



OSMANIA UNIVERSITY  
HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>r1R-274</sup> /18/2022/Estt.II/O/U

Date: 16-11-2022.

**NOTICE INVITING TENDERS**

1. Sealed Tenders are invited by the Registrar, Osmania University, Hyderabad from experienced registered Contractors/firms/Cooperative Societies having a valid license under Contract Labour (Regulation and Abolition) Act, 1970 for providing 'Sanitation / Housekeeping and Cleaning services at Osmania University Hostel & Messes, Administrative Building, and its surrounding / related locations'.

**Important Dates:**

01	Download of tender document	November 16, 2022	15:00 hours
02	Visit to the proposed places of work	November 25, 2022	From 10:30 to 17:00 hours
03	Pre-bid meeting	November 26, 2022	15:00hrs
04	Last date for receipt of tender	November 29, 2022	15:00 hours
05	Opening of Part I of the tenders	November 29, 2022	16:00 hours

2. Tender Form: Tender document will also be issued in person by the Director, Infrastructure, Osmania University. The tender document can be downloaded from the University website [www.osmania.ac.in](http://www.osmania.ac.in) as mentioned above.
3. Visit of the Campus: Tenderers are advised to visit the OU Hostel & Messes premises and ascertain the nature and quantum of work before tendering.
4. Last date for receipt: The tenders are to be submitted in sealed envelopes super- scribing the name of the work clearly so as to reach on or before 15:00 hours on November 29, 2022. The sealed Tenders should be dropped in a box kept in front of the Director, Infrastructure, Osmania University, Ground Floor, Admin Block, Osmania University.
5. Opening of Part-I of the bid: Only Part-I (Technical Bid) will be opened at 16:00 hours on November 29, 2022 in the presence of tenderers or their authorized representatives, who are present.
6. The Tenders received after the due date/time will not be considered under any circumstances, they stand summarily rejected, and they will be discarded.
7. Details of Tender fee, EMD, submission of tender, etc. are indicated elaborately in the tender document.
8. Opening of Part II of the Bid:
  - a) After verification of Part-I (Technical Bid), price bid of only those tenderers who satisfy all the eligibility criteria laid down in part-I and this notification will be opened. In case any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, whether before award of work or otherwise.
  - b) **Evaluation of tender:** 70% weightage will be assigned to the "Quality Assessment" (Technical Bid) and 30% weightage will be assigned to "Price Bid".

- c) **Quality Assessment:** Proforma has been prescribed and all the tenderers have to obtain Certificates from the Clients, separately for each of the contracts. Contracts for which Quality Assessment Certificates are not produced by the tenderer; such contracts will not be considered for any purpose. If no Certificate is produced no marks will be assigned for Quality Assessment.
- d) **Marks for Quality Assessment:** Maximum possible score is 50 i.e. 5 mark each for the 10 factors. Arithmetic average of the total marks scored in all the contracts will be worked out and marks will be assigned in proportion to maximum marks i.e., 70%. For example, if the average marks for a tenderer is 40, score for Quality Assessment will be  $40 \times (70 / 50) = 56$  marks. The contractors secures minimum of 50 marks will be considered for the next process of price bid opening.
- e) **Marks for Price Bid:** Price bid carries 30% weightage. The tenderer who quotes the lowest price; (a) subject to compliance with Minimum Wages, ESI and EPF contributions etc.; will be given a score of 100 for price bid. The bids that are not compliant with (a) stand automatically disqualified and therefore consideration will be based on Service Charge. The tenderers will be allotted score relative to the score of the lowest tenderer, as below:

$FS = (100 \times L1) / L$  Where:

FS = Marks for the price b.d.

L1 = Service Charge of the lowest tenderer.

L = the Service Charge quoted by the tenderer under evaluation.

This will be normalized to 30% which is the maximum marks for Price Bid. The Assessment under items (d) and (e) above shall be exclusive prerogative of the University and no interference from the contractor(s) shall be entertained.

- f) Total marks scored will be marks for price bid and marks for Quality Assessment. After assignment of weightage, in case two or more tenders are equal, work will be awarded to the contractor who has executed contracts of higher values.
- g) **Uniform and Liveries etc.:** For each year, Contractor shall provide its/his/her workers with [1] two sets of uniform (with emblem) consisting of Terri coat Pant and Shirt for Male and two branded sarees with blouse pieces including stitching charges for Female workers, [2] Each year one pair of Bata make Sandal chappal with buckle for male and Female workers [3] Every month one 75 gram bathing soap cake, one Towel and Two Gloves and Two masks etc. to all the workers. An amount of **Rs. 5,98,350/- (Rupees Five Lakhs ninety eight thousand three hundred and fifty only)** estimated separately as per the rate analysis of this document, for uniforms and liveries for 12 months for 150 Labourers. Samples and/or specifications of the Uniforms and Liveries need to be approved by Osmania University. Bills along with challans are to be submitted quarterly for reimbursement from Osmania University. Initially entire expenditure towards [1], [2], [3] should be borne by the contractor, Uniforms and Liveries are to be supplied to OU Hostel & Messes office with proper records and challans. Uniform & Liveries after approval, distributed by Contractor directly or through his Supervisor(s) to his employees/workers, who are assigned work by Contractor at Osmania University.
- h) **Quoting unduly lower rate of Service Charge:** The contractor has to quote service charge that takes care of TDS, Supervision, all the statutory charges relating to this contract, etc.; and reasonable margin thereafter. The University has responsibilities as Principal Employer and would like to ensure that unduly lower rates of service charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the contractor from the workers, etc. thereby affecting the performance of the workers.



- i) **Details of expenditure vis-à-vis service charges:** With a view to prevent instances briefly stated in para (h) above, the contractor has to submit details of expenditure in **Annexure-VII** along with documentary evidence like Estimates in support of expenditure, along with the price bid.
- j) **Decision on reasonability of service charge:** University reserves right to take a view on the reasonability of the rate of service charge. The decision of the University in this regard shall be final and binding. No representation will be entertained and replied to.
- k) If the University considers that the service charge of the tenderer who has quoted the least rate is not feasible, such tender shall be treated as **non-responsive** and the quotation with the next higher rate shall be evaluated, and this process will be iterated till a quotation with reasonable service charge is found and the work will be awarded to such tenderer only.
- l) The tenders shall be valid for a period of 90 days from the date of their opening. In case the tender opening date happens to be declared as a closed holiday, **the next date and timings will be notified through our website. However, the receiving date will remain same as the tenderers are required to drop their sealed tender documents in a box.**
- m) In case two or more tenders are equal in marks/monetary terms, work will be awarded to the contractor who has executed contracts of higher values based on the certificate of experience submitted along with tender papers.
- n) The Registrar, Osmania University, Hyderabad reserves the right to:
  - a) Reject any or all the tenders without assigning any reason whatsoever;
  - b) Not bind himself/herself to accept the lowest or any tender; and
  - c) Accept the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.
  - d) Canvassing in connection with tender/quotation is strictly prohibited.



REGISTRAR



OSMANIA UNIVERSITY  
HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>MR-274</sup>18/2022/Estt.II

Date: 16-11-2022.

INSTRUCTION TO TENDERERS

1. **Submission of tender:** Tender should be submitted in two parts.
2. **Part-I Technical Bid** should contain Annexure-I, Annexure-II, Quality Assessment Sheet Annexure-III and Annexure -IV. The Tender Processing Fee, and Earnest Money Deposit (EMD) should also be submitted in separate sealed covers to be opened along with Part-I. The tenders should be accompanied also by copies of the documents stated in Annexure-I and Annexure-II.
3. **Part-II** should contain only the price Bid as per Annexure-V and Annexure-VI and Statement of expenditure at Annexure-VII.
4. **Tender fee:** The Tender should be submitted in the prescribed proforma as given in the Annexure-'I' of Tender Document with a Demand Draft for **Rs.2,000** (Rupees Two Thousand only) drawn in favour of **the Registrar, Osmania University** payable at Hyderabad. No other form of fee will be accepted. Tender not accompanied by processing fee stands automatically rejected. Processing fee should be kept in a separate sealed cover super scribed as "Tender Fee".
5. **EMD:** Earnest Money Deposit of **Rs.1,00,000/-** (Rupees One Lakh only) is a must and should be submitted along with the tender. The EMD is to be furnished only in the form of DD from any schedule bank drawn in favour of the **Registrar, Osmania University** payable at Hyderabad. EMD in any other form will not be accepted as valid EMD. In respect of the successful bidder, this EMD will be returned on receipt of Security Deposit. EMD submitted by other bidders will be returned after finalization of the contract. Tenders received without valid EMD stand automatically rejected.
6. EMD should be kept in a separate sealed cover super scribed as "EMD - Sanitation and Cleaning services on contract basis at Hostel & Messes and Messes, **Osmania University**, Hyderabad.
7. Only firms with NSIC registration for supplying skilled/un-skilled manpower are exempted from payment of Tender Fee & EMD. No other firm can be exempted from payment of Tender Fee & EMD.
8. **Envelopes:** Signed and sealed Part-I and Part-II should be kept in separate sealed covers. The cover for Part-I should be super scribed as "Tender for Sanitation and Cleaning Services on contract basis at OU Hostel & Messes & Messes Part-I (Technical)" and the cover for Part-II should be super-scribed as "Tender for Sanitation and Cleaning services on contract basis at OU Hostel & Messes & Messes Part-II (Price)". Processing fee and EMD should be in separate sealed covers as mentioned above. All the four covers should be kept in a big single sealed cover super- scribed as "Tender for Sanitation and Cleaning Services on contract basis at OU Hostel & Messes & Messes". Failure to comply with this instruction renders the tender/bid automatically disqualified.
9. **Security Deposit:** For due performance of his/their obligations under the contract, during the validity, the successful bidder shall have to deposit **Rs.10,00,000/-** (Rupees Ten Lakhs only) as Security Deposit which will be free of interest, immediately after commencement of the contract. This security deposit is to be furnished in the form of Demand Draft or Bank Guarantee as per the format furnished by the University from any of the Nationalized Banks or SBI or from any one of the scheduled banks. The security deposit will be forfeited in case of



the breach of contract. After successful completion of the contract, the security deposit will be refunded within 60 days after adjusting dues if any to the Osmania University, Hyderabad from the Contractor.

10. **General terms and conditions:** The tenderer should read the 'General Terms and Conditions' of the Osmania University, Hyderabad annexed hereto and give their acceptance. The tenderer is advised to visit the Osmania University, Hyderabad on any working day between 10:00 hrs and 17:00 hrs to assess the nature and quantum of work before tendering.
11. **Filling tender forms:** The tender should be clearly filled or typed and signed in ink legibly giving full address of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature shall invalidate the tender. The tender should be duly signed by the authorized person(s). In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.
12. **Alterations, etc.:** The tenderer should ensure that the amounts are written in such a way that interpolation is not possible. No blank space should be kept.
13. **Invalidation of bid:** Failure to fulfil any of the conditions laid down, renders the tender invalid.

#### PART - I (TECHNICAL DETAILS)

Technical Details should be provided in the prescribed format i.e. PART-I Annexure-'I', Annexure-II and Annexure-III which should inter alia contain the following:

- a) The tenderer should be a registered contractor having a valid license under The Contract Labour (Regulation and Abolition) Act, 1970 and should furnish the proof of his experience of providing sanitation/housekeeping service in Government/Private Organisations /Public Sector Undertakings/large hospital or any other similar organization of repute.
- b) The estimated cost of the Tender is approximately Rs. 2,70,00,000/- (Rupees Two Crores and seventy Lakhs only) per annum excluding statutory taxes viz GST.
- c) **Experience:** The tenderer should have experience of having executed/ completed similar works during the last 5 years commencing on 01.01.2016 and ending on 31.12.2021 in educational institution of repute, Govt., PSU, any large Hospital, or R&D organisation. Experience in other institutions will not be considered. The experience should be one of the following:
  - *Three similar completed works during the last 5 years, each costing not less than the amount equal to 40% of estimated cost of this tender i.e. Rs.108.00 lakhs, OR*
  - *Two similar completed works during the last 5 years, each costing not less than the amount equal to 60% of estimated cost of this tender i.e. Rs.162.00 Lakhs, OR*
  - *One similar completed work during the last 5 years costing not less than the amount equal to 80% of estimated cost of this tender i.e. Rs.216.00 Lakhs.*

**Note:** Experience prior to 01.01.2016 and later than 31.12.2021 will not be considered as experience.



- d) **"Similar work"** means execution of cleaning, housekeeping, sanitary works and guesthouse maintenance works. The tenderer must produce work done certificate from the clients. The work done certificate should mention the details of work executed, the value of work done, the date of commencement and date of completion of the work.

**Note:** Copy of work order and/or self-certified certificate will not be accepted as certificate of experience. If any document other than certificate of experience is produced, such document will not be accepted as relevant. Tenders not accompanied by certificate of experience issued by the client will automatically stand disqualified.

- e) PAN details of the firm have to be indicated along with a certified copy.
- f) An affidavit, **in original**, duly certified by a Notary that the Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed.
- g) An affidavit, **in original**, duly certified by a Notary that there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Judicial Court, Quasi-Judicial Authorities, Tribunals etc..
- h) The entire tender document should be duly signed & sealed by the tenderer.
- i) The tenderer shall submit the information sought in the format enclosed as PART-I Annexure-'I', Annexure-II, Annexure-III and IV as part of Technical bid along with the General Terms & conditions (duly signed) of Sanitation and Cleaning Services on contract basis at OU Hostel & Messes and Messes. The Tenderer must have EPF/ESIC Registration number as per the rules to contribute to EPF/ESIC.
- j) Workers assigned work at OU should not be involved in any police case or any case should not be pending against them. Police verification certificate for the persons deployed for work to be submitted.
- k) The workers must be provided with two sets of uniform, footwear and other materials for safety and safe handling of chemicals, etc. by the contractor, within 15 days of engagement of the worker. The workers should maintain personal hygiene. They should behave politely and amenable to the discipline being followed at the University.
- l) If in the opinion of the Osmania University authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behavior is not conducive to retain them for the work, he/she should be replaced by the contractor immediately.
- m) All the copies of mandatory documents, except affidavits mentioned in f) and g) above, submitted by the tenderer should be attested by the Contractor. The affidavits mentioned in f) and g) above should be attested by a Notary Public. Failure to comply with these conditions renders the tender/bid automatically disqualified. The original documents should be produced for verification at any stage of tender process as and when sought for, failing which; the bids are liable for disqualification.

#### **PART - II (PRICE-BID)**

- a) Price bid should be in the format enclosed with tender at Part-II Annexure-V and Annexure-VI (Statement of expenditure). Conditional offer will render the tender/bid automatically invalid.





- b) The tender should be clearly filled or typed and signed in ink legibly giving full address of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature, shall invalidate the tender. The tender should be duly signed by the authorized persons. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.
- c) The tenderer should ensure that the amounts are written in such a way that interpolation is not possible. No blank space should be left.
- e) Failure to fulfil any of the conditions given above shall render the tender liable for rejection.
- f) The service charges quoted should not be "absurdly low". The bidder may be asked to justify the charges in case the University finds the amount as "absurdly low". The decision of the University on quote for being "absurdly low" shall be final. These charges once fixed will remain fixed for the entire duration of the contract or for period of subsequent extension(s) and will not vary with the wages, minimum or otherwise.





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HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>274</sup>MR/18/2022/Estt.II

Date: 16-11-2022.

GENERAL TERMS & CONDITIONS

*(Please read the following carefully and give acceptance for the same in the prescribed format and submit it with the Technical Bid).*

**A. GENERAL INSTRUCTIONS:**

1. The tenderer submitting tender would be deemed to have inspected the premises, considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
2. The contract will be for a period of **one year initially** with a trial period of 3 (three) months. If the services during the trial period are satisfactory, the contract will be renewed for the remaining period of 9 (Nine) months. In case the services during the trial period are not satisfactory, the contract will be terminated with two weeks' notice. The Osmania University, may renew/extend the contract to such further period (s), as it may deem proper and in any case **not exceeding three years from the date of commencement of work**, having regard to the quality and manner of the contractor's performance. However, it shall be with consent/written request by the contractor in this regard.
3. All works shall be executed as per detailed specifications and as directed by an officer/official nominated by the Registrar.
4. The areas of cleaning indicated are purely approximate and likely to vary on either side up to any limit.
5. In case the Contractor fails in fulfilling the obligations fully and in time, the Osmania University, shall have the absolute right to take up the work at the Contractor's cost and risk and recover any and all such expenses from the amounts due to the Contractor including Security Deposit. The University shall have right to impose penalty commensurate with the fault and amount towards damages if any, shall be recovered from the bill.
6. The Contractor shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the Osmania University from any claims in this regard.
7. The Contractor will be required to post skilled manpower (at his own cost) as may be needed to supervise and guide the unskilled workers for proper execution of the work as per directions of the Officer-in-charge nominated by the Registrar of the University to administer the contract.
8. All letters posted to Contractor at the address given by him will be considered to have been delivered in time.
9. If it is observed at any stage that the quality of the work is not satisfactory, the contract/work order as a whole may be terminated and Security deposit forfeited. The Contractor will have no claims whatsoever on the Osmania University, Hyderabad.



10. In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to the University for the inferior works as determined by the OSMANIA UNIVERSITY authorities and in case all payments have been made to the Contractor for this work, this amount may be deducted from any sum due to the Contractor on any other work within the University.
11. Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made by these victims. The Contractor shall indemnify the Osmania University, Hyderabad from any claims arising out of accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor. The contractor will fully indemnify Osmania University, Hyderabad against all claims in this regard, as well as litigation expenses, interest and cost that may be awarded by the competent Authority/Court.
12. The contractor shall identify the personnel to be deployed exclusively for the cleaning of all the toilets. The contractor shall be responsible for cleaning as well as security of the toilet fixture handed over at the time of commencement of the contract. In case of items/fixtures stolen/broken due to the fault of the contract personnel from the toilets, either the penalties to recover the cost shall be imposed or the contractor shall have a choice to replace these fixtures of the same quality & under approval from the concerned officer appointed by the Registrar, Osmania University, Hyderabad.
13. It will be the sole responsibility of the contractor to abide by the provisions of the following Acts as to the workers engaged by him for performance of this contract:
  - Employment of Children Act
  - Workmen compensation Act
  - Contract Labour (Regulation & Abolition) Act 1970
  - Minimum Wages Act
  - Employee Provident Fund Act
  - ESI Act
  - The Payment of Bonus Act
  - Any other act or legislation as may be in force from time to time.
14. Any liability arising on the Osmania University, Hyderabad shall be deducted from the bills of the contractor and if the full amount is not recovered then the same shall be recovered from the security deposit of the contractor. There would be no liabilities towards the workers of the contractor by Osmania University, Hyderabad and for all the purposes, such employees are to be treated as exclusive employees of the contractor and no responsibility of the University towards employees of the contractor.
15. The Osmania University, Hyderabad through its officers, reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portions of the same carried out in the University by others and such alterations and variations shall not violate this contract.
16. The Contractor is required to post his authorized representatives/Skilled Supervisors (at his cost) at the site of the work who shall receive the instructions from the Officer (to be nominated by the Registrar of the University) from time to time. All such instructions received by the authorized representative on behalf of the Contractor shall be deemed to have been received by the Contractor within the scope of this work order.
17. In the event of the contractor failing to execute the work under contract in whole or in part an alternative arrangement will be made by Osmania University, Hyderabad totally at the cost & risk of contractor besides any suitable fine /penalty.



18. The contractor shall be liable to pay compensation for any loss & damage caused to the property of the University or its Staff Members/Students/Visitors by the contractor or his workers.
19. The contractor shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff; the contractor will be under an obligation to change the worker concerned when instructed by Osmania University authority. The contractor shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. The Osmania University will not have any responsibility with regard to staff on the role of the contractor whatsoever.
20. The workers engaged by the Contractor shall not be the unauthorized occupants or residents of the Osmania University Land and/or University premises.
21. The Osmania University reserves the right to terminate the contract without assigning any reason by **giving a notice of 15 days**, where feasible. The requirement of giving notice of 15 days will be dispensed with if the circumstances so warrants. **The contractor will have to serve a notice of three months, if he wishes to terminate the contract.**
22. In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Registrar, Osmania University or any other officer nominated by the Vice-Chancellor, Osmania University for arbitration whose decision shall be final and binding on the parties. The contractor agrees that the arbitrator could be an employee of the University & shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.
23. The Contractor shall permit his workers, deputed at Osmania University to observe only 10 (ten) closed holidays in a calendar year irrespective of number of the holidays observed by the University. The closed holidays normally cover Republic Day, Independence Day, and Mahatma Gandhi's Birthday. In addition, they will be entitled to one day paid leave for every twenty days of work, as may be decided by the contractor in compliance of Labour Law in this respect.
24. The services of employees of Contractor should be made available on all days on Six / Seven-day week basis irrespective of holidays and on Sundays if required.
25. A verification report in respect of all the personnel of contractor from the concerned police station of concerned residential areas should be submitted and also list of employees with bio-data of each employee posted to the University along with photo and thumb impression should be handed over to the Registrar, Osmania University, Hyderabad. Any changes should be informed immediately.
26. The unskilled personnel engaged by the contractor should have minimum literacy level **i.e. a pass in Standard X to the extent possible**. The age of the workers engaged by the contractor should not be below 18 years and more than 55 Years. The contractor has to submit their list along with age proof, qualification proof, permanent address proof etc. for retention in Hostel & Messes office.
27. The Contractor shall be fully responsible for providing leave benefits, weekly off, National & Festival holidays etc., to the personnel deployed and as and when any of personnel comes late or proceeds on leave or absents himself/herself, it will be the prime responsibility of the contractor to provide a suitable substitute.
28. The contractor should not be an employee of Osmania University, Hyderabad, or any other central/state Government. **He should submit a declaration to this effect.**





29. The contractor and his staff will make their own residential arrangement outside the premises of the Osmania University, Hyderabad. No one will be granted permission to stay in the Hostel & Messes/Campus during night or during non-functional hours except on duty.
30. The contractor shall supply all the cleaning material, chemicals, instruments and equipment's etc. and ground cleaning tools such as grass cutter, axe, soil knife, digging shovel, soil and garbage carrying baskets, trolleys, bucket, mugs, rods for gutter cleaning, hose pipe etc.. The repairs/replacements and maintenance of tools will be borne by the contractor.
31. The solid waste collected from the said buildings shall be disposed of in GHMC garbage vehicle through liaison with respective GHMC Authority. The Wet /biodegradable waste shall be disposed in areas assigned by OSMANIA UNIVERSITY, Hyderabad. Keeping the OU Hostel & Messes buildings and premises clean and hygiene will be the sole responsibility of the contractor.
32. At OU Hostel & Messes Daily Attendance Registers will be maintained to keep record of personnel on duty and for a record of the work done at building/hostel wise. In addition, the contractor is required to provide **02 biometric machines (at his own cost)** for their workers and a monthly report on biometric attendance will be submitted to the OU Hostel & Messes office for the computation of their monthly RA bills along with other statutory documents.
33. The Contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all time. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately (Maximum two hours).
34. Hostel & Messes caretaker / Warden and Student Coordinator and Hostel & Messes staff are free to inspect the work being done by the personnel of the Contractor at any time of the day in Hostel & Messes areas. All the assigned work shall be done to the complete satisfaction.
35. That payment on account of enhancement/escalation charges on account of revision in wages and statutory payments like EPF/ESI contributions only by the appropriate Govt. (Central/State) from time to time shall be payable by the Osmania University, Hyderabad to the contractor. **No escalation of percentage of Contractor's Service Charges shall be admissible during the term of the contract.**

**B. MODIFICATION OF TERMS AND CONDITIONS:**

The Osmania University, Hyderabad with the consent of the contractor may modify terms and conditions of the contract as and when necessary without affecting the basic nature of his contract.

**C. OSMANIA UNIVERSITY OBLIGATIONS:**

The Osmania University, Hyderabad will not charge any amount from the contractor for water or/and electricity supplied for Sanitation / Housekeeping and Cleaning services on contract basis at Osmania University, Hyderabad; which is just and reasonable. However, in case of misuse of any facilities, the contractor would be required to reimburse the loss/damage caused to the University.

**D. CONTRACTOR'S OBLIGATIONS:**

Area of operation for the said services for "Sanitation / Housekeeping and cleaning services on contract basis for Osmania University, Hyderabad in brief are as follows:

Sl No.	Description
A	OU Hostel & Messes viz. B Hostel, C Hostel, New PG Hostel, Old PG Hostel, NRS Hostel, Manjeera Hostel, E-I Hostel, E-II (Old) Hostel, Sarayu Hostel, New Godavari Hostel, B.Ed. Hostel, Maneru Hostel, CHW-I Hostel, CHW-II Hostel, CHW-III Hostel, Ladies Hostel, Block III, Ladies Hostel, Block IV, Ladies Hostel (Ph.D. Block), All Messes, Centenary Hostel, Chief Warden Office, Administrative Building - Toilets, passages, common areas, Dinning area of Messes, lift area, surrounding area and drainages of the buildings etc.- Daily cleaning and Sanitation / Housekeeping of all rooms and offices, cleaning of water cooler storage tanks.
B	To provide sufficient quantity of cleaning material, chemicals, instruments/equipment's for the cleaning and sanitation/housekeeping of all the above mentioned buildings.
C	The contractor will deploy his man power at any of the location/area of this University for above mentioned similar works, if need arises without any additional payments.

**Note:**

- a) The Floors (including rooms and common area, lift area and staircases) of the abovementioned buildings shall be mopped daily with the chemicals. Bath rooms and all the toilets shall be mopped and cleaned with disinfectants every one hour i.e. 8 (eight) times a day; water closets shall be thoroughly cleaned 8 (eight) times a day daily using suitable material. All the utility areas and area within the compound on all sides of the buildings shall be swept and shall be kept clean all the time and on adaily basis.
- b) The contractor shall pay his workers wages not less than the higher of the minimum wages fixed by the State Govt. and ail other statutory dues like EPF, ESI, bonus etc. throughout the tenure of contract, in the presence of the representative of the Registrar, Osmania University, Hyderabad.
- c) In the event of local problems arising while discharging the functions at Osmania University, Hyderabad, the contractor will deal with them appropriately and he will not bring Osmania University on the scene for such matters.
- d) The Contractor shall provide 2 (two) sets of uniforms to his workers as approved by the Osmania University authority (both male and female) while on duty. Sufficient number of uniforms would have to be provided so that the worker is always with neat and tidy uniform. It will be strictly monitored and penalty will be imposed if any worker is found without uniform.
- e) The contractor will issue identity cards to his workers/supervisors after gettingthem verified by the Osmania University, Hyderabad. Any worker found without identity card will not be permitted to enter the premises. He will post a supervisor (at his own cost) at a specific point to receive & manage complaints & instructions.

**E. REPORT:**

1. The contractor or his representative shall daily report to the OU Hostel & Messes office, OSMANIA UNIVERSITY tosupervise the work under the contract and take instructions every day from him for the workon a Book/Register maintained by the contractor exclusively for the purpose. He shall preserve the said book and produce the same as and when required. For Hostel & Messes areas the contractor or his representative shall daily report to the Hostel & Messes Office to take instructions every day. Daily report will be taken by the Hostel & Messes office against the account of work given.



2. The contractor will prepare a schedule of the works to be carried out in the areas of works allotted before commencement of actual works.
3. The contractor will prepare a list of protocol and daily checks for housekeeping works and displaying the same on all areas of work to be carried out.
4. The contractor or his representative should approach the OU Hostel & Messes office, if he needs any instructions/help or has any difficulties.
5. The contractor or his representative should all the time be available at work site during the course of his work.
6. Sufficient number of staff shall be posted by the contractor to attend the works on two shift basis for cleaning and sanitization and three shift basis for housekeeping services and shifting of materials, furniture's / instruments from one place to other, loading and unloading of materials, furniture / instruments from truck/vehicle **within Osmania University campus as and when required in the exigencies of work without any additional payment.**
7. Shift timings are 7-00 am to 3-30 pm, with one hour lunch break from 12:30 pm to 1:30 p.m. and 3-30 pm to 11-30 pm with one hour dinner break from 07-00 pm to 08:00 p.m.

**F. SCOPE OF WORK:**

1. The contractor shall provide high standard sanitation and housekeeping on all 7 days of every week between 8:00 hrs to 16:30 hrs throughout the year in Hostels & Messes, Administrative Building and its surroundings / related locations. If required due to special circumstances Sanitation work may be required to be performed on Sundays and National Holidays also. If this be the case, a pro-rata payment will be made in the monthly bill.
2. The Osmania University has a right to increase or decrease the housekeeping and sanitation personnel at any time and it will be binding on the part of the contractor to do so and should be construed as a part of the Contractor's performance.
3. In case of minor faults in toilets and bathrooms such as small repairs or replacement of faulty taps, fittings, lights mirrors etc., the contractor should inform the Authorized person of the Department and on latter's approval these minor repair or replacement should be carried out immediately by the contractor and shall be reimbursed to him.
4. The contractor shall ensure that their personnel wear uniforms and identity cards provided by the contractor in such a way that it is prominently displayed and visible so that any person can identify the individual representing the contractor.
5. The contractor shall provide dedicated sanitation and housekeeping personnel and any change in the personnel appointed should be made only in very exceptional and unavoidable circumstances. Replacement of sanitation and housekeeping personnel should be provided in the event of sickness or in any other circumstances, when a particular personnel is absent from duty.
6. The sanitation and housekeeping personnel must report to duty strictly for eight hours, seven days a week or on special occasions as per clause (1) above, as per the roster or duty schedule to be prepared in this regard. This shall exclude the 1 hour lunch break.
7. The sanitation and housekeeping personnel engaged by the contractor shall be available at all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the Authorized person of the Osmania University. Adequate supervision should be provided to ensure correct performance of the said sanitation services in accordance with the prevailing assignment instructions agreed upon between the Osmania University and

contractor. IN order to exercise effective control and supervision over the sanitation and housekeeping personnel of the contractor deployed, the supervisory staff should constantly move in their areas of responsibility.

8. The contractor shall employ only Men sanitation and housekeeping personnel for cleaning of Gent's toilet and only Women sanitation and housekeeping personnel for cleaning Ladies Toilets.
9. The execution of cleaning / housekeeping of toilets/ common areas will be as far as possible should be with mechanized equipment's so as to ensure minimum human contact of dirty / filthy materials.
10. The contractor shall provide all cleaning equipment and cleaning material which shall be harmless to humans and eco-friendly and shall in no way damage the floors and other items by way of staining, fearning, eroding etc.,
11. The cleanliness will be periodically checked by the Authorized person of the Osmania University or by its representative and the contractor has to abide by those criteria. These include:
  - a) The cleaning and housekeeping works are to be carried out as per norms/ standards and in such manners that all the assigned areas always look neat and clean.
  - b) Cleaning of dust, spillage of water or other liquids, bird droppings etc., on floors, tiled walls, doors, windows or stairs, etc.,
  - c) Cleaning and removal of dust or cobwebs etc., on roof, on the corridor ceiling, windows grills etc., behind or under the furniture, equipments, etc. kept in corridors:
  - d) Cleaning of finger or palm marks, dust and other stain on glass panes of windows or doors and mirrors;
  - e) Cleaning of dirt marks, dust, dryness and odour in wash-basin, WC seats, floors etc., in toilets / bathrooms and in all the corridors and common areas of Hostels & Messes, Administrative Building and its surrounding / related locations of Osmania University.
12. All the toilets included in the scope of work shall be cleaned and made fit for use by 7:00 AM on all working days. In the areas of the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 9:00 AM. All periodical operations shall be executed continuously.
13. The common areas outside Hostel & Messes, Administrative building and its surrounding / related locations should be totally free from dead / dropped leaves and litter.
14. All rubbish and waste item that get accumulated at the Messes / toilets / corridors / open spaces / lawn and staircase shall be relocated periodically to the designated dumping points set up by the GHMC / Osmania University and there shall be no left-over at the end of the day. The garbage has to be dumped outside the hostels & Messes / campus at the designated points by the contractor.
15. In case of emergency, the services of sanitation and housekeeping personnel may be utilized for work also as per the requirement of the Osmania University.
16. The contractor and the personnel engaged by the contractor will follow the entry and exit procedures of the Osmania University as may be determined by the Osmania University from time to time.





17. Cleaning, sweeping, mopping, and wiping of rooms, bathrooms, toilets, ducts, floors, staircase, Cleaning and dusting of entire furniture, partitions, wooden & glass cabin walls, railings, doors, windows venetian blinds, racks, sofas, computers, telephones, curtains, wall mounted fans etc., with dry/wet cloth, feather brush, hard and soft brooms, chemicals, detergents wherever required.
18. In brief the job function is to maintain the aesthetic looks in the OU Hostel & Messes and all their premises and surrounding areas by maintaining pleasant odour and cleanliness, keeping the building & the surrounding area neat, clean & tidy every day keeping them in hygienic & sanitary conditions of high standard as per contract.
19. Effective cleaning of rooms and toilets/bathrooms has to be ensured taking into account the convenience of the occupant. Unoccupied rooms should be cleaned every day.
20. The contractor shall ensure that his workers will be present in the premises and carry out duty for entire eight hours of a shift excluding lunch breaks in shifts / staggered duties as assigned by him/Supervisor of contractor.
21. The contractor shall ensure that workers maintain highest discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone.
22. **The contractor shall maintain area-wise maintenance registers.** The register should specify the work allotted and completed with date and time duly signed by the Supervisor of the contractor. The registers should be submitted to Hostel & Messes In-charge/Hostel & Messes Wardens for perusal and signature on daily basis.
23. The contractor's staffs **are not allowed to eat in the Hostel & Messes** mess at any point of time.
24. The service of the workers is required on all days in a month irrespective of holidays and they should be prepared to work on shifts as may be required. The Contractor has to ensure proper attendance and proper weekly off of the personnel deployed and should produce Character and antecedent's verification reports of the persons engaged by the Contractor and the same shall be submitted to the concerned office for verification.
25. The workers deployed by the Contractors shall maintain personal hygiene and wear clean prescribed uniform while on duty.
26. The persons deployed by the contractor should be reliable, trustworthy, alert and efficient.
27. The contract personnel should be well disciplined, polite with good behavior. In case of any complaint or any unusual behavior of the worker, he/she should be replaced within 24 hours after receipt of intimation from the University.
28. The contract personnel shall undergo medical examination at the expense of the contractor to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for as and when required by the University.
29. The contractor shall not lease or sub-contract the whole or any part of the contract to anybody without the prior permission of the Registrar, Osmania University, Hyderabad.
30. The contractors should make **payment to the workers on or before 7<sup>th</sup> of every succeeding month** and there should be no linkage between this payment and settlement of the contractor's bill from the Osmania University, Hyderabad.

31. The Contractor should provide all the Cleaning materials/chemicals, instruments and equipment's required for the above mentioned work services. The stock of the cleaning material consumables and non-consumables should be maintained at the highest level.

32. The guidelines of cleaning process are as under:-

(a) **Sanitation:** Cleaning of the specified areas; including toilets / bathrooms shall be carried as per the following schedule.

i. **Toilets & Bathrooms:** All the toilets and bathrooms of the specified area shall be cleaned according to the schedule given below. However, cleaning may also be carried out as and when required on special occasions of National Holidays or gazette holidays and as per the directions of the authorized person of the Osmania University.

- **On daily basis:**

1. Washing & scrubbing of toilets, wash basins, toilets, walls and windows etc., with water and application of phenyl - **Once before 7:00 AM & After 4:00 PM**
2. Removal of solid waste / wet waste, garbage etc., from toilets and their proper disposal to the garbage - **once before 10:00 AM and at 4:00 PM**
3. Disinfection of the toilets as and when required.
4. Cleaning of mirrors of the toilets - **once before 7:00 AM and 3:00 PM**

- **Weekly basis:**

1. Deep cleaning of all the toilets
2. Cleaning of exhaust fans in all the toilets, cleaning of ceiling of cobwebs
3. Pressure cleaning / deep cleaning of all the urinals and toilets.
4. Keeping adequate amount of liquid soap, naphthalene balls, toilet paper rolls, urinal screens / cubes, fresheners etc., in toilet.

b) **House Keeping and Cleaning:**

1. **Daily basis:** proper sweeping and mopping of all floors in the buildings, cleaning of walls, railings, corridors, entry roads of various buildings etc. covering the entire constructed areas. No betel stains or cob webs etc. should be visible anywhere.
2. Dusting furniture, almirahs, cupboards, phones, partition walls, doors, windows, Notice Boards, Flower Vases & pieces of decoration and other materials available in the OU Hostel & Messes buildings, reading room, Messes etc.,
3. Cleaning glasses of windows, doors, partitions etc., and removal of cob-webs.
4. Toilets & urinals, ducts including floors to be cleaned regularly and continuously at every one hour throughout the day with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies toilets and ladies rooms. Only male workers should be deployed to clean the Gent's toilets in the premises and only female workers to clean ladies toilets. The toilets should be cleaned every day with utmost care.
5. Porcelain fixtures to be cleaned with vim.
6. To place naphthalene balls, toilet rolls, liquid soap, air-fresheners, etc.
7. To spray room fresheners/ perfume to maintain pleasant odour as and when required at important locations and on instructions from the respective Hostel & Messes offices.



8. To attend, clean and remove chocking of drains including CI pipes, sanitary fixtures, manholes and underground sewer lines, whenever required for smooth functioning and as directed by Supervisor/Officer-in-charge.
9. Thorough cleaning of rooms with Odorex, Dettol, carbolic acid, disinfectant etc. as may be required and as directed by Supervisor/Officer-in-charge.
10. Through cleaning of dirty passages, approach road, and entrances of buildings.
11. Daily collection of waste from all the OU Hostel & Messes rooms, Floors and proper dumping in specified place as per instruction of the Supervisor / Officer-in-Charge.

**(c) WEEKLY - House Keeping and Cleaning:**

1. Cleaning of Glass walls/fittings, curtains, venetian/vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors in the building, and terraces in all buildings.
2. Hard Cleaning of basement area, corridors, common area, staircases etc. with chemicals.
3. Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.
4. Polishing of steel and other metal surfaces.

**(d) FORTNIGHTLY - House Keeping and Cleaning:**

1. Cleaning of ceiling with electrical fitting & roofs.
2. Washing and scrubbing of floor with automatic machines with required cleaning material.
3. Cleaning storm water drains, water pipes, and overhead tanks.

**(e) MONTHLY - House Keeping and Cleaning:**

1. Sweeping and cleaning of service ducts, Service Rooms, Service Shafts and all drainage pipes including those of toilets.
2. Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.

**G. SUPERVISING - Sanitation / House Keeping and Cleaning:**

1. The contractor is required to post (at his own cost) his authorized representatives i.e. **Two site Supervisors (skilled)** at the site of the work who shall receive the instructions from the officer (to be nominated by the Registrar, OSMANIA UNIVERSITY, Hyderabad) from time to time. All such instructions received by the authorized representatives on behalf the contractor shall be deemed to have been received by the contractor within the scope of this work order. Osmania University, Hyderabad reserves the right to deduct an amount of **Rs.500.00 (Rupees Five Hundred only) per day**, if Contractor fail to posting of Supervisor/s, mentioned above. The Supervisor/s employed by the Contractor shall be responsible to ensure efficient and timely execution of the contract (daily work completion sheet, grant of weekly off, discipline, extract work, manage work, maintenance of accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the complex). He should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of Officer In-charge or higher authorities. The Supervisor shall also be responsible to allocate duties and extract the work from the workers.

The site Supervisor/s shall daily report to the Hostel & Messes Caretaker/Manager to supervise the work under the contract and take instructions every day from him for the work on a book/Register maintained by the contractor exclusively for the purpose. He shall preserve the said book/Register and produce the same as and when required.

**H. Material estimated per Month (kindly quote in 'Price Bid' Annexure-II (as per given below list including taxes))**

Sl. No	Details of Chemicals/Material	Sl. No	Details of Chemicals/Material
1	Scented Phenyl(Green Phenyl)	25	Naphthalene Balls 100 gm pkts
2	R-6(T Cleaner)	26	Klinol premium Floor
3	Hand Wash	27	Floor cleaner Spiral TASKI-DL
4	R7(Glass cleaner)	28	Liquid Soap
5	D-7 (Steel Polish)	29	Vim Powder
6	Hard Broom	30	Hit Spray
7	Soft Brooms	31	Air Freshener
8	Glass Dusters	32	Bleaching Powder
9	Checks Dusters	33	D-7 Lift partition cleaner
10	Hand Gloves	34	Domex Toilet cleaner
11	Masks	35	Oronil (packets)
12	Sani Cubes(packet of 12 .los)	36	Wiper Big size
13	Wet Mop Refill	37	Wooden Stick for Mop
14	Toilet Buch	38	T Brush Big size
15	Scotch Brite	39	Mori Brush (Steel)
16	Dettol	40	Bamboo stick 5 feet long
17	Harpic Power Liquid	41	Baygon spray
18	Cock up pump	42	Ceramic cleaner
19	Toilet Brush	43	Dust pans
20	Acid 1 Ltr pack	44	Plastic drums
21	Termiguard 500 ml spray	45	Plastic Mugs
22	Urinal Choke-up Powder	46	Scrubber Iron and Plastic
23	Dry Mop with stick	47	Soap small
24	R-9 Bathroom Cleaner	48	Garbage bags(Jumbo size)

**Note:**

1. Where ever applicable, the brand name should be of ISI standard.
2. The Instruments/Equipment's like various heights ladders, telescope rods for cobwebs, sufficient lengths hose pipe for washing, Wet/dry vacuum cleaners, Phawda, Kudal, Rods for drainage cleaning, sign boards during cleaning activity etc. may be provided as per the scope of the work.



**I. DAILY LABOUR TO BE PROVIDED:**

For Sanitation / Housekeeping and cleaning:

1. No. of Unskilled workers per Day :150 (one hundred and fifty only)

**J. PENALTY FOR INADEQUATE PERFORMANCE ON THE PART OF CONTRACTOR:**

Sl. No.	Type of lapse	Penalty in Rupees
1	Failure on part of contractor to ensure his workers are deployed with uniform at OSMANIA UNIVERSITY premises (per workman)	100 per workman per day
2	Maintaining Improper/Wrong attendance record by Contractor	500 per day
3	Lapse in maintaining wash room (per wash room)	200 per day
4	Shortfall in staff in a day	500 per day per person
5	Failure to ensure proper behavior and discipline of his workers at OSMANIA UNIVERSITY premises.	200 per person in addition to taking civil & criminal proceedings as per rule
6	Lack of quality and Quantity of Cleaning material and Equipment	Cost of branded cleaning material + 10% extra towards causing inconvenience
7	Any incident of Rowdiness and/or rioting in campus on part of workers of contractor showing failure on part of contractor to ensure proper behavior of his workers.	500 per person in addition to taking civil & criminal proceedings as per rule
8	Inaction of supervisor to complaint by OSMANIA UNIVERSITY / Officers of OSMANIA UNIVERSITY.	100 per complaint
9.	Damage to the University property due to negligence	Book value + 10% of the book value towards installation & for causing inconvenience.

**Note:**

1. The penalty shall be deducted from the Service Charge of the Contractor from the monthly Bills or from the Security Deposit.
2. For any act of inadequate performance of contract not specifically stated herein, the person authorised by the University will determine the penalty based on the merits of each act after providing an opportunity to the contractor.
3. In case of Sl.No.5 the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should not be assigned duty at Osmania University.
4. In case of Sl.No.7, the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should not be assigned duty at Osmania University.
5. The person(s) involved in theft and/or carrying item unauthorisedly should not be assigned work at Osmania University.

**K. PAYMENT CONDITIONS:**

1. The Contractor will be responsible for making the payment of wages directly to its workers by 7th of each month from his own sources and subsequently raise the bill for reimbursement which will be verified on the basis of actual amount disbursed and attendance etc. The Contractor shall make payment to the workers by depositing the payment towards the wages in their bank accounts and submit the bank details/ECS statement duly certified by the bank, to the office with the bill for verification. The bill shall also carry the duly certified copy of EPF and ESI challans for the same month for which the bill has been raised for payment. The claim bill shall be submitted to the Officer-in charge of the University for certification for pro-rata payment. The officer on the receipt of the bill will check the work record and there after accordingly certify the bill for payment.
2. All bills should be submitted on printed forms, duly signed and pre-receipted in triplicate.
3. Payment will be made by the University to the contractor on monthly basis on submission of bills in triplicate along with the attendance sheets and certificate of satisfactory performance of work from the concerned officer of the OSMANIA UNIVERSITY, Hyderabad. A certificate to the effect that all labour laws including EPF, ESIC payments, etc., are being followed has to be furnished with proof along with the bill for payment.
4. Income Tax and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor.
5. The contractor would be required to ensure the payment of its workers by 7th of every month and there should be no linkage between this payment and settlement of the contractor's periodical/pending bill(s).
6. The contractor should arrange to deposit the wages of his workers in to their respective bank accounts preferably through ECS and tender a copy of the ECS statement to the University as proof of payment of wages failing which the bill of the current month will not be paid. The contractor shall facilitate his workers in opening bank accounts. Under no circumstances, payment of wages in cash shall be made.

**L. COMMENCEMENT OF WORK:**

The Contractor is required to start the works of Sanitation / House Keeping and cleaning with effect from the date of acceptance of the contract. In case it is found that the work has not been taken up from the above date, the Osmania University at its sole discretion may cancel the work order and the EMD Security Deposit shall be forfeited without any further reference to the Contractor.

**M. CANCELLATION OF CONTRACT:**

1. Notwithstanding any other provisions in this contract, the Osmania University reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in interest of the University or public at large. The contractor is not eligible for any compensation or claim in the event of such cancellation.
2. If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to the Osmania University shall be forfeited without any claim whatsoever on Osmania University and the contractor is liable for action as appropriate under the extant laws.

I/We certify that the above information is true to the best of my/our knowledge and I/We do not have any relative working/studying in Osmania University.





**ANNEXURE - I**

**PART - I Technical Bid**

1. Documents/details to be mandatorily submitted:-

Sl. No.	Particulars	Fill in the details
1	Name of Firm/Tenderer/Company(in block letters)	
2	Permanent Address &Telephone No.	
3	Full Postal Address,Telephone/Fax No.E-mail:	
4	Details of infrastructure, persons employed, and number of offices/branches available(attach separate sheet).	[Attach as enclosure & refer here]
5	EMD, Bank Draft No & Date, Banker's Name & Branch.	
6	Annual turnover (Approximate) in Hyderabad /Outside Hyderabad	
7	Name of the bank, address, account number, IFSC code	
8	An affidavit duly certified by a Notary that thePartners of the firm or sole Proprietor or Company has never been black listed or changed the name of the firm (in original).	[Attach as enclosure & refer here]
9	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court (in Original).	[Attach as enclosure & refer here]
10	Income Tax Return (last three years),TAN No. PAN No. Professional Tax, VAT and Service Tax Regn. No's.(enclose photo copies)	[Attach as enclosure & referhere]
11	Copy of a valid License issued by the State/Central Labour Department under Contract Labour Act duly attested by the Contractor.	[Attach as enclosure & refer here]
12	Details of ESIC Registration with Date and proof of registration	[Attach as enclosure & refer here]
13	Details of EPF Registration with date and proof of registration	[Attach as enclosure & refer here]
14	Any other relevant information	

**Signature and Seal of the Tenderer**



OSMANIA UNIVERSITY  
HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>274</sup>MR/18/2022/Estt.II

Date: 16-11-2022.

ANNEXURE - II  
PART- I TECHNICAL BID

1. Details of Experience: Should be furnished in the following format-

Experience during the period 01.01.2016 to 31.12.2021 only:

Name of the client and full address	Telephone and FAX number of the client	Tenure of contract	Value of contract

**Important:** Only certificates issued by the clients on their letter head with date of issue and containing requisite details will be considered. Copies of work orders, extension letters, bills, and the like will not be considered.

2. Documents to be submitted by the successful Tenderer before award of work:

Proof of Financial Capacity from his bankers/Chartered Accountant

Audited balance sheet and Profit/Loss A/c for 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21.

Date:

Signature of Tenderer, Seal & address





OSMANIA UNIVERSITY  
HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>274</sup>MR/18/2022/Estt."

Date: 16-11-2022.

ANNEXURE - III

QUALITY ASSESSMENT SHEET  
(submit with technical bid)

**Important:** This carries 70% marks and the marks scored in this will be used for evaluation of tender.

Name of the Agency: \_\_\_\_\_

Period of service availed from Agency: \_\_\_\_\_

(Please tick / numerical assessment - 5 being the maximum score)

Sl. No.	Description	1	2	3	4	5	Remarks/ Justification
01	<b>Agency has experience</b> (Attach Establishment Certificate) 10 to 15 Yrs - 3 marks >15 Yrs to 20 Yrs - 4 marks 20 Yrs - 5 marks						
02	<b>Bank Solvency Certificate</b> (Attach Bank Sol. Certificate) 1 to 1.5 Crores - 3 marks >1.5 to 2 Crores - 4 marks 2 Crores - 5 marks						
03	<b>Annual average turn over for last five years.</b> (Attach certificate of CA) (2016-17, 2017-18, 2018-19, 2019-20, 2020-21) 15 to 25 Crores - 3 marks 25 to 50 Crores - 4 marks 50 Crores - 5 marks						
04	<b>Experience of State/Central Govt./Large corporate sector</b> (Attach experience certificate) 3 to 4 Years - 3 marks >4 to 5 Years - 4 marks >5 years - 5 marks						
05	<b>Staff on PF Roll in 2020-21</b> (Attach Electronic Challan cum Return ECR) 200 to 300 - 3 marks >300 to 500 - 4 marks >500 - 5 marks						
06	<b>One similar completed work order costing</b> (Attach work order as well as work completion certificate) 1.5 to 3 Crores - 3 marks >3 to 5 Crores - 4 marks >5 Crores - 5 marks						

Sl. No.	Description	1	2	3	4	5	Remarks/ Justification
07	Record maintenance and monitoring mechanism for manpower and material						
08	Welfare measures by the Agency to their staff.						
09	Equipment and machinery deployed and used.						
10	The agency did comply with labour laws by ensuring timely contributions to EPF, ESI etc. and provided salary slips, PF slips, ESI cards etc., to individuals and the confirmation data on the same to organization on a regular basis.						

**Note :**

1. For item No. 1 to 6 the Agency is required to submit the documentary evidence as per the Technical bid Annexure- I and II and the other documents mentioned in the said items.
2. The University appointed committee may visit the site and based on visit performance, the item No. 7 to 10 will be assessed.
3. The qualifying criteria under quality assessment is 70 marks. The Tender committee will declare the name of the qualified contractor who scores more than/equal to 50 marks based on the above said assessment.





OSMANIA UNIVERSITY  
HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>274</sup>17A-18/2022/Estt.II

Date: 16-11-2022.

**ANNEXURE-IV**

Technical Bid  
To be filled by the Tenderer

**Important: Please read the Notice Inviting Tender before filling this.**

**CHECK LIST for PART-I**

Sl. No.	Details	Furnished / Attached	At Page No.
1	License Number and other details	YES/NO	
2	EPF Registration Certificate	YES/NO	
3	ESIC Registration Certificate	YES/NO	
4	Income Tax Return for FY 2020-21	YES/NO	
5	Experience Certificate	YES/NO	
6	List of Organizations where presently engaged	YES/NO	
7	List of Organizations where similar works have been carried out in the past	YES/NO	
8	Quality Assessment Certificates (Performa enclosed)	YES/NO	
9	Tender fee in the form of DD (in separate envelop super scribing on it the details)	YES/NO	
10	EMD in the form of DD (in separate envelop super scribing on it the details)	YES/NO	
11	Letter of Acceptance	YES/NO	
12	Undertaking by the Contractor	YES/NO	
13	Letter of Consent	YES/NO	

**Check List for Part -II**

1	Price Bid Part-II (A)	YES/NO	
2	Price Bid Part-II (B)	YES/NO	
3	Statement of details of expenditure	YES/NO	

Signature of the tenderer with name and rubber stamp

*[Signature]*



OSMANIA UNIVERSITY  
HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>MR-274</sup> /18/2022/Estt.II

Date: 16-11-2022.

ANNEXURE-V

**PART-II PRICE BID- (A)**

Minimum Number of workers to be engaged as assessed by Osmania University for Sanitation / Housekeeping and cleaning works at OU Hostels & Messes, Administrative Building and its surroundings and other related locations:

Supervisors are at the contractor's cost: (2) Two  
Unskilled workers: 150 (one hundred and fifty only).

**TO BE FILLED BY THE CONTRACTOR:** Please refer to rates pertaining to: Contract Labour Act, (R&A)1970 and Telangana Rules (Adoption Order, 2016).

A) I / We shall charge the Service Charges \_\_\_\_\_ % (in figure) \_\_\_\_\_ Percentage (in words) on the Total Monthly Package (for manpower cost only excluding employers contribution of ESI, EPF and material cost etc.) reimbursement bill as per the Terms and Conditions of the tender document.

B)

Sl. No.	Description of Items	Rates in Figure (Rs)	Rates in words (Rs)
1.	Total Manpower cost per Month for the Sanitation / Housekeeping & Cleaning work including <b>Service Charge</b>		
2	Fixed Monthly Charges for Cleaning Materials, Instruments / Machinery, Chemicals etc. per Month		
3	Grand Total (1 & 2) per Month		
4	Amount for one Year		

**Note:**

1. Month means calendar month.
2. Rate of Basic Wage shall not be less than the rate notified in Memorandum cited above.
3. Contractor's Service Charges at Sl.No. A, profit should not be less than 3%.
4. Separate rate or amount should not be quoted for uniform and footwear failing which the tender stands automatically disqualified.
5. Taxes, statutory levies, if applicable will be paid as rules in force time to time.

Date:

Signature of the Tenderer with Seal & Address

*dhf*





OSMANIA UNIVERSITY  
HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>274</sup>MR-18/2022/Estt.II

Date: 16-11-2022.

ANNEXURE-VI

PRICE BID- B (I)  
Details of Manpower cost

Sl. No.	Component of Wage ;	Per Unskilled Worker per Month
1	Minimum Wage per month	
2	EPF (Employer contribution) @13% on Sr No 1	
3	ESIC (Employer Contribution) @ 3.25% on Sr No 1	
4	Total (1 to 3) per month per person Rs.	
5	Contractor Profit & Work Charge Establishment percentage(%) on Sr No. 1 Rs.	
6	Total (4&5)	



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Date: 16-11-2022.

ANNEXURE-VII

PRICE Bid - B (II)

Details of Cleaning Material/Chemical Charges

Sl. No	Details of Chemicals	Brand Name	Quantity	Charges/Month	Total (Rs)
				Total	
				Taxes if any	
				Total	

Date:

Signature of the Tenderer with Seal & Address





OSMANIA UNIVERSITY  
HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>274</sup>MR-18/2022/Estt.II

Date: 16-11-2022.

LETTER OF ACCEPTANCE

I/We have read the Tender conditions including the General Terms and Conditions of the contract given in the tender document. I/We agree to abide by the same.

Date:

Address for Correspondence:

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Contractor's Seal & Signature



OSMANIA UNIVERSITY  
HYDERABAD - 500007, INDIA

Ten. Not. No. <sup>MR-274</sup> /18/2022/Estt.II

Date: 16-11-2022.

UNDERTAKING BY CONTRACTOR

I/We hereby certify that:

Full manpower will be engaged on daily basis for the Services sought under this contract on rotation basis (if required) as per given schedule or as per instructions issued by Osmania University, Hyderabad along with the sufficient quantity of branded cleaning material/chemicals for the Sanitation / housekeeping and cleaning purpose. On holidays, Saturdays and Sundays the deployment will be restricted to fifty percent of the strength.

I/we have made the site visit in order to evaluate their level of services to be rendered and quoted accordingly.

I/We have specified the number of persons to be engaged daily (man-power) to execute all the works as mentioned above at OU Hostels & Messes, Administrative Building and its surroundings / related locations

I/We agree that we will provide sufficient quantity of cleaning material as mentioned in the Tender document.

I/We agree that the payment will not be made for the work not carried out in any of the above areas.

I/We will provide staff for shifting of furniture and small equipment as and when required by OSMANIA UNIVERSITY, Hyderabad.

I/We agree to pay minimum wages, EPF, ESI, bonus, and other statutory payments on or before 7th day of every month. Further, I/We agree to submit proof of payment of wages i.e. ECS statement and challans, ESI and EPF contributions along with the bill for the current month. We further undertake to abide by all the provisions of law, enactments, notifications and circulars issued by the competent Authorities. We shall keep the University fully indemnified and continue to keep the University indemnified for all the consequences arising out of our non-compliance of the provisions of law.

Substitute workers/Supervisor will be made available as and when required. Extra manpower if any called during conference/meetings, shifting of materials from one location to another, etc. will be provided even at short notice.

Two sets of Uniforms, Identity Card, and 2 pairs of footwear will be issued to all the workers within 15 days of engagement of workers and it will be replaced as and when required and all the expenditure will be borne by me/us.

We shall protect the interest of the University in respect of this contract agreement as well as against the action of any of our employees.

Contractor's Signature and seal

Place:

Date:



## LETTER OF CONSENT

Date : \_\_\_\_\_

To  
The Registrar,  
Osmania University,  
Hyderabad.

Tender Ref: No. \_\_\_\_\_

**Name of work :** Sanitation / Housekeeping and cleaning services on contract basis at OU Hostel & Messes building, Osmania University, Hyderabad.

Sir,

I/We understand the nature and quantum of work to be carried out. I/we have read the various conditions to tender including general conditions and hereby agree to abide by the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 60 (Sixty) days from the date fixed for opening the Part I and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted, I/We understand that my/our "Earnest Money Deposit" submitted along with the tender to Osmania University, Hyderabad will be liable for forfeiture. The rate quoted is firm and I/we will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract. I/We also hereby agree to abide by the rules and regulations of the Osmania University, Hyderabad, general conditions of the contract as amended from time to time and to carry out the work according to the conditions of the contract laid down by Osmania University, Hyderabad.

Earnest Money in the form of Demand Draft /Bank's Pay Order drawn in favour of the Registrar, Osmania University, Hyderabad from a Scheduled bank is attached with the tender papers. The full value of the Earnest Money shall stand forfeited without prejudice to any other right to remedies if:-

- i) I /We do not execute the contract documents within 7 (seven) days after getting information from Osmania University, Hyderabad, or
- ii) I / We do not commence the work within 15 (fifteen) days after getting information from Osmania University, Hyderabad.

Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

**Signature of Tenderer(s) with Stamp, Address:**

(Note: No change should be made by the tenderers except filling-up details mentioned in the formats meant for Technical Bid, its Annexures and Price Bid, its Annexures. In case any change is made in the content of the formats, except filling-up details, it shall be treated as unauthorized and such tender will stand automatically disqualified.)

