rs. 50 Lakh.

- 4.3 i) The bidder should have an experience of similar work for minimum three (03) years as on 31/12/2023 during the last five years.

ii) Agency should have the Experience of working in three (03) organizations for minimum one year out of which at least one must be in Educational Institution/ University.

iii) Agency must be a Registered Private Limited Company or Registered Partnership Firms or Proprietorship Firm, Registered for Providing Cleaning and Sanitation Services.

iv) Agency must have a valid certificate, under *EPF & Miscellaneous Provisions Act 1952* including ESIC Registration Certificate and a copy of same must be submitted.

v) Agency must have Documents for compliance of *Minimum Wages Act-1948*. PSA should have been in the business of providing Security Guards' services and other services at least for the last five years.

vi) Agency must have credible Supervisory Infrastructure.

vii) Agency must have their own infrastructure for training their staff.

viii) Agency must have Income Tax, PAN and the latest IT Clearance Certificate.

5. **EARNEST MONEY DEPOSIT**

Earnest Money Deposit of **Rs. 1,00,000/-** (Rupees Ten Lakh only) in the form of DD/BG/FDR issued in favour of Central University of South Bihar payable at Gaya must be submitted along with the Technical Bid.

Offers not accompanied with Earnest Money Deposit of Rs.1,00,000/- will not be accepted. No interest will be payable on the Earnest Money Deposit.

The Earnest Money Deposit will be refunded to the unsuccessful bidders without any interest. EMD shall be waived off as per the GFR/GEM/GoI Norms.

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Checklist for the Tender

S.N.	Documents Required	YES/NO	Annexure No.
Documents to be kept in Envelope-‘A’			
1.	Tender Fee (Rs. 1000/-)	-	-
2	EMD Fee (Rs, 1,00,000/-) (MSME Certificate for waiving off EMD)	-	-
Documents to be kept in Envelope-‘B’			
3	Copy of registration of GST		
4	PAN No.		
5	Copy of ESI registration		
6	Copy of EPF registration		
7	Copy of Labour Licence Certificate		
8	Work Experience (Work orders / Performance Report)		
9	Copy of ITR and Annual Turn Over (Annual Accounts and Audited Balance Sheet by registered Chartered Accountant)		
10	Quality Assurance related Certificate(s) ISO 9001 / OHSAS / FMS etc.		
11	Non-Blacklisting Certificate		
12	Availability of training facility		
13	Copy of Registered Private Limited Company or Registered Partnership Firms or proprietorship Firm		
14	All Annexure – 02 to 14 (duly filled in all requisite information and Signed/ Stamped)		
15	All pages of tender document to be signed/sealed as well as duly filled in copy of Annexure-I, Form-A & Form-B, except priced bid		
Documents to be kept in Envelope-‘C’			
16	Duly filled-in ‘Financial Bid Proforma’ as in Annexure - 12	-	-

SCOPE OF THE WORK

1. The purpose of housekeeping is that the whole office premise must look neat and clean at every time and the service provider has to undertake all such jobs/activities required to maintain the office premises neat and clean with the help of any equipment/otherwise, whether such activities are elaborated hereunder or not.

The Service Provider shall ensure all internal, general and routine cleaning within the defined service area as detailed in Annexure-13 of this tender document. Required cleaning works shall include the following but not limited to these:

Floor, walls and tiles, partition walls, internal walls, Entrance lobby of the building, Class rooms, auditorium, conference/Seminar Hall, Portico, glass partitions, windows with glass, corners, ceilings including spider nets, doors with handles, chairs & office furniture, telephone, computer, overhead projectors, counters & other work station, flowerpots, name-plates, notice-boards, sign-boards, white-board, smart- Board, staircases including rear ones and all railings signage, door mats, canteen/kitchens, dining areas, all ingress & exit areas, drinking water area & equipment cleaning, dust bins cleaning, terrace cleaning, lightings, all fans, deep cleaning of sanitary conveniences/washrooms/toilets/restrooms/feminine hygiene facilities, paved corridors, passage, balconies, lobby, common area, lifts cleaning all aspects, switch, exhaust cleaning, dust cleaning from book/files/curtains/carpet/chairs-cushions/sofa and all upholstery (regular vacuuming), spill management, fixed glass panes/structural glazing, grills, special brasso polishing of all brass items, manhole, water drains & drain mouth and open pits, watering of all the indoor plants, checking & putting naphthalene balls & sanicubes in all urinals & wash basins and placing hand-washing soap in small containers, odonil/aer packet, toilet papers in all toilets/washrooms, removal of cobweb from toilets, corridors & staircase and removing unwanted plants/trees etc. from the walls/surfaces, cleaning during construction works, cleaning services during natural calamity/disaster, dusting of fire extinguishers, air ventilation system, air conditioners etc. and other cleaning works as required within the 'service area' as per prescribed 'time-schedule'.

Apart from above any other item/equipment/places within a building as instructed by the Caretaker of the Building.

2. **Key Performance Parameters:** Key performance parameters have been grouped under three major headings, i.e., building elements, fixture elements, and environmental elements as given below (these parameters are illustrative in nature, and may include other aspects necessary for satisfactory execution of prescribed work):

Building elements		
Particulars		Required cleaning standard
1	External features, fire exits and stairwells, Handrails	<ul style="list-style-type: none"> • Landings, ramps, stairwells, fire exits, steps, entrances, porches, balconies, heaves and external light fittings are free of dust, grit, dirt, leaves, spider nets, rubbish, cigarette butts and bird excreta. • Handrails are clean and free of stains. • Terrace/roof/open space furniture is clean and operational. •

II	Walls, skirting and ceilings	<ul style="list-style-type: none"> • Internal walls and ceilings are free of dust, grit, dirt, lint, soil, film and spider nets. • Walls and ceilings are free of marks caused by furniture, equipment or staff/students. • Light switches are free of fingerprints, scuffs and any other marks. • Light covers and diffusers are free of dust, grit, dirt, lint and spider nets.
III	Windows (internal)	<ul style="list-style-type: none"> • Surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges. • Window frames, tracks and ledges are clear and free of dust, dirt, grit, marks, spots and spider nets.
IV	Doors	<ul style="list-style-type: none"> • Internal and external doors and doorframes are free of dust, grit, dirt, lint, soil, film, fingerprints and spider nets. • Doors and door frames are free of marks caused by furniture, equipment or staff/students.
V	Hard Floors	<ul style="list-style-type: none"> • The floor is free of dust, grit, dirt, litter, marks and spots, water or other liquids. • The floor is free of polish or other build-up at the edges and corners or in corridor/passage lanes. • The floor is free of spots, scuffs or scratches on corridor/passage lanes, around furniture and at pivot points. • Inaccessible areas (edges, corners and around furniture) are free of dust, grit, dirt, lint and spots. • Polished or buffed floors are of a uniform luster. • Appropriate signage and precautions are taken regarding pedestrian safety near newly cleaned or wet floors.
VI	Ducts, grills and vents	<ul style="list-style-type: none"> • All ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, spider nets, scuffs and any other marks. • All ventilation outlets are kept clean and uncluttered following cleaning.
Fixture elements		
VII	Electrical fixtures and appliances	<ul style="list-style-type: none"> • Electrical fixtures and appliances are free of grease, dirt, dust, encrustations, marks, stains and cob webs. • Range hoods (interior and exterior) and exhaust filters are free of grease and dirt on inner and outer surfaces. • Drinking fountains are clean and free of stains and mineral build-up. • Insect killing devices are free of dead insects, and are clean and functional.
VIII	Furnishings, fixtures and appliances	<ul style="list-style-type: none"> • Hard surface furniture is free of spots, soil, film, dust, dirt, fingerprints and spillages. • Soft surface furniture is free from stains, soil, dirt, film and dust. • Furniture legs, wheels and castors are free from mop strings, soil, dirt, film, dust and spider nets. • Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, dirt, lint and spots. • All high surfaces are free from dust, dirt and spider nets. • Curtains are free from stains, dust, dirt, spider nets, lint. • Furniture has no odour that is distasteful or unpleasant.

		<ul style="list-style-type: none"> • Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, dirt and litter or stains. • Fixtures, surfaces and appliances are free of grease, dirt, dust, encrustations, marks, stains and spider nets. • Internal plants are free of dust, dirt and litter. • Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact. • Fire extinguishers and fire alarms are free of dust, grit, dirt and spider nets.
IX	Toilets and bathroom fixtures	<ul style="list-style-type: none"> • Wash basins, WC sheets, toilet-sheet, urinals, and other porcelain and plastic surfaces are free from smudges, smears, soap build-up and mineral deposits. • Metal surfaces and mirrors are free from streaks, soil, dirt, smudges, soap build-up and oxide deposits. • Wall tiles and wall fixtures (including soap and cream dispensers and towel holders) are free of dust, grit, dirt, smudges/streaks, mould, soap build-up and mineral deposits. • Plumbing fixtures are free of smudges, dust, dirt, soap build-up and mineral deposits. • Toilets fixtures are free from odours that are distasteful or unpleasant. • Polished surfaces are of a uniform luster. • Sanitary disposal units are clean and functional. • Consumable items are in sufficient supply.
Environmental element		
X	General tidiness	<ul style="list-style-type: none"> • The area appears tidy and uncluttered. • Floor space is clear, only occupied by furniture and fittings designed to sit on the floor. • Fire access and exit doors are left clean and unhindered. • Regular & periodic collection of waste/garbage within the building & placing them at designated places for disposal by the Vendor • handling the work of Garbage/Waste Management.
XI	Odour control	<ul style="list-style-type: none"> • The area smells fresh • There is regular spray of room fresheners etc. • There is no odour that is distasteful or unpleasant. • Room deodorizers are clean and functional.

3. Required Number of Personnel: The service provider after assessing the work requirement as per 'scope of work' and site-visit of Central University of South Bihar, Gaya premises/service area, shall make his own assessment of required personnel and shall quote accordingly the over all amount (in Indian Rs.) for exuceution of the work on monthly basis.

Time Schedule:

4. The service provider shall ensure high standards of cleanliness & general upkeep of the office premises on 6 days of every week (Monday to Saturday), between operation/service timings 8:30 AM to 6:00 PM, throughout the contract period.

5. The service provider in order to ensure cleanliness coverage during entire service hours (between 8:30 AM to 6:00 PM), and in consultation with the authorized person of the University, shall prepare personnel deployment roaster/shift on regular basis.

6. The prescribed reporting & relieving timings for personnel to be deployed daily on regular basis may be as under; (the prescribed timings are suggestive in nature to ensure presence of personnel during entire service timings of 8:30 AM to 6:00 PM, & within the eight-hour roaster of individual personnel; however, the service provider in consultation with the authorized person of the department, may chalk-out his own deployment/shift roaster)

Shift No.	Reporting Time	Relieving Time
1	06:30 AM	03:00 PM
2	09:30 AM	6:00 PM

Cleaning Schedule:

7. The service provider shall ensure that the office premises is neat and clean latest by 09:00 AM in the morning daily; and shall ensure cleanliness throughout the day as per key performance parameters. The service provider shall ensure that no area is missed from routine cleaning. While doing cleaning work during office hours the service provider shall ensure that general office-working of the University are not disturbed. All the toilets (except for attached toilets in cabins) shall be cleaned and made fit for use by 09:30 AM on all working days. The other areas viz. workstations, staff-seating areas, waiting areas, staircase, ingress & exit doors/areas, entrance lobby etc. shall also be cleaned before 09:30 AM on all working days.

8. The Service Providers shall follow/ensure cleaning frequency, level & method of cleaning/disinfection as under:

Daily Cleaning			
Functional Area	Frequency of Cleaning	Level of Cleaning	Method of Cleaning
Common Toilets	1st Cleaning to be completed before 9:30 AM 2nd Cleaning to be completed between 11:30 AM to 1:30 PM. 3rd Cleaning to be completed between 3:30 PM to 5:30 PM In addition to the above, spot cleaning as and when required.	Cleaning and Intermediate level disinfection	Brooming, sweeping, washing, deep cleaning with soap & detergent plus disinfection with alcoholic compound, hydrogen peroxide and phenolic etc.

Cabins with attached toilets	1st Cleaning after opening of the cabins/in presence of staff of the concerned officer. Preferably between 9:30 AM to 10:30 AM Thereafter, spot cleaning as and when required.	Cleaning and low level disinfection	Brooming, sweeping, washing, cleaning with soap & detergent plus disinfection with phenolics
Cabins without toilets	1 st Cleaning after opening of the Cabins. Thereafter, spot cleaning as and when required.	Cleaning and low level disinfection	Brooming, sweeping, washing, cleaning with soap & detergent plus disinfection with phenolics.
Cubicles, Workstations/ Staff-Sitting Area Corridors. All ingress & exit areas & lobbies Staircase & lifts.	1st Cleaning to be completed before 11:30 AM. Thereafter, spot cleaning as and when required.	Cleaning and low level disinfection	Physical removal of soil, dust or other material, brooming, sweeping, washing, cleaning with water and detergent plus disinfection with phenolic
Class Rooms /Waiting room/ areas, Library, Meeting Rooms, Conference room, Gyms, recreation area/rooms, other common rooms/ areas. Atrium area Other common utilities area/ designated Areas such as RO Machine, Fire Extinguisher etc.	1st Cleaning to be scheduled between 6:30 AM to 8:30 AM, or as early as possible or as decided by the Authorized Person of the University. Thereafter spot cleaning as and when required.	Cleaning and low level disinfection.	Physical removal of soil, dust or other material, brooming, sweeping, washing, cleaning with water and detergent plus disinfection with phenolic.
Surrounding built up area of buildings/Parking/ Portico/ External Fixtures/fittings/ Office furniture/ doors/ windows/ mirrors/ paper trays/ desktops/ other installations/ name-plates /notice-boards/ flowerpots/equipment /appliances etc.	To be scheduled between service hours as per normal practice.	Dusting & cleaning	Physical removal of soil, dust or other material followed by cleaning with water and detergent (wherever required)
Other daily cleaning works: <ul style="list-style-type: none"> • Emptying & cleaning of dustbins of all cabins/rooms/sections, • Removal of discarded/ sweeping/ unwanted materials, waste papers, packing materials to the designated places, • Restocking of toiletries (soap, urinal cubes, naphthalene balls/air purifiers) in toilets after intensive daily checking in the morning and at intervals of two hours thereafter, • Refilling liquid soap dispensers (on daily basis in public toilets and on requirement 			

- basis in officers' toilets), re-filling of toilet rolls / tissue papers, etc.,
- Spraying of room freshener/deodorant in toilets, designated cabins/rooms/common areas etc. twice a day (plus as and when required),
- Collection & removal of solid waste /wet waste, garbage etc.,
- Cleaning & sanitation of washroom-dustbins/waste bins,
- Replacement of waste bins plastic cover/bags on daily basis,
- Biodegradable and non-biodegradable waste shall be segregated and disposed of on a day-to-day basis in closed bins at the dumping points set up by the University in its campus or at any other designated dumping area. The Service Provider shall follow the Government guidelines/Acts in this regard.
- The service provider shall co-ordinate with person handling the operation of 'organic waste converter', if installed in the University premises, for proper disposal/processing of garbage/waste materials collected during the cleaning services on daily basis.
- **No garbage shall be left at the office premises overnight.**

Weekly cleaning (On Saturdays)

- Machine and hand scrubbing and thorough cleaning / washing of the entire floor area by using approved cleaning material and dry/wet mopping,
- Cleaning of floors by shifting and moving furniture such as sofas, almirahs, tables, etc.,
- Dusting of walls, ceilings, etc., from top downwards and removal of spider nets,
- Cleaning of windows, window panes, doors & door frames,
- Wiping & cleaning of fixtures, fittings, office furniture, almirahs/cupboard/racks,
- Stain removal treatment of entire premises including stairs, area of office cabins, halls, reception, toilets, lifts, etc., and stain removing from fixtures, furniture and equipment,
- Polishing of staircase railings, polishing of other surfaces,
- Cleaning of ventilation outlets, rooftop.
- Cleaning of roads within the campus.
- Cleaning of inaccessible areas (edges, corners and around furniture),
- Dusting of files and file racks,
- Dusting & cleaning of fire safety appliances, CCTV appliances, water filters, coolers, air conditioners etc.,
- Dusting/cleaning of lightings, ceiling fans, switch boards, exhaust fans,
- Vacuum cleaning of curtains, sofa/chair cushions/upholstery, A.C. grills,
- Cleaning & maintenance of plumbing fixtures, toilet fixtures,
- Cleaning/removal of spider nets from all areas including back/hidden areas (to be identified with the help of authorized person of the University),
- Cleaning of drinking water cooler areas, dustbins, buckets, etc.,
- Deep/pressure cleaning of toilet sheets/urinals,
- Through checking and cleaning of sewage and drainage system,
- Removal of blockage, if any, occurring in the drains, floor traps toilets bath room, rain water pipes and gutters, storm water drains, sewers etc., preventive maintenance of the same,
- Cleaning of all electrical appliances, equipment, machine, tools used by personnel in cleaning services,
- Other miscellaneous work to ensure standard cleanliness as per performance parameters.

9. List of Equipment to be provided by the Service Provider:

- a) The service provider shall arrange for cleaning machine, equipment & tools themselves at his own cost and the number and type of such equipment to be used for effective discharge of the work is left to the discretion of the service provider for which the service provider may refer to the scope of work and may undertake a site inspection if he so chooses, as per site-visit clause provided in the tender document. Such machines, equipment, tools etc. which the service

provider chooses to deploy for effective discharge of the work shall be kept during the contract period at the space provided by the University. All equipment used for sanitation work and housekeeping should be cleaned regularly and kept in good working condition. In case of any fault, it should be repaired/ replaced urgently so that work should not suffer. The service provider should carry-out periodic review and risk assessment of cleaning equipment, and same should be documented.

b) The illustrative list of such equipment, tools etc. to be used every month are as under:

- *Floor scrubbing equipment - heavy duty scrubber dryer, ride on scrubbers, walk behind scrubbers, vacuum cleaner wet & dry, high pressure Jet cleaners/washer, scrubbing & vacuuming (combined), road sweeper (manual and ride on machine/vehicle), small battery operated scrubber machine etc.,*
- *Polishing & cleaning Machine,*
- *Double bucket wringer trolleys/multi use trolleys/ bucket carrying trolleys,*
- *Spray pumps, Rubber squeezers, window squeegee, glass cleaning kits,*
- *Telescope rods (for cobweb removal work), ladder (24ft and 12ft), scissor ladders,*
- *Sign Boards (at the time of cleaning activity),*
- *Dustbins of different size & types,*
- *Plastic buckets and mugs of different size,*
- *Plastic drums and trolley for garbage removal,*
- *Hand gloves, shoes, masks etc.,*
- *Any other Cleaning Equipment as per the need / requirement.*

c) *Out of the above illustrative list, the equipment/tools in prescribed number/quantity as required are to be managed/arranged by the Service Provider itself.*

10. List of Cleaning/Sanitary Material (per month):

a) The service provider shall arrange for branded sanitary and housekeeping material of good quality at his own cost and the quantity of such material to be used for effective discharge of the work is left to the discretion of the service provider for which the service provider may refer to the scope of work and may undertake a Site inspection if he so chooses, as per site-visit clause provided in the tender document. Such material shall be kept by the service provider at the space provided by the University. The service provider shall ensure that use of cleaning chemicals complies with chemical safety data sheets, dilution and storage instructions.

b) The illustrative list of items to be used every month is as under:

- *Naphthalene balls, sanicubes, odonil cake, aer packets, room freshener, room deodorizer,*
- *Toilet cleaner/Harpic/Acid, floor cleaner, glass cleaner, bathroom cleaner, detergent, soap,*
- *Nylon scrubber, scrubbing Pads, floor scrubbing brush, glass wipers,*
- *Toilet brush, toilet swab, brooms (soft broom, hard broom, hard broom with stick/handle), dust control mop, wet & dry mop, mop refills, table/glass duster, floor Duster, check duster, floor wipers (of different size) (toilet and other daily use cleaning brushes, brooms, wipers etc. should be replaced*

- on a regular basis or as required),*
- *Dust collecting pans (with brush),*
 - *Liquid soap in small containers in all the wash rooms every morning,*
 - *Disposable plastic bags to be put in waste box in each floor.*

11. Contingency services: The service provider shall also provide cleaning & other services in the entire premises as and when the contingency arises, on any day of the week (including of Sundays & any of the Gazetted Holidays). The service provider shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required. After assessing the nature & extent of extra work performed by the service provider, a monthly payment of Service charges will be done by the University after deduction of TDS.

TERMS & CONDITIONS

1. Eligibility Criteria for Personnel to be deployed

- a) The service provider shall, prior to the commencement of the operation of contract, make available the list of all the personnel who shall be deployed at the Central University of South Bihar, Gaya for providing the housekeeping & sanitation services; the service provider shall furnish their proof of photo identity, present and permanent address, education qualification details, training details in respect of trained/semi-trained personnel, specimen signature and two passport size photographs. These details should be furnished within 5 working days from the date of signing of contract and then, immediately on every change.
- b) Training Requirements:
 - Housekeeping Personnel: 8th Pass or trained in-house structured training programme or its equivalent.
 - Supervisor: 12th Pass with 05 years' experience in Supervision of sanitation
 - The housekeeping personnel/supervisor should have basic training to deal with fire and fire extinguishing equipment, in case any fire emergency arises in the office premises.
- c) The personnel engaged by the service provider should have their antecedents verified from the service provider and Service Provider will be liable for any lapse in this regard.
- d) The personnel engaged by the service provider should have sound medical fitness and the service provider should also ensure that the housekeeping & sanitation personnel are subject to regular medical checkups so as to ensure that they are free from any contagious disease or medical complications related to their occupation.
- e) Minimum age of the Housekeeping & Sanitation personnel shall not be less than 18 years as on 31.03.2024 and maximum age preferably shall not be more than 55 years as on 31.03.2024.
- f) The service provider shall employ only male personnel for cleaning of gents' toilet/ Boys' hostel and only female personnel for cleaning ladies' toilets/ Girls hostel. Further, the service provider shall not employ any child labour.
- g) All the above eligibility criteria and other terms & conditions specified in this tender document are equally applicable to all the interim personnel replacing the regular personnel due to latter's leave/absence/sickness etc.

2. Duties /Liabilities/Responsibilities of the Service Provider:

- a) **Responsibility towards personnel**
 - i) The service provider shall be responsible for engaging adequate number of trained/semi-trained personnel required for providing housekeeping & sanitation services within the defined service area, at his own cost.
 - ii) The service provider shall issue employment cards to all the housekeeping and sanitation personnel and their wages must be paid to them on acquaintance roll by 10th day of every month.
 - iii) The transportation, accommodation, food & beverage arrangements for personnel shall be sole responsibility of the service provider. No transportation/accommodation/food & beverage facility shall be provided by the University in its premises or elsewhere.

- iv) The service provider shall alone decide and be responsible for the leave or absence of his personnel and the University shall not in any way be responsible for sanction of leave, etc. to the said personnel. However, such leave/absence of personnel should in no way affect the proper execution of specified work/ services under the contract.
- v) The personnel employed by the service provider shall be directly under the supervision, control and employment of the service provider and they shall have no connection what-so-ever with the Central University of South Bihar, Gaya. The University shall have no obligation to control/supervise such personnel or to take any action against them except as permissible under the law. Such personnel shall also not have any claim against the University for employment, pension, or any other statutory claim, or regularization of their services by virtue of being employed by the service provider, against any temporary or permanent posts in Central University of South Bihar, Gaya. Central University of South Bihar, Gaya does not recognize any employee - employer relationship with any of the personnel engaged by the service provider.
- vi) The service provider shall provide uniforms, identity cards, hand gloves, shoes, protective gears, head cap, etc. to his personnel. The service provider should provide a minimum of two pairs of uniform to his personnel and ensure that they report for duty in clean uniforms.
- vii) All personnel engaged by the service provider shall be comprehensively insured for accidents and injuries by the service provider at his cost.
- viii) The service provider shall be solely responsible either for any injury, damage, accident to the workman employed by him or for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of his personnel.
- ix) Any liability arising out of any litigation (including those in the consumer courts) due to any act of service provider's personnel shall be directly borne by the service provider including all expenses/fines. The service provider / service provider's personnel shall attend the court, as and when required, in the said matter.
- x) Central University of South Bihar, Gaya or its authorized person shall have the right to ask for immediate replacement of any person or personnel, who is not found to be competent and orderly or fit in any manner in the discharge of his duty.
- xi) The service provider shall ensure:
- That his personnel wear Uniforms and Identity Cards in such a way that it is prominently displayed and visible so that any person can identify the individual representing the service provider.
 - That proper training in the performance of cleaning tasks, the use of cleaning equipment, manual handling, fire, health and safety and site orientation etc. shall be given to his personnel.
 - Timely reporting & relieving of personnel. The said personnel shall be available at all the time as per their respective duty roaster and shall not leave the place of duty without prior intimation to the authorized person of the University.
 - Proper discipline among his personnel and further ensure that they do not indulge in any unlawful activity.
 - That the personnel shall not take part in any staff union and association activities at the premises of the University.

- That the personnel employed by him shall not be used for other work/job order for any third party,
- That his personnel shall not at any time, without the consent of the University in writing divulge or make known any information about the affairs of Central University of South Bihar, Gaya. Any violation shall lead to immediate termination of contract, with forfeiture of Performance Bank Guarantee and/or other action as per law,
- That the personnel shall not accept gratitude or reward in any form
- That a 'First Aid Box' shall be kept & maintained for his personnel at the designated place in the University premises.
- That the service provider and the personnel engaged by him shall follow the entry and exit procedures of Central University of South Bihar, Gaya as may be determined by the authorized person of the University from time to time.

Responsibility towards supply/maintenance of chemicals/ materials/ consumables/ equipments/ machines etc.

- The service provider shall provide all the machine/ equipment/ tools/ chemicals/ consumables etc. required for proper execution of specified services, at his own cost.
- The service provider shall fully satisfy himself about the quantity and type of material/consumable/equipment to be used for housekeeping & sanitation services before submitting the application. For the same, the service provider may choose to inspect the site as specified above.
- The service provider shall ensure adequate supply of all chemicals /material/ consumables etc. 15 days in advance, prior to its consumption. The quality of material to be supplied by the contractor shall adhere to the standard brand specifications and shall be certified by the authorized person of the University.
- The service provider shall use eco-friendly and ISI marked detergents, chemicals, consumables. These chemicals should not damage/cause harm to the office property or of the users. Though the primary discretion in choosing the right brands/specifications for equipment, chemicals, consumables etc. vests with the service provider, he is bound to change any equipment, chemical, consumable, detergent to the satisfaction of the University.
- Central University of South Bihar, Gaya reserves the right to check the quality and standards of various machines/equipment/ consumables/chemicals etc. at any time. In case the material is found to be substandard quality the University reserves the right to impose penalty on the service provider with an assurance of proper quality standard by him, and in case of repeated instances of substandard quality, even terminate the contract by giving one month's notice.
- The machine/equipment and consumables required for housekeeping & sanitation work/services shall be stored at the space as provided by the University. However, safety and security of the machine/equipment and consumables from theft, breakage, pilferage, damage or loss due to any reason(s)/unforeseen circumstances shall be the sole responsibility of the service provider.

Statutory Obligations of the Service Provider

- The service provider shall fulfill all statutory requirements pertaining to minimum wages and other statutory benefits like ESI, EPF, leave payment, bonus etc., and proper account of payments including minimum wages being made to his personnel.
 - The service provider shall be responsible for payment of any compensation under the Employees' Compensation Act, 1923 that may arise and other statutory requirement with respect to personnel engaged by him for execution of the work under contract, at his own cost.
 - The service provider shall obtain license under the Contract Labour (Abolition and Regulation) Act 1970 and all other requisite licenses at his own cost from the appropriate authorities and comply with the terms and conditions of the license(s) and all other relevant and necessary provisions of the Contract Labour Act and the Rules framed there under all such other provisions of laws in any enactment or otherwise laid down by an authority from time to time, it being clearly understood and agreed that the entire responsibility for compliance thereof shall always be of the service provider. The service provider shall be fully responsible for any compensation etc. in case of any injury/casualty or mishap to any personnel employed by him at the Central University of South Bihar, Gaya premises.
 - The service provider shall abide by all laws of the land including labour laws (ESI, PF, Bonus, Income Tax, Service Tax or any other extra taxes levied by the Government), Companies Act, Tax deduction liabilities, welfare measures of its personnel and all other obligation that are not essentially enumerated and defined herein and the University shall not be responsible or be involved in any way what- so-ever. The service provider shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the University against all such liabilities, which may likely to arise out of his failure to fulfill such statutory obligations.
- b) **Safety Regulations:** The service provider has to comply with all safety regulations as applicable by the Government of India, State Legislations, Local Body Rules & regulations required for execution of the housekeeping & sanitation contract/for health & safety of his personnel etc. The service provider has to indemnify the University for any loss due to the non-compliance to any of the safety regulations.
- c) **Use of facilities provided by the University:**
- i) The service provider shall not make any alterations or additions or use the storage space provided in the premises for any other purposes.
 - ii) The University shall provide free water and electricity to operate the cleaning equipment, machine, tools etc. The service provider shall ensure proper and optimal utilization of the facilities like water & electricity to be provided by the University without abuse or excess use and shall follow and obey all instructions as shall or may be given by the authorized person from time to time.
 - iii) Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the University's premises. Any breach of such restrictions by the service provider shall attract deterrent action against him as per statutory norms.

d) Other Responsibilities:

- i) The service provider shall perform the cleaning work as per the scope of work and with due regard to the convenience of the University. The orders of the authorized person shall be strictly observed.
- ii) The execution of cleaning work for toilets and other areas shall be as far as possible should be with mechanized equipment so as to ensure minimum human contact of dirty/filthy material. The service provider shall endeavor to use new & evolving technologies to maximize efficiency and satisfactory performance of the given scope of work.
- iii) In case of any theft, breakage, pilferage of any fixture, fittings, furniture, equipment, appliances etc. (property of the University) shall be immediately brought to the notice of the authorized person. If, after a departmental enquiry, it is found that the loss has occurred due to the negligence, any act of omission or commission, whether intentional or otherwise, of the Housekeeping & Sanitation personnel on duty, the University shall have full power to recover the loss in full from the service provider and terminate the contract itself with forfeiture of performance guarantee.
- iv) In case of minor faults in toilets and bathrooms such as small repairs or replacement of faulty/leaking taps, pipes, waste pipes, jets, seal traps, bottle traps, jalls, fittings, lights, mirrors etc., the service provider should inform the authorized person immediately.
- v) If the service provider is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to the University for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. Any change in the constitution of the appointed service provider shall be notified forthwith by the service provider in writing to the University and such change shall not relieve any former member of the Service Provider from any liability under the contract.
- vi) The Service Provider should make himself fully acquainted with all the conditions and circumstances under which the services required under the contract shall have to be performed and the terms, clauses and conditions, specifications and other details of the contract. The Service Provider shall not plead ignorance on any matter as an excuse for deficiency in service or failure to perform or with a view to asking for increase in contract price or to evade any of its obligations under the contract.

e) Supervision

- i) The service provider shall provide adequate supervision to ensure correct performance of the personnel engaged by him in accordance with the prevailing assignment instructions agreed upon between the University and the service provider. In order to exercise effective control & supervision over the housekeeping & sanitation services, the supervisor appointed by the service provider should constantly monitor, and obtain feedback from CUSB staff members/authorized visitors availing utility services and about general cleanliness of the premises.
- ii) The service provider shall prominently display toilet cleaning schedule and cleaning checklist in each of the toilets.

- iii) Feed-back books shall be kept at prominent places (preferably near washrooms gates) on each floor for recording any complaint or suggestions from the staff member of the University and shall be produced for inspection as and when required. Decision taken by the University shall be final in all these complaints/suggestions.
- iv) The supervisor appointed by the service provider shall report to the authorized person of the University for the purpose of briefing /debriefing. They must carry out checking for proper execution of specified works/services under the contract on regular basis, and as instructed by authorized person of the University. The said supervisor shall bring into the notice of authorized person of the University any of the major engineering works/major repairs including refills, maintenance of fire equipment, water purifiers etc., required for proper upkeep of office premises on timely basis.
- v) The higher management officer from the service provider's side should visit the site at least once in a month who has experience in housekeeping and sanitation related issues and should monitor/coordinate with authorized person of the University regarding satisfactory performance of specified services, proper deployment of personnel and ensure that consumable items are of proper quality, quantity and in proper condition. The University shall not be liable for any payments for this arrangement and the cost of such arrangement shall be borne entirely by the service provider.

3. Reporting:

- The service provider shall submit following reports to the authorized person of the University:
- A monthly feedback report from the user areas as based on key performance parameters,
- A monthly report on redressal of various complaints received in feedback register and through other means.

Note: A Feedback/Complaint Register has to be maintained by the agency at each building of the University.

4. Tenure of the Contract:

- a) The contract is valid initially for a period of one year from the date of issuing of LOA/signing of contract. However, in order to evaluate the performance and services of the service provider, the contract shall have probationary period of three months. The contract for the remaining contract period shall be confirmed only if the qualities of services/works performed by the service provider are found satisfactory during the probationary period.
- b) The Contract period is initially for one year, which is subject to renewal by the University on satisfactory performance on mutual consent on same rate and same terms and conditions for a further period of 1 year at a time subject to maximum extension up to two (01+01) years.

5. Payment Terms :

- a) The payment of contract price towards performance of specified work shall be made as per the payment schedule mentioned below in the account of the service provider only:

- i) Monthly bills shall be submitted in duplicate by 10th of every subsequent month by the service provider for Cleaning and Sanitation Services.
- ii) The payment for the work shall be released only after production of Satisfactory Work Performance Report in Annexure-14 and Prescribed certificate/undertaking in Annexure-14. No advance payment or part payment shall be released to contractor under any circumstances for whatsoever reasons during the entire currency of the contract.
- b) The prices once accepted by Central University of South Bihar, Gaya shall remain valid till the contract remains in force. The Central University of South Bihar, Gaya shall not entertain any increase in the prices besides the Rule.
- c) During the period of summer vacation or any period of vacation more than 10 days, if any, the Agency will have to reduce the claimed bill by 10% (as material cost) proportionately based on no. of days of such vacation at each occasion. However, the wage payment of the engaged workforce should not be affected by this reduction.
- d) In the event there is any query, objection, delay or dispute with regard to any bill or a part thereof, the service provider shall not be entitled to any interest to be paid by the University for late payment.
- e) While making payment, the University shall make the following deductions:
 - The income tax deduction/ other charges at source as per the government regulations,
 - The amount equivalent to any damage/loss etc., done by the personnel employed by the service provider to carry on the job at University's premises,
 - Any other charges, fines, penalties and such other deductions,

6. Penalty:

- a) In case the Service Provider fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract the University reserves the right to impose the penalty as per the rule and regulation or any appropriate amount of losses. Illustrative irregularities are mentioned below:-

Personnel not found displaying photo ID, Personnel not in proper uniform, Indulging in smoking/ drinking / sleeping or any other misconduct during duty hours, Refusal to perform duties, loitering, any instance of misbehavior or indiscipline etc., Late/untimely completion of assigned job, Unsatisfactory performance, Machine/equipment out of order/ deploying lesser no. of machines, Wrong/Improper, Employees deployed beyond University Rule as defined, Complaints are not registered or not redressed, Absence of personal protective gears, For any other breach, violation or contravention of any terms and conditions, In case the services remain consistently unsatisfactory for a period of more than 2 weeks

- b) Illustrative instances of unsatisfactory performances may be as under:
 - i) Not adhering to key performance parameters,
 - ii) Not adhering to time-schedule, cleaning schedule as prescribed in chapter "Scope of work",

- iii) Non-reporting of non-functional plumbing fixtures, urinals, wash basin etc. for more than one days to the authorized person of the University,
 - iv) Non-reporting of leakage from any urinals, wash basin etc. to the authorized person of the University,
 - v) Any other instances of improper upkeep, uncleanness, unhygienic conditions of the office premises.
- c) In case of recurrent default in satisfactory performance of prescribed services, supply/use of substandard materials/consumables etc., not conforming to the contract agreement and refusal to perform duties, the contract shall be terminated after giving one month's notice to the service provider. Also, under such circumstances, performance guarantee shall be forfeited. Maximum of 4 instances of any of the defaults mentioned above in one month and 10 instances of such defaults in a year shall be treated as recurrent defaults.
- d) The penalty provisions will apply to all the work covered in under the contract. The decision of Central University of South Bihar, Gaya in this regard shall be final and binding.

7. Indemnity:

- a) The service provider, within 15 working days of the award of the contract, shall indemnify the University against any claim which could arise under the Workmen's Compensation Act, 1953 and/or under any statutory notification thereof or any of the labour laws or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained, to lay off personnel or other persons whose entry into the University's premises has been authorized by him.
- b) The service provider, within 15 working days of the award of the contract, shall further indemnify the University against any loss to the property and assets of the University which have been caused by negligence or unlawful activity of the personnel or other persons whose entry into the University's premises has been authorized by him. Decision of the University as to the cost of damages caused shall be final and shall be recovered from the service provider.
- c) The service provider, within 15 working days of the award of the contract, shall also execute an irrevocable indemnity bond in an appropriate stamp paper in favour of the University that they would indemnify and keep the University indemnified and harmless against any claims, losses, expenses which the University may suffer or incur as a result of breach of contract. The service provider shall further agree that the indemnity herein contained shall remain in full force and effect during the currency of the contract and that it shall continue to be enforceable till all dues under or by virtue of the said contract have been fully paid and all claims are discharged or till the University is satisfied that the terms and conditions of the agreement have been fully and properly carried out by the service provider. The service provider also should undertake not to revoke this indemnity during its currency of contract.
- d) The service provider shall be responsible for the conduct of all the personnel deployed by him and shall be legally liable for any harm or loss arising to any person whomsoever, in whatever form, from any misconduct or any act of negligence, omission or commission, whether intentional or otherwise, of the service provider and/or personnel or other

persons whose entry into the University's premises has been authorized by him in the course of providing any services stated in this contract, and shall bear full responsibility and cost of the same. The University shall not be liable for any loss or harm to any person within or outside the University's premises from any act of omission or commission of any of personnel engaged by the service provider or other persons whose entry into the University's premises has been authorized by the service provider in the course of providing any services stated in this contract.

- e) Without prejudice to the preceding term of contract, the service provider shall be liable to reimburse the University of any cost, legal liability, penalty or fine imposed on Central University of South Bihar, Gaya by any authority, because of any misconduct or any act of omission or commission, whether intentional or otherwise, of the service provider or any of personnel engaged by the service provider or other persons whose entry into the University's premises has been authorized by the service provider in the course of providing any services stated in this contract.

- 8. Right to alter work-order:** The University shall be free to either reduce or increase the quantum of work order (also to reduce or increase the required personnel) prescribed in this Tender Document on the same rates and terms & conditions during the contract period.

9. Termination of Contract:

- a) In the event of the appointed service provider failing to fulfill or committing any breach of any of the terms and conditions of this contract or indulge in omission or commission as detailed in the terms & conditions and scope of work of the tender document, then without prejudice to the University's rights and remedies to which otherwise, the University, shall be entitled, the contract shall be terminated forthwith; the performance bank guarantee shall be forfeited/encashed; the service provider shall be blacklisted and the housekeeping & sanitation services shall be hired from any third party at the absolute discretion of the University without prejudice to any other action which may be taken by the University. The cost of such hiring together with all incidental charges or expenses may be recoverable from the service provider at the absolute discretion of the University. The omission or commission may include *interalia* the following: -
- i) If the service provider or its employees are found guilty of fraud and/or misrepresentation in respect of the contract or any other contract entered into by the service provider or any of his partners or representatives thereof with the University; or
 - ii) If the service provider becomes insolvent or applies for relief as insolvent debtor or commences any insolvency proceedings or makes any composition with its/their creditors or attempts to do so; or if
 - iii) In case, any documents/declaration furnished by the service provider is found to be false at any stage, it would be deemed to be a breach of terms of contract and thereby, making the service provider liable for legal action, besides termination of contract and/or forfeiture of performance guarantee.

- b) The service provider shall comply with all statutory liabilities and obligations of Central Government, State Government, and Local Bodies Rules & Regulations etc. The University shall not be liable for any contravention/non-compliance on the part of the service provider. Any contravention/ non-compliance on the part of the service provider would be construed as a sufficient ground for termination of the contract at the discretion of the University. Notwithstanding, in the event of the University being imposed with any penalty/ fine etc., by any agency/authority due to the non- compliance/contravention on the part of the service provider to any statutory laws/rules/regulations etc., the University reserves the right to recover such fine/penalty etc., from the service provider.
- c) If the performances of the housekeeping & sanitation services provided by the service provider are not found satisfactory, the University shall have power to terminate the contract with one month's notice. Upon such termination, the performance guarantee of the service provider shall be liable to be forfeited.
- d) The University may discontinue the contract at any point of time, without assigning any reason for the same, by giving one month's notice before the intended date of discontinuation and shall not be liable to any charges or compensation payable to the service provider or any other person.
- e) The service provider may discontinue the contract at any point of time, by giving a notice at least 60 days before the intended date for discontinuation. However, it shall lead to forfeiture of the performance bank guarantee deposited, in case of discontinuation without a notice or a notice less than 60 day prior to the intended date of discontinuation. The University shall have the right to claim damages and recover them from the service provider, in addition to forfeiting the performance bank guarantee of the service provider.
- f) **Sub Contract Not Permitted:** The service provider shall not engage any sub- contractor or transfer, assign or pledge any of the work, service or other performance required under the contract to any other person or agency in any manner, except without the prior written consent of the University. In the event of the appointed service provider found to be engaged in unauthorized sub-contracting any work specified in this tender, the contract shall be liable to be terminated forthwith.

10. Arbitration:

- a) In the event of any dispute or differences arising as to the execution of the contract or as to the respective rights or liabilities of the parties hereto or interpretation of any of clause thereof on any condition of agreement (except as to any matters the decision of which is specially provided for or the special conditions), the dispute shall be resolved in accordance with the provisions of the Arbitration & Conciliation Act, 1996 and the Rules there under and any statutory modifications thereof, for the time being in force, shall be deemed to apply to the arbitration proceedings. The award of the arbitrator shall be final and binding on parties to the agreement.
- b) However, during the period such disputes are settled either by mutual discussions between the parties or by legal means, service provider shall continue to do the work as per terms & conditions of contract.
- c) In case of disputes, arising out of this agreement between the service provider and the department, the Courts in Gaya/Patna shall have the exclusive jurisdiction.

11. Force Majeure:

- a) If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event.
- b) Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more; either party may at its option terminate the contract.

12. The University reserves the right to withdraw/ relax any of the terms and conditions mentioned in the tender document so as to overcome any problem encountered at any stage.

13. Debarment from Tender Process:

a) **A service provider shall be debarred if he has been found to be involved in any of the fraud & corrupt practices as below:**

i) For the purposes of this clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- I. **“Corrupt practice”** means (I) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the tender process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the tender process or after the issue of the LOI or after the execution of the agreement, as the case may be, any person in respect of any matter relating to the execution of specified work order or the LOI or the agreement, who at any time has been or is a legal, financial or technical advisor of the authority in relation to any matter concerning the execution of the specified work order;
- II. **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the tender process;
- III. **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person’s participation or action in the tender process;
- IV. **“Undesirable practice”** means (I) establishing contact with any person connected with or employed or engaged by the authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the tender process; or (II) having a conflict of interest; and
- V. **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among service provider with the objective of restricting or manipulating a full and fair competition in the Tender Process;

- b) A service provider shall be debarred if he has been convicted of an offence –
 - i) Under the Prevention of Corruption Act, 1988; or
 - ii) The Indian Penal Code or any other law for the time being in force for causing any loss of life or property or causing threat to public health as part of execution of the contract.

14. EVALUATION PROCESS

Offers (Tenders) will be evaluated in the following stages;

- a) **Stage-I** : Incomplete Offers i.e. offers not accompanied by the mandatory documents as per minimum eligibility criteria along with cost of Tender Fee and EMD shall be rejected.
- b) **Stage-II** : Offers shall be evaluated against the stipulated minimum eligibility criteria purely based on the valid documents submitted by the Agency. Offers not complying with the eligibility criteria shall be rejected.
- c) **Stage-III** : Short-listing of agencies may be based on Technical Evaluation of the documents submitted by the bidder and followed by Presentation by the participated bidders based on score obtained as per the Evaluation Process. A 'Technical Evaluation Sheet' is attached herewith as **Annexure-01**. Minimum 50 marks out of 100 must be obtained in Technical Evaluation to qualify.
- d) **Stage-IV** : Price bids of technically qualified bidders will only be opened final order shall be placed to bidder obtained highest score in combined evaluation (Technical & Financial) as per 'Evaluation Process' of the tender. In case of same score gained, bidder quoting Minimum Charges shall prevail. If quoted amount found same, bidder having highest average turn-over in last five years shall prevail.
- e) **Stage-V** : Issuance of LOA/ Work Order to the winning firm in compliance of above stages.

15. OPENING OF OFFERS

The Technical Bid Offers will be opened at the time and date stipulated above irrespective of the number of bidders or their representatives present. The Tenderer(s) or their authorized representative(s) may be present at the time of opening of the Technical Bids . The Financial Bid of only technically qualified bidders will be opened. Date of Opening of Financial Bid will be announced later on.

16. PAYMENT TERMS

No advance amount will be paid to Agency. Monthly payment will be made as per bill submitted by the contractor. Tax Deduction at Source (TDS) shall be done as per the provisions of Income Tax Act/Rules as amended from time to time and a certificate to this effect shall be provided to the agency by CUSB.

Payment to the Agency tentatively be made within 15 days from the date of submission of bill completed in all respects to the office of the Registrar.

17. SECURITY DEPOSIT / PERFORMANCE BANK GUARANTEE

Successful Bidder of Agency should submit Security Deposit / Performance Bank Guarantee of **Rs. 10,00,000.00 (Rupees ten Lakhs Only)** in shape of DD/BG/FDR in favour of 'CENTRAL UNIVERSITY OF SOUTH BIHAR' payable at GAYA issued from any nationalized banks/commercial bank before signing the agreement.

18. NO COMMITMENT TO ACCEPT TENDER

The Central University of South Bihar shall be under no obligation to accept the tender or any other terms & conditions received in response to this notice and shall be entitled to reject any or all bids without assigning any reasons whatsoever.

19. LEGAL

- i. The Contractor shall be responsible for timely payment to the deployed manpower duly complying with all statutory provisions relating the Minimum /wages, Provident Fund, Employees State Insurance, Leave, Gratuity etc. and other social security schemes directed by the Central Government.
- ii. The contractor shall also be liable for depositing all taxes etc. in time on account of service rendered by him to the office to the concerned tax-collection authorities from time to time as per rules and regulation on the matter
- iii. The tendering agency shall maintain all statutory register required under the applicable laws. The agency shall produce the same, on demand, to the concerned authority of this office or any other statutory authority.
- iv. Tax Deduction at Source (TDS) shall be done as per the provisions of Income Tax Act/Rules as amended from time to time and a certificate to this effect shall be provided by CUSB to the agency.
- v. In case, the agency fails to comply with any statutory/taxation liability under appropriate law, and as a result of thereof, CUSB is put loss/obligation monitory or otherwise, CUSB will be entitled to get itself reimbursed out of the outstanding bills or Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

EVALUATION PROCESS

(A) TOTAL MARKS FOR TECHNICAL BID : 100 (One Hundred)

Sr. No.	Below Criteria will be considered for Agencies subjects to the submission of relevant documentary proof with a clear indication	Points
1.	Past performance and experience in related areas must be complied as under – (i) Three similar completed services costing not less than the amount of Rs. 20 Lakh, or, (ii) Two similar completed services costing not less than the amount equal to 35 Lakh, or, (iii) One similar completed services costing not less than the amount equal to Rs. 50 Lakh	Total 15 Marks
	a) Qualify Minimum Eligibility Criteria	08
	b) 2-times of Minimum Eligibility Criteria	12
	c) 3-times of Minimum Eligibility Criteria	15
2.	Financial Ability: Average Annual Turnover in Crore of the organization of Last Three Financial Year	Total 15 Max Mar
	a) 10 Crore	08
	b) above 10 to 15 Crore	12
	c) above 15 Crore	15
3.	Company Owned Training Centre	Total 5 Max marks
	a) 1-2	03
	b) above 2	05
4.	Work Experience in 03 Organizations working for at least one year.	Total 15 Max marks
	a) 03 organizations	05
	b) 04-08	10
	c) Above 08	15
4.	Number of running projects	Total 10 Max marks
	a) 01-03	05
	b) 04-08	08
	c) above 08	10
5.	Software Application in managing Manpower Outsource (Copy of proof must be attached)	Total 5 Marks
6.	ISO Certificate	Total 5 marks
7.	No. of Appreciation/Performance Letter received from existing clients (01 no. for each letter/certificate)	Total 5 Max Marks
8.	Registration Certificate of the Firm along with the date of registration (Total years of Exp.)	Total 5 Max Marks
	a) Minimum 3 year	03
	b) above 3 to 5 years	04
	c) above 5 years	08
9.	Presentation by the Bidders before the Technical Committee for Evaluation of the quality of the proposals as per buyer requirement. (a) Understanding of the Business Domain of Client (b) Proposed Methodology/Approach (c) Proposed Deployment Architecture (d) Proposed Resources & Technology (e) Demo of the Proposed Model	Total 20 Max Marks
<p>Note: The opening of Financial Bid of only those Agency/ Bidders shall be considered who score 50% i.e. 50 marks or more in their technical bid evaluation (Ts) as evaluated by the Committee, whose decision in this regard shall be final and binding upon all the stake holders.</p>		

(B) Financial bid

Before opening of financial bids of those successful bidders in the technical evaluation, their marks obtained shall be made public before them or their authorized representatives.

Financial bid shall be given scoring as below:

The bidder who has quoted the lowest price will be assigned a score of 100 in the financial bid. The other bidders will be allotted score relatively to the score of bidder with the lowest quote as below:

$$F_s = 100 * FL / F$$

Where:

- F_s = The Financial Score of the Financial Proposal being evaluated
- FL = The price of lowest priced Financial Proposal
- F = The quoted price of Financial Proposal under consideration

(C) Combined evaluation

The score of technical bidding would be given 40% weightage, and the financial proposal would be given 60% weightage. The weighted combined score of the Technical bid (Ts), and Financial proposals (Fs) shall be used to rank the bidders on the basis of formula given as below:

$$\text{Combined Score} = 40\% * T_s + 60\% * F_s$$

The first ranked i.e. the highest scoring bidder is eligible for providing Sanitation and cleaning Services at CUSB Gaya.

Note : Final order shall be placed to bidder obtained highest score in combined evaluation (Technical & Financial) as per 'Evaluation Process' of the tender. In case of same score gained, bidder quoting Minimum Charge shall prevail. If quoted charge is also found same, bidder having highest average turn-over in last five years shall prevail.

AGENCY PROFILE

1. Name of the Organization and Address : _____

2. Year of Establishment : _____

3. Status of the Firm : _____

(Whether Pvt. Ltd. Company/Public Ltd. Company/Registered Partnership Firm)

4. Name of the Chairman/Managing Director/CEO/partners (as the case may be):

5. Whether registered with the Registrar of Companies/Registrar of Firms in India. If so, mention number and date and enclose Registration Certificate copy.

6. (a) Name and address of bankers :

(i) _____ (ii) _____

(b) Turnover of the Company/Firm in the following years:

(Please attach a copy of audited Balance Sheet and Profit & Loss Account for at least three years as documentary proof)

2018-19 : _____
2019-20 : _____
2020-21 : _____
2021-22 : _____
2022-23 : _____
2023-24 : _____

7. Whether registered for Service Tax purposes. If so, mention number and date.

8. Mention Permanent Account Number & furnish copies of Income Tax clearance certificate, Employees PF code & ESI Registration No.

9. Is the Company/Firm a Sanitation and Cleaning Service provider? If yes.

a. Mention the addresses and phone numbers of the Company's offices in Patna/Gaya as below:

10. What are your main fields of activities? Mention the fields giving the annual turnover for each field.

- (i) _____
- (ii) _____
- (iii) _____
- (iv) _____

11. Since when and how long your Company/Firm has been providing Sanitation and Cleaning services ?

12. If you have been prequalified by other corporate bodies and public sector or other university for supply of Sanitation and Cleaning Services, furnish their names and date of empanelment.

13. Furnish the names of at least three renowned organizations out of which at least one must be of Educational Organization, where you have supplied Sanitation and Cleaning services in Bihar & other states in the last three years, i.e. from 1st April 2018 to 31st March 2024.

Name of Organization with Address	<i>Period of service rendered</i>	Average annual Payment
(Please attach copies of their orders or payment proof) (A separate sheet may be attached if the above space is inadequate)		

14. **Details of Supervisory Staff**

Sr.No.	Name	Qualification	Age	Post Held	Experience



दक्षिण बिहार केन्द्रीय विश्वविद्यालय
Central University of South Bihar
SH-7 Gaya Panchanpur Road, Village Karhara, Post Office: Fatehpur Gaya - 824236
www.cusb.ac.in

Annexure-03

TECHNICAL INFORMATION

(To be put in a separate sealed cover marked ' TECHNICAL BID') Questionnaire to be filled by the Company/Agency applying for tender for Security Contract in CUSB, Gaya (Each response document must be given with proper reference in the following tender document)	EMD Details D.D. No. Date Bank Name
--	--

1.	Name of the Company/Agency (full address with Tel. No.)	
2.	Registration No. of the Company/ Agency under State/ Central Govt.	
3.	Status of the Company/Agency (Ltd, Pvt. Ltd, Partnership or Proprietorship) Attach details.	
4.	Bio-Data of key officials (Please attach extra sheets)	
5.	Details of any tie-ups for training of manpower (Please attach details)	
6.	If already registered with Labour Department for engaging a minimum of 200 -250 employees, then submit the proof. If not, please give reason. Please submit an undertaking to register in the event of being awarded the contract.	
7.	(a) PAN No.	
	(b) ESI No.	
	(c) EPF No.	
	(d) GST No./Service Tax No	
8.	Has the firm filed its Income Tax return in the previous financial year? If yes, please attach duly acknowledged copy of the same.	
9.	Financial Status of tenderer including annual report of past 5 years with Registrar of Companies receipts duly authenticated by Chartered Accountant	
10.	Do you have provision of Group Insurance cover for your employees? If yes, please attach proof.	

11.	Do you have experience in Housekeeping /Cleaning Services for at least 5 years?	
12.	Do you have any experience of working in Educational Institutes, specially handling of Student related activities viz Hostels, Student functions/ festivals/ Official Programmes / Elections etc? If yes, provide details.	
13.	Please provide the details of Bankers	
	(a) Name of the Beneficiary	
	(b) Name of the Bank & Address	
	(c) Bank Branch	
	(d) Account Number	
	(e) IFSC Code	
14.	Please provide the details of Company's Office/ office Equipment's and facilities	
15.	Do you have training facilities? If yes, provide details.	
# Please provide locations where installed.		

Date:

Place:

Signature of the Contractor or his
Authorized signatory with seal of
the Agency/Company

Note: If any information given in the technical bid is found false at any stage of assessment, the Bid shall be rejected and the entire amount of earnest money deposit will be forfeited by the Central University of South Bihar.

VENDOR DETAILS FORM

1.	Do you have a PFMS Unique ID (please tick)	NO	YES	UID No.-
2.	Name of the Firm			
3.	Address with City Name & Pin Code			
4.	Contact No.			
5.	Email ID			
6.	GST No. (Yes / No)	GST No. -		
		If YES, a copy of GST CERTIFICATE must be attached.	If NO, duly signed/sealed attached DECLARATION OF GST NON-ENROLMENT must be submitted.	
7.	PAN No.			
8.	TIN No.			
9.	ADHAR No.			
10.	Name of the Contact Person With Mobile No. & E-mail ID	Name :		
		Mobile :	E-mail ID :	
11.	Bank Account Details			
	Beneficiary Name			
	Bank Name & Branch			
	Bank Account Number			
	IFSC Code			
	MICR Code			
	Type of Bank Account	Saving Account	Current Account	Cash Credit
Telephone no. and E-mail of Bank Branch	Telephone			
	Email ID			
12.	Vendor Type (please tick)	Manufacturer	Distributor	Reseller
		Service Provider	Stockiest	Indian Agency

Signature of Vendor with Seal

Name: _____

Date: _____

FOR OFFICE USE ONLY**Finance & Accounts Section**

10.	FINANCIAL CONCURRENCE GIVEN	NO	YES	For Rs.:
11.	BUDGET CATEGORY	RECURRING	NON-RECURRING	PROJECT
12.	BUDGET HEAD (specify SUB-HEAD of expenditure)			
13.	CUSB BANK ACCOUNT DETAILS IN RESPECT TO POINT-11 & 12 FOR "RECEIPT" OF ONLINE EMD / SD (if any)	Bank Name :		
		Branch :		
		Account No. :		
		IFSC :		

Finance Officer

To : Purchase Section

DECLARATION OF GST NON-ENROLMENT

DECLARATION OF GST NON-ENROLMENT

Dear Sir/Madam,

Sub: Declaration of non-requirement of registration under the Central/State/UT/Integrated Goods and Services Tax Act, 2017

I/We.....(Name of the service provider/business entity), do hereby declare that I/we am/are not registered under the Goods and Services Tax Act, 2017 as (select and fill below for the relevant reason)

-I/We deal in/supply the category of goods or services(Describe the nature of the services/goods) which are exempted under the Goods and Service Tax Act, 2017.

-I/We have the annual aggregate turnover below the taxable limit as specified under the Goods and Services Tax Act, 2017.

-I/We are yet to register ourselves under the Goods and Services Tax Act, 2017.

I/We hereby also confirm that if anytime during any financial year I/we decide or require or become liable to register under the GST, I/we undertake to provide all the requisite documents and information.

I/We request you to consider this communication as a declaration for not requiring to be registered under the Goods and Service Tax Act, 2017.

I/We hereby also confirm that(Name of the service recipient) shall not be liable for any loss accrued to me/us, due to any registration default with the GST.

Signature of Authorised Signatory:

Name of the Authorised Signatory:

Name of Business:

Date:

Stamp/Seal of the business entity:

DECLARATION REGARDING ACCEPTANCE TO TERMS & CONDITIONS OF THE TENDER

(On the Letter Head of the Firm/Agency)

To:
The Registrar
Central University of South Bihar, Gaya

Regarding: Acceptance of Terms and Conditions

- A. I/We, Owner/Director/authorized signatory of the Company/Firm M/s.....is competent to sign this declaration and execute this tender document.
- B. I/We have read the instructions appended to the Proforma and I/We understand that if any false information is detected at a later date, any contract made between ourselves and Central University of South Bihar, on the basis of the information given by me/us can be treated as invalid by the Central University of South Bihar and I/We will be solely responsible for the consequences.
- C. The information/documents furnished along with the above application are authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
- D. I/We agree that the decision of Central University of South Bihar, in selection of Agency will be final and binding to me/us.
- E. I/We agree that I/We have no objection if enquiries are made about the work listed by me/us here in above and/or in the accompanying sheets.

Date:
Place:

Signature of Authorized Person
Name:
Seal:

Note: Scanned copy if this document is to be uploaded along with other enclosures.

DECLARATION REGARDING BLACKLISTING/NON-BLACKLISTING

(To be executed on Rs 100/-Stamp paper& attested by Public Notary/Executive Magistrate by the bidder)

I/We Director(s)/Authorized Signatory of M/s..... hereby declare that the Company has not been blacklisted or debarred in the past by Central University of South Bihar, Gaya or any other Government department organization/ Under-taking from taking part in Government tenders

Or

I/We Directors) of M/S.....hereby declare that the Company namely M/S.....was blacklisted or debarred by Central University of South Bihar, Gaya or any other Government Department from taking part in Government tenders for a period of.....w.e.f.....The period is over on.....and now the company is entitled to take part in Government tenders.

In case the above information is found false I/We are fully aware that the tender/ contract will be rejected/cancelled by Central University of South Bihar, Gaya and EMD shall be forfeited.

In addition to the above, Central University of South Bihar, Gaya will not be responsible to pay the bills for anycompleted/partially completed work.

SIGNATURE OF THE BIDDER WITH SEAL

Note: Scanned copy of this document is to be uploaded along with other enclosures.

**PERFORMA FOR NO NEAR RELATIVE(S) OF THE CONTRACTOR WORKING IN
CENTRAL UNIVERSITY OF SOUTH BIHAR GAYA**

(To be executed on Rs.100/-Stamp paper & attested by Public Notary/ Executive Magistrate by the bidder)

I/We, Owner/Director/Authorized Signatory of the company M/s.....

Hereby certify that none of my relative (s) as defined in the tender document is/are employed in CUSB as per detail given below, In the case at any stage, it is found that the information given is incorrect, CUSB shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

The near relative (s) means:

a) Members of a Hindu Undivided family:

b) They are husband and wife.

c) The one is related to the other in a manner as father, mother, son(s) & son's wife (daughter-in-law), Daughter (s) & daughter's husband (son-in-law), brother (s) brother's wife, sister (s), sister's husband (brother-in-law).

The certificate will be given by all the Owner/Director/Authorized Signatory of the tendering company/Firm (or company secretary on behalf of all directors). Any breach of these conditions by the company/Firm, the tender/work will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is so noticed. The department will not pay any damages to the company or firm or the concerned person. The company or firm or the persons will also be debarred for further participation in the concerned unit.

Name of Director _____

(Name of Owner Director/ Company Secretary)

Note: Scanned copy of this document is to be uploaded along with other enclosures.

Annexure-08

CERTIFICATE REGARDING TURN-OVER OF TENDERER DURING THE LAST FIVE FINANCIAL YEARS

I/We, M/s, the Bidder/Tenderer for providing Security/Manpower Services on a Monthly Contract Basis, hereby confirm the minimum Annual turnover of the firm/company of the five F.Y. during the last seven financial year wise break up is given below:-

Sl.No.	FINANCIAL YEAR	ANNUAL TURN OVER FOR THE YEAR (in Lacks)
1		
2		
3		
4		
5		

Note: Bidder may add more columns as per requirement.

Date:
Place:
Seal:

Signature of Authorized Person:
Name:

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 ACCOUNTANTS:

Note: Scanned copy of this document is to be uploaded along with other enclosures

Details of Training Centres in Bihar

(to be submitted on the letter head of the firm)

Address of the Administrative Office in Bihar:

Address of the Training Centres in Bihar:

Certified that the information given above is true as per the records (i.e. GST registration certificate, PSARA 2005 certificate and other relevant certificates)

Signature of the Authority

Name :

Date :

Seal of the Firm :

(To be certified by a Chartered Accountant with his seal and UDIN number)

Details of Running Contracts for Sanitation and Cleaning in each Contract

Sl. No.	Name and Address of the Organisation	Period of Contract		City / State	Number of Security personnel deployed	Contract Value (in INR)
		From	To			
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						

Note : Extra columns may be added, if needed.

Signature/Seal of the Bidder

Details of Past Experience in Sanitation and Cleaning Business

Sl. No.	Name and Address of the Organisation	Period of Contract		City / State	Number of Security personnel deployed	Contract Value (in INR)
		From	To			
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						

Note : Extra columns may be added, if needed.

Signature/Seal of the Bidder



दक्षिण बिहार केन्द्रीय विश्वविद्यालय
Central University of South Bihar
SH-7, Gaya-Panchanpur Road, Village-Karhara, Post Office-Fatehpur, Gaya - 824236
www.cusb.ac.in

Annexure-12

Financial Bid Proforma

CUSB/PSD/ADMIN/ Cleaning Ser./T/13/2024-25 Date: 28/08/2024
Tender Name : Providing Sanitation & Cleaning Services at CUSB

S.No	Description Of Item	Unit	Rate without GST	Amount for 12 Months
1.	Rate quoted for Sanitation & Cleaning Services at CUSB Gaya	Per Month		
			Total Cost	
			Add Applicable GST@%	
			Grand Total	

Note :

- (i) No overwriting or use of fluid, if fails, tender shall be rejected.
- (ii) Final order shall be placed to bidder obtained highest score in combined evaluation (Technical & Financial) as per 'Evaluation Process' of the tender. In case of same score gained, bidder quoting Minimum Service Charge shall prevail. If service charges found same, bidder having highest average turn-over in last five years shall prevail.

Name and Signature of the Authorized Person of the firm along with seal

Place :

Date :

Area detail with no. of toilets in various buildings of Central University of South Bihar, Gaya

S. No.	Name of Buildings	No. of Floors	Build up Area (in Sqm)	Carpet Area (approx.) (in Sqm)	Corridor & Common Area (approx) (in Sqm)	No. of Toilets		
						Ladies Toilet Block	Gents Toilet Block	Staff Toilet/ Handicapped Toilet/ Attached Toilet
1	Administrative building	S+3	6880	4816		6	6	17
2	Aryabhatta Bhawan (School of Earth Biological & Environmental Sciences)	G+3	10131	7092		8	8	17
3	Malaviya Bhawan (School of Education)	G+2	5492	3844		3	3	5
4	Chanakya Bhawan (School of Social Sciences & Policy)	G+3	11919	8343		8	8	29
5	Gargi Sadan (Girls Hostel)	G+3	6141		1842	8		3
6	Maitreyi Sadan (Girls Hostel Block A & B)	G+3	12318		3695	16		6
7	Sangharama (Guest House)	G+2	3140	2198				40
8	Vivekananda Lecture Complex	G+2	3036	2125		3	3	9
9	Health Centre	G	679	475		1	1	7
10	Central Library	G+2	4094	2866		4	4	4
11	Veer Damodar Savarkar (Boys Hostel Block A & B)	G+3	8674		2602		16	3
12	Store Room & Horticulture Office	G	300	210			1	2
13	Sports Ground Stage Building	G	270	230		1	1	3
14	University Entrance Gate	G						1
15	Animal House	G	310	217				2
Total			73384	32416	8139	58	51	148

Note: In addition to above, Cleaning of built roads of the functional area, required/expected on weekly basis or as per direction of the University Authorities.

PROFORMA FOR MONTHLY PERFORMANCE REPORT

Performance Report with respect to Sanitation and Cleaning Services being done by the Vendor
at CUSB Campus for the month of _____

Stakeholder	Performance Report (Satisfactory / Not Satisfactory)	Remarks (if any)	Signature with name & Date
1. Caretaker-01			
2. Caretaker-02			
3. Caretaker-03			

(Sh.)
Supervisor of Contractor

Dy. Registrar(Admin.)