

BID DOCUMENT
Open Competitive Bid (OCB)
E-Procurement

For

Providing Housekeeping Services on Outsourcing Basis at
RGUKT ONGOLE Campus

Proprietary & Confidential



RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES
RGUKT ONGOLE Campus, Santhanuthalapadu(V&M),
Prakasam District, Andhra Pradesh, Pin: 523225.

Proprietary & Confidential

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News paper advertisement

E-Procurement Tender Notice



Rajiv Gandhi University of Knowledge Technologies
Ongole Campus
Santhanuthalapadu(V&M), Ongole-523225

Tender Notice

Date:

Online tenders are hereby invited through e-procurement portal towards:

1. Providing of Housekeeping Services on Outsourcing Basis through Agency.
2. Selection of Service Provider for providing Outsourcing Manpower.
3. Providing of Security Services on Out Sourcing Basis through Agency.
4. Providing of Lab Equipment's for CSE, ECE, EEE, CE, ME departments.

For further details please visit website <https://rguktong.ac.in/instituteinfo.php?data=tenders>,
<https://www.apecurement.gov.in>

Sd/-
Administrative Officer

Section - I
Tender Call notice

Time schedule of various tender related events

Bid calling date	29.01.2026
Tender processing fee (Non-refundable)	Rs.50,000/- (Rupees Fifty thousand only) (By way of online payment)
EMD	Rs.3,25,000/- (Rupees: Three Lakhs Twenty-Five Thousand) (by the way of online payment for which No interest will be payable).
The Institute will consider only the bids submitted through online E-procurement platform i.e. http://tender.apecurement.gov.in .	
Bid Documents Downloading Start date	02.02.2026 – 08:00 PM
Pre-Bid Meeting	09.02.2026 – 11:00 AM
Bid Document Downloading End Date	18.02.2026 – 12:00 PM
Last date for uploading documents online	18.02.2026 – 12:00 PM
Last date for Submission of documents (hard copies)	23.02.2026 – 02:00 PM
Technical Bid opening date/time	25.02.2026 – 02:00 PM
Price Bid opening date/time	25.02.2026 – 04:00 PM
Contact person	Administrative Officer, RGUKT-Ongole

Note: The dates stipulated above are firm and under no circumstances will they be relaxed unless extended by an official notification or happen to be Public Holidays. For the assistance in the online submission issues, the bidder may contact the help desk of M/s. VUPADHI (<https://tender.apecurement.gov.in>) at their e-mail address: contact@vupadhi.com, Phone: 08588-283602, 283603

CLARIFICATIONS:

- i. Queries if any can be made through e-mail only on ao@rguktong.ac.in on or before 08.02.2026. Queries received via any mode other than e-mail mentioned above will not be entertained. The queries should only be sent in following format on the official letter head of the company.

S. No.	Page No. (Tender Ref.)	Clause (Tender Ref.)	Description (Tender Ref.)	Query

- ii. The addendum/corrigendum if any shall be published on RGUKT-AP website i.e. www.rgukt.in, www.rguktong.ac.in as well as on e-procurement platform <https://tender.apecurement.gov.in>.
- iii. The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/ amendments issued if any.

INVITATION FOR BIDS:-

- 1.** Bids are invited on the e-procurement platform from the Registered contractors/Service Providers for providing Housekeeping Services at RGUKT Ongole campuses located at Ongole, Santhanuthalapadu (V&M) Prakasm District, Andhra Pradesh. The details of bidding conditions and other terms can be downloaded from the electronic procurement platform and of Government of Andhra Pradesh, i.e. <http://tender.apecurement.gov.in> .
- 2.** In-order to participate in the tender, bidders has to register on the e-Procurement market place <https://tender.apecurement.gov.in/login.html>. On registration with the e-Procurement market place, bidders will be provided with a user id and password by the system, through which they can submit their bids online. The bidders need to scan and upload the required documents as mentioned in this tender document.
- 3.** The participating bidder/s will have to pay non-refundable tender processing fee Rs.50,000/- in the form of online payment.
- 4.** The bidder/s shall furnish, as part of the bid, the Bid security (EMD) for the amounts specified in the Tender Document.
- 5.** After uploading the documents, the copies of the uploaded documents of technical bid along with the proof of online EMD payment) should be submitted offline to Administrative Officer, RGUKT Ongole by 23.02.2026 – 02:00 PM. No physical submission of the financial bid will be accepted. RGUKT will consider only the bids submitted through on-line over the copies of the paper-based bids.
- 6.** The RGUKT, Ongole will not accept the tenders from blacklisted companies or undependable Suppliers whose past performance with RGUKT-AP was found poor

and also against whom there have been adverse reports of Poor Service, as defined in the other parts of the Bidding document.

- 7.** The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.
- 8.** For any clarification and further details on the above tender please contact During
Email: ao@rguktong.ac.in

Sd/
Administrative officer (i/c)

SECTION-II
STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

Item	Description
Bid Document fee (Nonrefundable)	Rs. 50,000/- (By way of online payment)
EMD	Rs.3,25,000/- (Rupees: Three Lakhs Twenty-Five Thousand only) (by way of online payment for which No interest will be payable).
Bid Validity Period	180 days from the date of opening of commercial bid
EMD Validity Period	180 days from the date of opening of commercial bid
Contract Agreement	The contract period will initially be for one year, extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years.
Period for signing the order Acceptance	Within 7 days from the date of receipt of notification of award
House Keeping Workers (Un Skilled) + House Keeping Supervisor (Semi-Skilled) Zone-III(including Relievers)	65+4
Performance security Deposit value	i). The Successful bidder has to submit 5% of annual contract value as performance security in the form of Demand Draft from in favor of “The Director, RGUKT Ongole payable at SBI Ongole” before awarding the contract. The performance security amount shall be refunded to the selected bidder without any interest within two month from the completion of contract period.
Period for furnishing performance Security	Within 7days from date of receipt of award
Performance security validity period	60 days beyond contract period
Payment terms	Monthly payment will be released based on the day wise biometric attendance particulars and performance certificate certified by the concerned authorities.

SECTION-III

TENDER SCHEDULE

A. PREAMBLE

The Government of Andhra Pradesh has established Rajiv Gandhi University of Knowledge Technologies (RGUKT) in 2008 to cater to the educational needs of the meritorious rural youth of Andhra Pradesh state. The University provides an ambience of excellence for the pursuit of knowledge leading to B.Tech degree in different branches of Technology.

Accordingly, the RGUKT-AP, invites e-tenders under two-bid system as mentioned hereunder from the reputed and experienced agencies for Providing of House Keeping Services to the buildings, hostels and residential quarters in RGUKT located at Ongole in Santhanuthalapadu(V&M), Prakasam District through E-Procurement. The contract period will initially be for one year, extendable on satisfactory performance and mutual consent on the same terms and conditions on half year / yearly basis subjected to a period of another two years.

B. SCOPE OF WORK

The bidder shall provide comprehensive housekeeping and facility management services throughout the contract period within the premises of RGUKT, ongole, Santhanuthalapadu(V&M), Prakasam District. The services include cleaning of academic blocks, classrooms, hostel rooms, study rooms, and all attached toilets and bathrooms. The contractor shall also be responsible for clearing blockages and maintaining cleanliness in the surrounding areas, including drains, internal roads, and other identified locations. Laboratories, corridors, and similar spaces must be cleaned using industrial vacuum cleaners supplied by the contractor. In addition, the contractor shall undertake any other housekeeping-related tasks assigned by the Institute authorities from time to time.

The bidder shall ensure that all workers deployed for a particular shift are made available for verification whenever required by the authorized Institute representative. All deployed manpower must assemble at the place specified by the Institute for verification purposes. The headcount recorded during the verification shall be treated as final for that shift, and any shortfall in manpower compared to the agreed number specified in the contract will attract penal action in accordance with the contract conditions.

The bidder shall also deploy labour for pump operations, who must regularly monitor water levels in overhead tanks and sumps and assist the waterworks staff at the pump room as required. The firm must engage separate operators for handling housekeeping machinery, and Mazdoors shall not be assigned or permitted to work as machinery operators under any circumstances.

The housekeeping agency shall be responsible for cleaning and maintaining the entire built-up area and open areas of RGUKT – Ongole campus as detailed below.

S. No.	Item / Location	Unit	Total Area
1	Academic Clusters & New Buildings	Sq. ft.	1,97,143 Sq. ft.
2	Lecture Halls	Sq. ft.	
3	Boys Hostels	Sq. ft.	
4	Girls Hostels	Sq. ft.	
5	Corridors	Sq. ft.	
6	Open Areas	Sq. ft.	
7	Library	Sq. ft.	
8	Student Activity Centre	Sq. ft.	
9	Administrative Blocks	Sq. ft.	

Note:

- ✓ The agency shall be responsible for cleaning and maintaining the entire area listed above, including all floors, toilets, surrounding premises, and associated spaces falling under these categories.
- ✓ Housekeeping consumables and materials required for day-to-day cleaning operations shall be supplied by the Institute as per the requirement.

C. Nature of Duties

1. The housekeeping staff shall carry out cleaning, sweeping, and wet mopping of the entire office floors, rooms, staircases, corridors, front yard, academic blocks, and all other designated areas.
2. All toilets, urinals, and bathrooms shall be cleaned twice daily using appropriate detergents and chemicals.
3. Dusting and cleaning shall be performed on all furniture including tables, cots, sofas, chairs, sofa sets, fans, and other items such as computers, electronic equipment, and laboratory equipment.
4. The housekeeping personnel shall clean utensils and equipment in the office pantry and guest house.
5. Parking areas, internal roads, and surrounding building areas shall be swept and kept clean.
6. All dustbins shall be cleaned regularly, and the collected garbage shall be disposed of at the designated location specified by the Institute.
7. Miscellaneous services such as serving drinking water and refreshments during meetings, seminars, and conferences shall be provided as required.
8. The staff shall lift, carry, and dispose of dead birds, animals, rats, insects, and similar items found in or around the premises.
9. Plastic waste and garbage accumulated between the waterline and railing of all rooms in hostels, academic blocks, and the guest house shall be removed regularly.

10. Housekeeping personnel shall place dustbins with plastic liners in all rooms and floors of RGUKT–Ongole and ensure their regular cleaning and waste removal.
11. Waste materials such as papers, stones, leaves, flowers, and other debris found in open spaces around rooms and the guest house shall be collected and disposed of daily.
12. Particulate glass, window glasses, window grills, and other grills shall be cleaned every day.
13. Garbage collected in the dustbins shall be deposited at the location specified by the Institute authorities within the campus, after which RGUKT will arrange for further disposal.
14. The firm shall carry out vacuum cleaning of carpets, sofa upholstery, curtains, and Venetian blinds.
15. The firm shall make its own arrangements for washing bed sheets, window curtains, and similar items.
16. Walls, surface tiles, and toilet floors shall be washed and scrubbed using appropriate disinfectants.
17. Naphthalene balls, room fresheners, soaps in toilet blocks, and liquid mosquito repellents in all guest house rooms shall be placed and replenished regularly.
18. Garden work and any other tasks assigned by the Institute authorities shall be carried out as required.
19. Acid cleaning of sanitary ware shall be done without damaging their shine; toilet floors and walls shall be scrubbed using chemicals such as soap, detergents, kerosene, petrol, or other approved agents. Automatic mopping or scrubbing machines shall be used at least once a week.
20. Surface drains shall be cleaned and cobwebs removed regularly.
21. Internal and external cleaning of window panels, doors, fans, and corridors shall be performed routinely.
22. Roof tops, false ceilings, Venetian or vertical blinds, ceilings, and walls shall be cleaned using soft brooms and cloth.
23. Pest control services shall be carried out using sufficient insecticides and pesticides to control mosquitoes, cockroaches, silverfish, and other crawling insects. Only ISI-marked chemicals shall be used, and if the pest control is ineffective, the firm shall repeat the treatment as required.
24. Terraces, water tanks, underground sumps, and drains shall be cleaned periodically.
25. The firm shall perform any additional duties assigned by the Institute authorities from time to time.

D. ELIGIBILITY CRITERIA

1. The bidder shall be registered as a Company under the Companies Act 1956/2013, or as a Partnership Firm (including LLP) under the Partnership Act, 1932, or a registered Society, or a Proprietorship Firm, as applicable. The bidder must be in the business of providing Housekeeping / Facility Management Services for a minimum period of ten (10) years as on the date of issue of the tender. Agencies that have not completed ten

years of existence in this field shall not be considered. Copies of work orders and satisfactory performance certificates shall be submitted.

2. The bidder should possess a valid ISO 9001:2015 Quality Management System Certification, issued not earlier than 01.12.2025 and valid on the date of tender.
3. The agency must possess all valid statutory registrations, approvals, licenses, and permits required for running a Facility Management / Housekeeping Service Agency, including registrations under the Central Labour Commissioner, Income Tax Department, Employees Provident Fund Organization, Employees State Insurance Corporation, and GST authorities. Registration under the contract labour (Regulation and abolition) Act, 1970 with any state/central Government Departments, Autonomous Bodies/PSUs..
4. The bidder should possess a valid license/registration, where applicable, issued by the Labour Department, Government of Andhra Pradesh for providing manpower services, or should be empanelled with the District Level Outsourcing Committee, Government of Andhra Pradesh, within the last two years.
5. The bidder must have satisfactorily provided Housekeeping/Facility Management Services to Central/State Government Departments, Universities, Public Sector Undertakings, Private Universities, or other reputed institutions during the last three financial years: 2022–23, 2023–24, and 2024–25..
6. The bidder must have executed Housekeeping/Facility Management Service contracts valued at not less than Rs. 100.00 lakhs in any one financial year during FY 2022–23, 2023–24, or 2024–25. Experience shall be proven only through experience-cum-performance certificates.
7. The bidder must have an Average Annual Turnover of at least Rs. 10.00 Crores during the last three financial years.
8. The agency must not have been debarred or blacklisted by any State Government, Central Government, Public Sector Undertakings, Quasi-Government Bodies, the World Bank, or any major organization in India.
9. There should be no criminal case pending against the agency.
10. The bidder must have experience in deploying a minimum of 60 Housekeeping / Facility Management personnel in a single organization.
11. The agency must have a registered or branch office in Andhra Pradesh, and billing/invoicing for this contract shall be carried out only from such office.
12. The bidder must possess valid registrations for:
 - a. PAN
 - b. Labour License
 - c. EPF Registration
 - d. ESI Registration
 - e. GST Registration
13. The bidder must have at least 300 employees on its rolls during FY 2023–24 and FY 2024–25. Evidence must be submitted through EPF (TRRN details), ESI challans.
14. The bidder must submit the latest Income Tax Returns/SARAL forms for FY 2022–23, 2023–24, and 2024–25.
15. The bidder shall submit a list of current clients, along with contact addresses and telephone numbers.

16. Submission of any false or misleading information shall result in forfeiture of EMD and rejection of the bid.

Note: All relevant documentary evidence in support of the above eligibility conditions must be submitted along with the bid. Bids without supporting documents shall be summarily rejected.

E. BID DOCUMENT PROCESSING FEE AND EMD AMOUNT

1. Bid Document Fee: An online payment proof of **Rs. 50,000/- (Rupees Fifty Thousand only)** towards non-refundable bid document/processing fee should accompany the tender documents.
2. Bid security (EMD) amount: An online payment proof a refundable amount of **Rs.3,25,000/-** as earnest money deposit (EMD) should accompany the bid documents. The Firm should enclose a pre-receipted bill for the EMD to enable us to return the EMD of unsuccessful bidders. No interest will be paid by the ONGOLE, RGUKT-AP on the Earnest Money Deposit.
3. EMD is exempted for MSME registered firms. However hard copies of MSME certificate shall be submitted along with bid document fee.

Note: In the absence of bid document fee and EMD, the tender will not be accepted.

F. INSTRUCTION TO BIDDERS

1. The tender document would be prepared in English. All the pages of the tender document should bear the dated signature (in ink) of the bidder with stamp of Firm. Any over-writing corrections & cuttings should bear dated initials of the bidders. Corrections should be made by writing again instead of shaping or over-writing.
2. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.
3. **Cost of bidding:** The bidder shall bear all costs associated with the preparation and submission of its bid, and RGUKT ONGOLE will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
4. Further all the participating bidders have to electronically pay a non-refundable transaction fee through online to M/s. APTS, the service provider through "Payment Gateway Service on E-Procurement platform", as per the Government Orders placed on the e-procurement website.
5. Individual signing the tender or other documents connected with contract must specify whether he sign as: (a) A sole proprietor of the concern or constituted attorney of such sole proprietor; (b) A partner of the firm, if it is a partnership firm in which case he must have authority to execute the contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm. (c)

Director or a principal officer duly authorized by the Board of Directors of the Company, if it is a company.

6. A person signing the tender form or any document forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the person so signing had no authority to do so, RGUKT ONGOLE may without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
7. **Amendment of bidding documents:** At any time prior to the deadline for submission of bids, RGUKT ONGOLE, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment displayed on the website of RGUKT(<http://www.rgukt.in>&www.rguktong.ac.in). In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the RGUKT ONGOLE, at its discretion, may extend the deadline for the submission of bids.
8. Bids would be rejected for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.
9. Notwithstanding anything specified in this document, RGUKT ONGOLE unconditionally and without assigning any reasons, reserve the rights (a) To accept or reject the lowest tender or any other or all the tenders, at any time prior to the award of the contract/purchase/work order, without incurring any liability to the affected tenderer or tenderers; (b) To accept any tender in full or in part (c) to reject the tender offer not conforming to the tender terms; (d) To give purchase preference to Public Sector Undertaking/manufacturer wherever applicable as per Govt., Policy/Guidelines. The decision of the RGUKT ONGOLE is final and binding.
10. RGUKT ONGOLE reserves its right in not considering the bid of a bidder, if such bidder was a previous supplier/rendered services and had a past bad track record or their earlier performance was unsatisfactory on any count.
11. No conditional offer will be accepted. Bids received with quote on variable basis shall be rejected without assigning any reasons and no communication in this regard shall be made. Quotations qualified by such vague and indefinite expression such as “Subject to prior confirmation”, “Subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly. Any conditional tender shall be rejected summarily.
12. **Bid forms:** Wherever a specific form is prescribed in the bid document, the bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases the bidder shall design a form to hold the required information.
13. **Period of validity of bids:** Bids shall remain valid for minimum 90 days from the date of bid opening prescribed by RGUKT ONGOLE. A bid valid for a shorter period shall be rejected as non-responsive. In exceptional circumstances, the RGUKT ONGOLE may solicit the bidders consent to an extension of the period of validity. The request and the

responses thereto shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.

14. Submission of the tender will signify the acceptance of all the instruction, terms and conditions of the contract. As a token of acceptance, the tenderer should sign and affix his firm's stamp on each page of the bid document and all its Annexure. NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS BID DOCUMENT.
15. **Modification and withdrawal of bids:** No bid can be modified subsequent to the deadline for submission of bids. No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).
16. **Clarification of bidding documents:** A prospective vendor requiring any clarification of the bidding documents may notify RGUKT ONGOLE contact person. The person concerned will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to the deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in tender call notice. It is further clarified that RGUKT ONGOLE shall not entertain any correspondence regarding delay or non-receipt of clarification from RGUKT ONGOLE.
17. Bidder shall not approach RGUKT ONGOLE officers outside of office hours and / or outside RGUKT ONGOLE office premises, from the time of the tender call notice to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the RGUKT ONGOLE, it should do so in writing.
18. **Late bids:** Bids must be submitted on e-procurement website not later than the bid submission date and time specified in the tender call notice. Further, the requested hard copies of the same should reach the RGUKT ONGOLE contact person on or before last date mentioned in the tender call notice. RGUKT ONGOLE shall not be responsible for any postal delay about non-receipt /non delivery of the bids or due to wrong addressee. Any bid not received by the RGUKT ONGOLE contact person by the deadline for submission of bids will be rejected and returned unopened to the bidder.
19. **Corrupt, fraudulent and unethical practices:**
 - a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the process of contract execution and
 - b. "Fraudulent practice" means a misrepresentation of facts in order to influence evaluation process or the execution of a contract to detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition
 - c. "Unethical practice" means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial

bid amount, upward revision etc., after opening of first bid will be treated as unethical practice.

RGUKT ONGOLE will reject a proposal for award and also may debar the bidder for future tenders in RGUKT-Andhra Pradesh, if it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract.

G. PRE-BID MEETING

It is proposed to conduct a Pre-Bid meeting on mentioned date and time in Time Schedule of this document (Venue: Golden Block, RGUKT ONGOLE). The purpose of the meeting is to answer the questions of the prospective bidders on technical bid and commercial terms and conditions of this tender.

View above, prospective bidders are advised to submit their doubts / questions /clarifications, if any, through Mail, (Mail ID: ao@rguktong.ac.in) before the date of Pre-Bid meeting. Further, on the date of the meeting, the questions should be given inwriting.

Any modification of the bidding documents which may become necessary as a result of the Pre-Bid meeting shall be made known to all the prospective bidders by the Evaluation Committee through a notification of amendment in the website of the RGUKT ONG. No clarifications will be entertained beyond the date of pre bid meeting

H. PREPARATION OF BID

Tenders are invited under two bid system viz., Part-1: Technical bid and Part-2: Financial Bid. Bidders are requested to prepare the tender documents according to the following instructions.

Part-1: Technical bid: It should contain the following self- attested photocopies. All the documents are arranged according to the order mentioned and must be serially numbered by ink at bottom right corner.

S. No.	Document Description	Submitted / Not Submitted
1	Proof of registration as Company (Companies Act 1956/2013) / Partnership Firm (including LLP) / Society / Proprietorship Firm. The bidder must have minimum 10 years' experience in Housekeeping / Facility Management Services as on tender date. Copies of work orders and satisfactory performance certificates must be submitted.	
2	Valid ISO 9001:2015 Quality Management System Certification , issued not earlier than 01.12.2025 and valid on the date of tender.	
3	Valid statutory registrations required for operating a Housekeeping / Facility Management Agency: <ul style="list-style-type: none"> • Central Labour Commissioner Registration • PAN • EPF Registration • ESI Registration • GST Registration • Registration under the contract labour (Regulation and abolition) Act, 1970 with any state/central Government Departments, Autonomous Bodies/PSUs 	
4	Valid manpower supply license / registration issued by the Labour	

	Department, Government of Andhra Pradesh, OR valid empanelment under the District Level Outsourcing Committee, Govt. of AP, in the last two years.	
6	Proof of satisfactorily providing Housekeeping / Facility Management Services to Central/State Government Departments, Universities, Private/Deemed Universities, PSUs, or reputed institutions during the last three financial years: FY 2022–23, 2023–24, 2024–25 . Must attach work orders + performance certificates.	
7	Proof of executing Housekeeping / FM contracts worth ≥ Rs. 100 lakhs in any one of the last three financial years (FY 2022–23 or 2023–24 or 2024–25). Must submit experience-cum-performance certificate	
8	Proof of Average Annual Turnover ≥ Rs. 10.00 Crores in FY 2022–23, 2023–24, and 2024–25, certified by a Chartered Accountant.	
9	Undertaking declaring that the bidder has not been debarred / blacklisted by Central/State Governments, PSUs, Quasi-Government bodies, World Bank, or any reputed organization.	
10	Undertaking no criminal case pending against the agency.	
11	Experience certificate proving deployment of minimum 200 Housekeeping / Facility Management personnel in a single organization (Govt./Semi-Govt./PSU/University) in any two continuous years between FY 2020–21 to FY 2024–25 . Only experience-cum-performance certificates are valid.	
12	Address proof of the Registered/Head Office or Branch Office in Andhra Pradesh . Billing/invoicing must be done only from such AP office.	
13	Proof of having minimum 300 employees on rolls during FY 2023–24 and FY 2024–25 with: <ul style="list-style-type: none"> • EPF TRRN details • ESI Challans 	
14	Latest filed Income Tax Returns / SARAL for FY 2022–23, 2023–24, 2024–25.	
15	List of current active clients with contact addresses and phone numbers .	
16	Proof of any pending disputes/cases before PF Commissioner / ESI Authorities / Labour Tribunal , if applicable.	
17	Information on whether the bidder is or was involved in bankruptcy, insolvency, or winding-up proceedings , if applicable.	
18	Details of Awards, Recognitions, or Media Reviews , if any.	
19	Undertaking that submission of any false or misleading information will result in EMD forfeiture and immediate rejection of the bid.	

NOTE: All pages of the bid documents must be serially numbered and signed

Part-2: Financial bid: The bidder shall prepare the price bid as prescribed proforma of the bid document.

1. Agency should quote commission in percentage on remuneration (excluding all statutory obligations) which would be paid to the outsourcing employees.

2. The payment wages will be paid as per Minimum Wages prescribed by the Commissioner of labor, Vijayawada, AP and the competent authority under minimum wages act, 1948 from time to time. The RGUKT-ONGOLE will pay all the statutory contributions/deductions towards applicable ESI, EPF and GST apart from the remuneration as per the government norms.
3. The Bidder / Agency quotes agency commission /service charge “Nil / abnormal low charges” as their service charge to become the lowest bidder (L1), their bid will be considered unresponsive and will not be entertained and the bid will invariably be rejected vide OM NO.29/2014-PPD Dt.28-01-2014 of Ministry of Finance, Govt of India.
4. Applicable TDS will be deducted from the monthly bill and remitted to government by RGUKT ONGOLE.
5. Agency commission quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
6. The percentage of the agency commission shall not exceed 5% of remuneration as per the existing government guide line.
7. Applicable TDS will be deducted from the monthly bill and remitted to government by IIT ONGOLE.
8. No Physical submission, Only require online submission of financial bid

I. BIDSUBMISSION

Bidders are requested to submit the bids after issue of minutes of the pre-bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre-bid meeting in their bid. All two parts of the bid shall be submitted online on www.apecurement.gov.in platform. The hard copies of all the uploaded Technical Bid along with Bid document/processing fee and Bid Security (EMD) should be submitted offline to Administrative Officer, RGUKT ONGOLE. The following procedure may follow for the bid submission.

Online Submission:

1. The participating bidders in the tender should register themselves on e-procurement platform in the website www.apecurement.gov.in and on registration with the e-Procurement market place; bidders will be provided with a user id and password by the system.
2. Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates.
3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.
4. The bidders should scan and upload the respective documents in technical bid documentation as detailed at Tender Schedule including EMD.

5. The bidders shall sign on all the statements, documents and certificates uploaded by them, owning responsibility for their correctness/authenticity.
6. Financial Bid: the commissions in percentage should be quoted in online only

Offline Submission:

1. Bid document fee and Bid Security (EMD) should be sealed in a separate envelope (ENVELOPE-ONE), duly super-scribed as “Tender Fee”.
2. The uploaded Technical Bid which containing above mentioned supporting documents should be sealed in separate envelope (ENVELOPE-TWO), duly super-scribed as “Technical Bid”.
3. The two separate envelopes are to be sealed again in a bigger envelope (ENVELOPE-THREE). The sealed bigger envelope super-scribed as “**Tender for proving Housekeeping services**” should reach “The Administrative Officer(i/c), located at RGUKT ONGOLE, Rajiv Gandhi University of Knowledge Technologies, Santhanuthalapadu(V&M), Prakasam District, Andhra Pradesh - 523225” on or before 23-02-2026 – 02:00 PM-

Note: Physical submission of financial bids will not be accepted. Further, there shall NOT be any price indication in the technical bid. If for any reason, it is found that the technical bid reveals the price bid related details in any manner whatsoever, or, the price bid is enclosed, the bid document will be summarily rejected in the first instance itself.

J. BID EVALUATION PROCEDURE

The bid opening and evaluation process will be sequential in nature. It means that bidder must qualify for a particular stage to be eligible for the next stage. Any participating vendor may depute a representative to witness these processes. The standard procedure described here will stand appropriately modified, in view of special procedures of bid evaluation as mentioned in tender call or elsewhere in this bid document or RGUKT ONGOLE may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution.

The Tenderer is at liberty to be present or to authorize a representative to be present at the opening of the tender. The name and address of the representative who would be attending the opening of the tender on your behalf should be indicated in the tender. Please also state the name and address along with telephone Nos. of your permanent representative, if any.

1. **Opening of bids:** Bids will be opened on the e-Procurement web site at the scheduled time & date. Bids that submitted on both online and offline within last date of submission are only considered for opening and their names will be read out. Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

The sealed envelopes of bidders whose name read out will be opened and evaluated by a duly constituted committee. In the process of evaluation, comparison of bids, RGUKT ONGOLE reserves the right to reject any or all bids.

2. **Bid Document Fee and Bid Security (EMD) amount:** At first stage, ENVELOPE-ONE of the bid will be opened. The bid document fee and EMD will be scrutinized first for the

amount and validity period. The bids submitted with required bid document fee and EMD amount/validity only are considered for the evaluation. The bids submitted with insufficient bid document fee and EMD amount/validity will be treated as disqualified bids and those bids will not be considered for further evaluation.

3. **Evaluation of Technical bids:** At second stage, ENVELOPE- TWO: Technical bid of bidders who submitted bid document fee and EMD amount will be opened and evaluated by the constituted committee. The documents furnished by the service provider/agency/contractor shall be examined prima facie to see if the technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. The evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion / presentation. Further, RGUKT ONGOLE may ask Agency/Service Provider/contractor(s) for additional information and technical faculties to verify claims made in technical bid documentation. The concerned bidder, on demand, should be able to demonstrate functional requirements as described in the specifications.
4. **Evaluation of financial bids:** At third stage, financial bids of those vendors who satisfy all phases of technical bid and corresponding to chosen technical bid choices will only be opened. All other financial bids will be ignored. RGUKT ONGOLE will assess the nature of financial offers and may pursue any or all of the options mentioned under financial bid. If there is a discrepancy between words and figures, the amount in words will prevail. RGUKT ONGOLE may at its discretion discuss with Agency/Service Provider/Contractor(s) available at this stage to clarify contents of financial offer.
5. **Award Criterion:** Final choice of firm to render the House keeping services shall be made on the basis of conformity to technical specifications, capability of bidder to execute and serve the requirements and appropriateness of financial offer from the point of view of cost-effectiveness over the entire period for the services. Further, it will not be obligatory for the RGUKT ONGOLE to accept the lowest quotation & no explanation shall be given for the cause of rejection of quotation to any bidder. In the event of a tie in the financial bid, bidder with the longest experience calculated from the date of incorporation shall be selected.

The evaluation matrix prescribed in **Annexure-08** will be used to identify a suitable agency. Anyhow, the Director, RGUKT ONG shall decide about agency to which the offer shall be granted. Such decision by such authority shall be final.

Note: Any effort by a bidder to influence RGUKT officers in the decisions on bid evaluation, bid comparison or contract award may result in rejection of the bidder's offer and bidder may also be marked as ineligible for future bids.

K. AWARD OF CONTRACT

1. **Notification of award:** Prior to expiration of the period of bid validity, RGUKT ONGOLE will notify the successful bidder(s) in writing through Speed Post / Fax / e-mail or any other form of communication that their bid has been accepted. At the same time as the RGUKT ONGOLE will send the successful bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.

2. **Performance Security deposit:** The successful bidder shall require submitting the performance security deposit(5% of annual contract value) within 7 days from the receipt of notification of award. The performance security deposit should be in only one form.
 - a. A demand draft drawn in favor of “The Director RGUKT ONGOLE payable at Ongole”.
 - b. A bank guarantee or an irrevocable letter of credit, issued by a reputed bank located in India would not be accepted as a performance security deposit.
 - c. A cashier’s cheque or banker’s certified cheque or crossed demand draft would not be accepted as a performance security deposit.
3. **Signing of contract:** On submission of performance security deposit, the successful bidder is required to execute an agreement on a non-judicial stamp paper of appropriate value in a prescribed format.

Failure of the successful bidder to sign the contract proposed in this document and as may be modified, elaborated or amended through the award letter, shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security (EMD), in which event the RGUKT ONGOLE may make the award to another bidder or call for new bids.

4. **Return of EMD:** Upon the successful bidder(s) signing on the contract, RGUKT ONGOLE will promptly notify each unsuccessful bidder. The bid security (EMD) of all the bidders shall be refunded without any interest on it within 30 to 90 days after awarding of the contract.

L. TERMS AND CONDITIONS

1. The contract shall initially be valid for one year. It may be extended on a half-yearly or yearly basis for an additional period of up to two years, depending on the needs of the Institute. The actual manpower requirement may vary and may be reviewed, reduced, or enhanced at any time.
2. The successful bidder shall not transfer, assign, or sub-contract its rights or responsibilities under this contract to any other agency without prior written approval from RGUKT ONGOLE.
3. RGUKT ONGOLE reserves the right to alter, modify, add, or delete any of the terms and conditions of the agreement in the interest of the Institute during the contract period.
4. RGUKT ONGOLE reserves the right to terminate the contract at any time without assigning reasons. Advance notice may be provided at the discretion of the Institute.
5. The selected agency must obtain and produce a valid Contract Labour License under the Contract Labour (Regulation & Abolition) Act, 1970. The agency must maintain records such as Muster Rolls and Wage Registers and submit them for inspection whenever required.
6. The bidding agency shall be bound by all details furnished in the tender or at any later stage. Submission of any false or misleading document shall be treated as a breach of contract, leading to termination and legal action.
7. The agency shall be responsible to recover the contribution payable by the workmen/security personnel towards EPF and ESI and remit the amount so

deducted, along with the employer's contribution, to the concerned statutory authorities.

8. The agency shall submit separate EPF/ESI challans for the personnel deployed at RGUKT ONGOLE and provide certified copies of such challans along with the monthly bill.
9. The agency shall comply with all laws, rules, regulations, and Government instructions that protect the interests of employees/workers engaged by the agency and shall ensure payment of all statutory dues and liabilities that arise during contract execution.
10. The agency shall comply with all statutory provisions relating to the duration of working hours for deployed personnel. RGUKT shall not be responsible for any violations of labour or statutory laws committed by the agency in this regard.
11. No claims such as leave-cum-salary, PF, ESI, service charges, or any other financial liabilities shall be allowed on any ground. All such liabilities shall be borne solely by the agency.
12. The agency shall be liable for any legal disputes, cases, or claims arising during the contract period due to non-compliance with labour laws or other statutory provisions.
13. The agency shall be fully responsible for any accident, injury, or loss of life involving its personnel and must pay compensation as per law. The Institute may recover such amounts from the agency if necessary.
14. The Agency shall provide Group Accidental Insurance or Ex-gratia Policy for all deployed personnel, with a minimum insured amount of ₹10,00,000/- per person, covering accidental death or permanent disability during duty hours. Proof of the policy shall be submitted before commencement of the contract and renewed annually. Compensation under the policy shall be processed within thirty days of occurrence.
15. The agency shall ensure that all Housekeeping personnel deployed at RGUKT ONGOLE conform to the standards prescribed in the tender document.
16. Before deployment, the selected agency must submit the list and bio-data of personnel, a character certificate issued by a Gazetted Officer, and a police verification certificate for antecedent checks.
17. No person below the age of 18 years shall be engaged. Age proof documents and medical fitness certificates must be submitted for all deployed personnel.
18. Personnel above the age of 60 years shall not be deployed. The agency must ensure compliance and provide age verification documents.
19. Any change in deployed personnel must be communicated to the Institute in writing well in advance.
20. Personnel shall not be replaced or changed without prior approval of the authorized representative of the Institute. The agency must provide contact numbers (office/residence/mobile) for communication.
21. Personnel deployed at RGUKT ONGOLE shall be deployed exclusively at the Institute and not shared across organizations. They shall not be assigned duties beyond the maximum permissible shifts under labour laws. Administrative charges will be deducted for violations.

22. If any personnel remains absent for seven consecutive days without written approval, the agency must remove and permanently replace them within 48 hours and submit an incident report. Repeated occurrences may result in contract termination or blacklisting.
23. The agency must provide immediate replacements for absent personnel to ensure that no duty post remains unmanned. Failure to provide replacement within three working days will attract penalties.
24. **As far as practicable, the agency shall continue the services of existing housekeeping personnel deployed at RGUKT ONGOLE, subject to satisfactory performance. Additional or replacement staff must be recruited strictly as per contract norms. No existing staff shall be removed without prior approval, except in cases of misconduct or operational necessity.**
25. The agency must issue RFID identity cards to all deployed personnel with photograph, name, designation, address, and identification marks, duly attested by the RGUKT ONGOLE authority.
26. The agency must deploy a dedicated field officer at its own cost for regular coordination with Institute authorities and for effective manpower deployment.
27. Personnel must be polite, cordial, positive, and efficient in handling assigned duties and must uphold the goodwill and image of RGUKT ONGOLE.
28. The agency shall ensure proper conduct, discipline, and diligent performance by all deployed personnel.
29. Personnel shall not consume alcohol or smoke while on duty. The agency is responsible for enforcing discipline.
30. Personnel shall not divulge any information related to Institute activities, research, operations, technical processes, security arrangements, or administrative matters.
31. If any personnel commit misconduct, indiscipline, incompetence, or security-related violations, the agency must take immediate disciplinary action. Failure to act will be treated as breach of contract and may lead to termination.
32. Exchange or swapping of duty assignments between personnel is strictly prohibited. All personnel must perform only the duties assigned to them as per the approved deployment roster.
33. The agency shall be responsible for preventing damage to Institute property and must compensate for any loss caused by its personnel.
34. If RGUKT ONGOLE suffers any loss or damage due to negligence, default, or theft by agency personnel, the agency shall reimburse the determined amount and indemnify the Institute. Frequent lapses may result in contract termination.
35. The agency shall be liable for any damage caused to Institute vehicles or movable or immovable property due to negligence or incompetence of its personnel and must reimburse related costs.
36. Personnel must ensure protection of Institute property from theft, pilferage, or damage. If found responsible after investigation, the agency shall reimburse the loss value and pay an additional penalty of Rs.10,000 per incident.
37. The agency and its personnel shall not engage in bribery or unethical practices with Institute employees. A penalty of Rs.25,000 will be imposed for each such incident.

38. If the agency fails to provide satisfactory services, written notices will be issued. After three such notices, the contract will be terminated and the Performance Security Deposit forfeited.

39. Employment Relationship & Financial Liability

40. The agency's personnel shall not be treated as employees of RGUKT ONGOLE under any circumstances. The agency is solely responsible for their wages, benefits, and service conditions and shall indemnify the Institute against any claims..

41. Legal terms and conditions

- a) For all intents and purposes, the successful bidder/selected agency shall be the "Employer" within the meaning of various Labour Legislations in respect of manpower so employed and deployed at RGUKT ONGOLE, for Housekeeping services on contract.
- b) The selected agency shall alone be solely responsible for the redressal of grievances / resolving of disputes relating to person deployed. RGUKT ONGOLE shall, in no way, be responsible for any damage, losses, FINANCIAL or other injury claims to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
- c) The personnel of the Agency shall not take part directly or indirectly in any of the activities of the Association / Union of the employees of the Institute and shall help the RGUKT ONGOLE to maintain strict security measures at all-time including during agitation, staged by such Association / Union.
- d) The Agency shall be solely responsible for compliance to the provisions of various Labor and industrial laws, such as, wages, allowances, compensations, EPF, ESI ,Bonus. The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications: -
 - i. The Payment of Wages Act 1936
 - ii. The Employees Provident Fund Act, 1952
 - iii. The Factory Act, 1948
 - iv. The Contract Labour (Regulation) Act, 1970
 - v. The Payment of Bonus Act, 1965
 - vi. The Payment of Gratuity Act, 1972
 - vii. The Employees State Insurance Act, 1948
 - viii. The Employment of Children Act, 1938
 - ix. The Motor Vehicle Act, 1988
 - x. Minimum Wages Act, 1948
 - xi. Private Security Agencies(Regulation) Act 2005
- e) The agency shall alone be liable to pay compensation for any damage / death / injury sustained by the personnel or any other members of the agency as sustained by them in the course of their work / duty at the RGUKT ONGOLE and outside the RGUKT ONGOLE during the contract period.

- f) The selected agency will be responsible for compliance with all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at RGUKT ONGOLE.
- g) The selected agency shall also be liable for depositing all Taxes, Levies, Cess etc., & Income Tax to concerned tax authorities from time to time as per the rules and regulations on the matter.
- h) The selected agency shall maintain all statutory registers applicable under the Law. The agency shall produce the records on demand to the concerned authority of RGUKT ONGOLE or any other authority under Law.
- i) In case the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof RGUKT ONGOLE is put to any loss / obligation, monetary or otherwise, RGUKT ONGOLE will be entitled to recover such damage / loss out of the outstanding bills or from the Performance Security Deposit of the agency.
- j) The selected agency will indemnify RGUKT ONGOLE from all legal, financial, statutory, taxation, and any other liabilities.

42. **Financial terms and conditions**

- a) The present rate of Minimum wages payable as per Minimum Wages Act, EPF, ESI, Service Tax have been incorporated in Price Bid. Provision of Service Charges has also been incorporated in the Price Bid.
- b) The commission indicated in the Price Bid shall remain firm and fixed and no additional amount shall be paid during the period of contract, except increase /decrease on minimum wages, GST, EPF & ESI made by the Government of Andhra Pradesh.
- c) In the case of increase or decrease of minimum wages by the Government of Andhra Pradesh, the increased wages or decreased wages shall be adjusted in the payment to be made to service provider from the date of such increase or decrease. The service provider shall, in turn pay wages at such increased / decreased rates to the employees deployed by him on our Institute. Proof of payment shall be produced along with next bill as stated in tender document.
- d) **Minimum Daily Wages:** Minimum wages are to be paid as prescribed/notified by Labour Commissioner (State Govt. of Andhra Pradesh) or concerned department from time to time.
- e) No advance amount will be paid to agency.
- f) The proof of remittance of statutory deductions of PF, ESI, Service Tax, as appropriate, to the respective agency, for those employed at RGUKT ONGOLE, must be provided by the selected agency to RGUKT ONGOLE every month along with the bill, failing which the claim bill shall not be settled. These remittances/payments must be made in a separate challan specifically for the contract personnel deployed at RGUKT ONGOLE in the name of respective campuses name.

- g) The rates agreed upon except the remuneration paid to employee and service Tax as notified from time to time by the state Government shall remain unchanged until the expiry of contract period or till, they are amended by the RGUKT ONGOLE.
- h) The agency shall submit the bill, in triplicate, along with attendance sheet (attendance records as per Bio-metric attendance recording system which duly verified and attested by RGUKT authorities) in respect of the persons deployed and submit to Finance Office at RGUKT ONGOLE by the third week of the subsequent month. The payment will be released within two weeks from the date of submission of such bills. The claims in bills regarding Tax if any should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill / whole of the bill amount will be held up till such proof is furnished, at the discretion of RGUKT ONGOLE. The payment of the bill will be effected only on production of copy of the months wage sheet, ESI, EPF, and service tax remittance and half yearly / yearly return under the respective Acts.
- i) The monthly wages of the employees for a month should be paid on or before 5th of the succeeding month without waiting for the payment from the institute. Failure to do so will result in levy of penalty of 0.5% of total bill per day.
- j) Applicable TDS shall be made from the amount payable to the Contractor. The TDS certificate will be issued by RGUKT ONGOLE. Payment of income tax on profits of the firm is the sole responsibility of the Contractor (agency).
- k) The contractor/service provider/agency will issue wage slips and employment cards as per relevant Act
- l) The contractor/service provider/agency will make payment to his employees through NEFT and produce the necessary documents in proof of payment. The contractor shall obtain signature or thumb impression of the workman on wage roll authenticated by the initials of the contract.
- m) The contractor must ensure that entitled wages of the workers are credited to their bank account on or before 5th of the succeeding month. Contractor shall not enjoy any relaxation in this matter. While submitting the bill, the service provider must file a certificate certifying the following:
 - i. Wages of the workers were credited to their bank account on _____(Date)
 - ii. ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (Date). Copy of the Challan to be enclosed.
 - iii. EPF contribution relating to workers amounting to Rs. _____ was deposited on _____ (Date). Copy of the Challan to be enclosed.

43. **Penalty:**

The vendor shall ensure:

- a) Timeliness and reliability of housekeeping services.
- b) Hygienic cleaning and proper maintenance of surroundings.
- c) Wearing of prescribed uniform by all housekeeping personnel while on duty.

d) Polite behaviour and courteous conduct of contractor employees towards students and Institute authorities.

The performance of the vendor in providing housekeeping services shall be assessed every month by a committee constituted by RGUKT-ONGOLE. Payments shall be made based on a **100-point performance index** as evaluated by the committee.

Penalty Index (Performance-Based Deductions)

44. Performance Score	45. Penalty
46. 90–100	47. No Penalty
48. 86–89	49. 3% Deduction
50. 80–85	51. 5% Deduction
52. 70–79	53. 10% Deduction
54. 60–69	55. 25% Deduction
56. 50–59	57. 30% Deduction

Additional cancellation conditions:

If the vendor scores **70–79 more than 6 times**, the service contract shall be deemed cancelled.

If the vendor scores **60–69 more than 4 times**, the contract shall be cancelled.

If the vendor scores **50–59 more than 3 times**, the contract shall be cancelled.

If performance falls **below 50**, RGUKT ONGOLE reserves the right to impose additional penalties and may terminate the contract immediately.

Other Penalty Provisions

RGUKT ONGOLE is entitled to impose a penalty up to **₹10,000/-** on the first instance of breach, violation, or contravention of any terms and conditions of the agreement.

- If the lapse is repeated, the penalty shall be **doubled** for each subsequent occurrence.
- The decision of the Director, RGUKT ONGOLE, in this regard shall be final and binding.
- The following incidents are illustrative (but not exhaustive) grounds for penalty:
 - a) Personnel not in full uniform or not displaying their photo identity card.
 - b) Personnel indulging in smoking, drugs, or consuming alcohol while on duty.
 - c) Personnel found working under a false name or address.
 - d) Personnel absent from duty, sleeping during duty hours, or engaging in irregular activities.
 - e) Personnel involved in gaming, excessive mobile phone usage, or similar distractions during duty.
 - f) Personnel misbehaving with staff, students, residents, or engaging in any illegal or unethical activities.

58. Termination of the contract: The contract can be terminated in under any of the following conditions :

- a) RGUKT ONG shall be at liberty at its entire discretion to terminate the contract forthwith upon or at any time a breach or default of any of the terms and conditions contained herein or any other circular and/or rules framed subsequently, is committed by him and/or by his personnel employed by it.
- b) Insolvency or dissolution of the partnership firm or death or adjudication as insolvent of any partner of the Agency.
- c) Liquidation, whether voluntary or otherwise or passing of an effective resolution for winding up, if it is a company or co-operative society.
- d) If any attachment is levied and continues to be levied for a period of seven days upon Agency effects or any individual/ partner for the time being of its firm or any member of its cooperative society.
- e) If any partner of its firm or any member of its co-operative society shall be convicted of any criminal offence.
- f) If Agency shall either by himself or by his servants commit or suffer to be committed any act which, in the opinion of the Director of IIIT ONG whose decision in that behalf shall be final is prejudicial to the interest or good name of the Institute.
- g) Violation of the provisions of Contract Labour (R & A) Act 1970, rules schemes or notifications issued by the Central or AP State Govt. from time to time, as applicable.
- h) RGUKT ONG, may at any time by giving 30 days written notice to the agency, terminate the Contract, for its convenience. The notice of termination shall specify that termination is for the IIIT ONG convenience, the extent to which performance of the agency under the Contract is terminated, and the date upon which such termination becomes effective.
- i) The agency shall give a notice of 3 months (90 days) before withdrawing their services from the IIIT ONG during the contract period. In case the service is not found to be satisfactory, the contract shall be terminated by RGUKT ONG by giving notice of one month to this effect.

On termination/expiry of the contract, the, Agency will immediately remove all its personnel from the premises of the IIIT ONG.

59. Resolution of disputes: The RGUKT ONGOLE and the agency shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract. The Director, RGUKT ONGOLE is the final authority for settling any disputes and the decision of the Director, RGUKT ONGOLE, in this regard shall be final and binding on all. If, after thirty (30) days from the commencement of such informal negotiations, the RGUKT ONGOLE and the agency have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party. The dispute resolution mechanism shall be as follows:

In case of a dispute or difference arising between the RGUKT ONGOLE and the agency relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996. All Arbitration proceedings shall be held within the Jurisdiction of ONGOLE(AP).

Annexure-2
Bidder Letter Form

From:
(Registered name and address of the bidder)

To
The Director
RGUKT ONGOLE campus
Santhanuthalapadu(V&M)
Prakasam District, Andhra Pradesh-523225

Sir,

Having examined the bidding documents and amendments there on, for providing House Keeping service at RGUKT ONGOLE-AP, in response to your tender call dated

1. I/We hereby offer to provide Housekeeping service as listed in the schedule to this tender hereto as you may specify in the acceptance of Tender at the price given in the said Schedule and agree to hold this offer open for a period of 180 days from the date of opening of the tender.
2. I/we shall be bound by a communication of acceptance / rejection by RGUKT ONGOLE.
3. I/We have understood the scope of work, Instruction to bidders and terms and conditions of contract in the form as enclosed with the invitation to the tender and have thoroughly examined the requirements quoted in the conditions hereto and am/are fully aware of the nature of the service required and my/our offer is to provide Housekeeping strictly in accordance with the conditions and requirements.
4. Certified that ours is:
 - a) A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of the sole proprietor (OR)
 - b) A partnership firm, and the person signing this bid document is a partner of the firm and has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement /by virtue of general power of attorney (OR)
 - c) A company and the person signing the document is the constituted attorney/ authorized signatory.

(NOTE: Strike out whatever is not applicable. All corrections/deletions should invariably be attested by the person authorized to sign the bid document).

5. I/We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding contract between us.
6. If bid is accepted, I/we undertake to:
 - a) Provide services/execute the work according to the time schedule specified in the bid document,
 - b) submit the performance security deposit in accordance with bid requirements for the due performance of the contract, and
 - c) Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
7. I/We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Yours faithfully,

(Signature)

Dated this day of _____

Address:

Telephone: _____

FAX _____

E-mail _____

Annexure-3
Bidder Information Sheet

1.	Name of the organization:	
2.	Year of establishment:	
3.	Registered Office Address	
4.	Bio data or Profile containing name, educational qualifications, occupation and postal address of Proprietor / Partners / Directors / Managing Director / Chairman and Managing Director (Please use separate sheet if found necessary)	
5.	Nature of the firm (Proprietorship/ Partnership/ Private Limited or Cooperative body etc.,)	
6.	License number under Contract Labor (R&A) Act.	
7.	Registration No of Firm	
8.	PAN No.	
9.	Provident Fund Account No.	
10.	ESI Number	
11.	Name & Designation of Authorized person:	
12.	Phone No.	
13.	Fax No.	
14.	Email-ID	
15.	Total No. of branch offices in AP	
16.	Any other trade / business in addition to Housekeeping Services	
17.	Total experience (Years / Months) in Housekeeping Services Field	
18.	Have your Concern / Firm / Company ever changed its name any time? If yes, provide the	

	previous name and the reasons there for?	
19.	Were the Company / Firm ever required to suspend Housekeeping Services for a period of more than six months continuously after you commenced the Housekeeping Services? If yes, state the reasons.	
20.	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.	
21.	Brief details of Litigations, if any, connected with Housekeeping Services work, Current or during the last three years, the opposite party and the disputed amount.	
22.	Specify whether there are any issues / disputes against your Agency / Firm / Company are pending before the commissioner of Provident Fund, Employees State Insurance, Labour Tribunal Authorities, etc.,	
23.	Give information, if any, regarding the proceeding for bankruptcy, insolvency or winding up in which the bidder is / was involved	
24.	Details of Awards, if any received or Reviews in the Media, if any	
25.	Bank Details of the Agency:	
	Bank Name	
	Bank Address	
	Bank Account Number	
	IFSC Code	
26.	Bid Document Fee (Non-refundable)	Amount Rs. : DD No. : DD Date : Issuing Bank &Branch :
27.	EMD	Amount Rs. : DD No. : DD Date :

		Issuing Bank & Branch :
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Place & Date: Bidder's Signature with Seal

Annexure-4
List of Major Customers (Both Ongoing and Completed)

S.No.	Name and address of the client Institution with name, address, mobile number and Email ID of the Officer to whom reference may be made.	Nature or type of Housekeeping Services	Work order Value (Rs.)	Number of Personnel deployed	Period of Contract	
					From	To

Annexure-5

CLIENTS CERTIFICATE REGARDING PERFORMANCE OF CONTRACTOR

Name and Address of Client:-

Name of Firm/Agency :-

Details of work executed by the Firm/Agency:-

S.No	Activities	
1.	Agreement No. and date	
2.	contract/Actual Period of Services rendered	
3.	Average Number of Housekeeping Personnel Deployed in the Last 3 Years (approx.)	
4.	Name and Address of Authority under whom work executed. And also contact number and email address	
5.	Attendance Management (regularity, punctuality, absenteeism control)	
6.	Record Maintenance (attendance, wage records, EPF/ESI compliance, logbooks, cleaning schedules)	
7.	Handling of Complaints / Issue Resolution (response time, corrective actions)	
8.	Welfare Measure by the Agency to their staff	
9.	Monitoring mechanism	
10.	Coordination with Institute/Department (communication, responsiveness, cooperation)	
11.	Behaviors with Staff and Guest	

12.	Disciplinary action against personnel or company if any	
13.	Compliance with Statutory Laws: Minimum Wages Act, EPF Act, ESI Act, Payment of Bonus Act, Payment of Gratuity Act, CLRA Act, and other applicable laws	
14.	Violation of Labor Laws, if any	
15.	Did the Agency go for Arbitration/Default. If Yes, Total amount of claim	
16.	Average Response time for deployment. (number of days)	
17.	Quality of Work (cleanliness, hygiene, adherence to cleaning schedules, feedback from users)	
18.	Comments on capabilities of the agency	
19.	Technical Proficiency regarding Labor laws	
20.	Financial Soundness	
21.	Ability to Mobilize Manpower Quickly and Adequately	
22.	Quality of Manpower supplied for Housekeeping purpose	
Overall Rating of PSA on ascore of 10		Marks awarded by Reporting Officer are: - /10

Signature of Reporting:

Officer with Office Seal:

Details of Officer:

NAME:

DESIGNATION:

MOBILE NO:

E-MAIL ID:

Annexure-6
Details of office/branch in AP

S.No.	Full Address of Office	Contact person with phone No.	No of Employees

Annexure-7
NON-BLACKLISTING CERTIFICATE

[To be submitted on letterhead]

I/We hereby certify that the ----- [Name of the company / firm] has not been ever blacklisted/debarred by any Central / State Government / Public Undertaking / Institute on any account.

I/We also certify that firm will be rendering the Housekeeping services as per the conditions given by RGUKT ONGOLE and also abide all the terms and conditions stipulated in the bid document.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concern firm or participation may be summarily terminated at any stage, the firm will be blacklisted and RGUKT ONGOLE may imposed any action as per the rules.

Date :

Name :

Place :

Business Address :

Signature of Bidder :

Seal of the Bidder :

Annexure-08

Evaluation Matrix for Award of Contract

Name of the bidder: _____

Weightage of Technical Bid to be filled by the Agency/Contractor					Weightage-50 Marks	
S.No	Description	Maximum Marks	Awarding Criterion		Obtained Marks	Proof attached at Page No.
			Marks	Criterion		
1.	Company Incorporation Documentary	5	5	Private Limited/ Limited Company/ Corporation		
			4	Partnership with Limited Liability		
			3	Partnership firm		
			2	Single Person Company		
			1	Proprietary firm		
2.	Agency License and ISO Certification	5	1	Agency of Andhra Pradesh		
			1	Agency of Any Second State		
			1	Agency of Any Third State		
			2	ISO 9001:2015 certificate		
3.	Year of Experience in the Housekeeping Services	5	5	Above 15		
			4	12-15		
			3	9-12		
			2	6-9		
			1	3-6		

4.	Average turnover (in INR Cores) for the preceding three financial years	5	5	Above 15		
			4	Above 10 to 15		
			3	Above 5 to 10		
			2	Above 3 to 5		
			1	1.5 to 3		
5.	FEEDBACK SCORE as per Annexure -5 (point ten scale)	5	5	9 or above feed back score achieved in two or more contracts		
			4	8.5 to 9 feedback score achieved in two or above contracts		
			3	8 to 8.49 feedback score achieved in two or above contracts		
			1	7 to 7.99 feedback score achieved in two or above contracts		
6.	Total number of workers continuously on rolls for last six months will be verified from EPF Portal	10	10	Above 3000		
			8	2500-3000		
			6	2001-2500		
			4	1501-2000		
			2	1001-1500		
			1	500-1000		
			0	0-500		
7.	No. of Contracts (each with annual value above 100 lakhs) in the name of same [applying] firm for the preceding three financial years	10	10	5 and above		
			8	4		
			6	3		
			4	2		
			2	1		

08	Existing contracts (from central/state government Departments, PSUs)	5	5	5 or above contracts		
			3	4 contracts		
			2	3 contracts		
			1	1 contract		

FINANCIAL BID
RGUKT ONGOLE CAMPUS

Price Bid Format

Housekeeping Services	Percentage
Agency commission percentage on the remuneration (excluding all statutory obligations) payable to the outsourcing employees.	

1. Applicable TDS and GST shall be deducted every month from the gross billed amount payable to the contractor.
2. As per Ministry of Finance OM No. 29/2014-PPD dated 28-01-2014, bids quoting NIL service charges shall be treated as non-responsive and will be summarily rejected.
3. Variation in the number of deployed personnel (increase or decrease) may be made based on the requirements of the Institute, and payment shall be made strictly as per the actual manpower deployed.
4. The Agency Commission shall not exceed 5%.
5. All applicable payments, benefits, and statutory contributions to employees must be paid strictly as per the prescribed norms without any deviation. The contractor shall be fully responsible for any violation of applicable labour laws or statutory provisions.

Letter Head of Chartered Accountant

Format of Turnover Certificate

The Turnover of Mr./Ms./M/s _____ for last two financial years as per his/her/their books of Accounts was as under:

S. No.	Financial Year	Turnover (Lakh Rs.)
01		
02		
03		

Signature of Chartered Accountant

Name:

Membership No.:

Seal