



CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY
Established under Gujarat Private Universities Act, 2009)

Tender Notice No: CH/ADM/IDMS/25/05/339

Date: 15th May, 2025

Tender for “Providing Housekeeping (Cleaning & Maintenance Services) and Sanitation Services”

At
CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY,
CHARUSAT Campus, Off. Petlad-Nadiad Highway,
Changa – 388 421, District Anand, Gujarat State
Tel No: +91-2697-265030 / 31
Email: info@charusat.ac.in
Visit us: www.charusat.ac.in

CONTENTS

<i>Sl. No.</i>	<i>Content</i>	<i>Page Nos.</i>
1.	Notice Inviting Tender	03
2.	Introduction	04
3.	Information to Bidders	04
	General Terms and Conditions:	04
	Qualification criteria	05
	Bid Preparation and submission:	06
	Documents comprising Bid:	07
	Opening of Bids	08
	Scope of work:	08
4.	Special Conditions of Contract	12
	Frequency for various activities related to housekeeping & sanitary services	15
	Validity, Extension and Termination of Agreement	17
	Financial terms	18
	Payment process	19
	Payment timeline	19
	Penalty clause	20
	Recovery of sum due	20
	Application of Law and Settlement of Disputes	20
	Force Majeure	20
	Compliance with laws, regulations and orders	21
5.	Annexure-I : Pro-forma for Technical Bid Including Agency Profile	22
6.	Annexure-II: Pro-forma for Financial Bid	23
7.	Annexure-III: Area Sheet	24
8.	Annexure-IV: List of Quality Materials to be used for cleaning	26
9.	Annexure-V: List Of Machines/Types of Equipment to be used for cleaning	27
10.	Annexure-VI: Declaration	28

NOTICE INVITING TENDER

Tender for providing housekeeping services and sanitary Services for Charotar university of Science and Techology, CHARUSAT Campus, Changa

Sealed tenders are invited from the reputed registered housekeeping service agencies holding license and experience in the similar areas for providing housekeeping and sanitary services at Charotar University of Science and Technology, Changa Campus, for its buildings located at Changa, on all working days.

DETAILS OF THE TENDER & KEY CALENDAR EVENTS

1.	Tender Notice No.	CH/ADM/IDMS/25/05/339 dated 15 th May 2025.
2.	Tender Inviting Authority	Registrar, Charotar University of Science and Technology (<i>hereinafter also referred to as CHARUSAT for short</i>)
3.	Name of the Project	Providing housekeeping and sanitary services for Charotar University of Science and Technology at its Infrastructure Development and Maintenance Section (IDMS), Central Administration Building.
5.	Start of issuance of Tender and Time	Start of Issuance of Tender 16/05/2025 till 28 th May 2025, 10 a.m. to 3 p.m. on all working days.
6.	Place for submission of the tender	IDMS Section, Charotar University of Science and Technology, CHARUAST Camps, Off Nadiad-Petlad Highway, Chagna-388 421, Anand District,
7.	Tender fees	INR 5,000/- (Non-Refundable) of cash or banker's demand draft drawn in favour of "Charotar University of Science and Technology"
8.	Earnest Money Deposit	INR 2,50,000/- (Rupees Two Lakhs Fifty Thousand Only)

1. INTRODUCTION

Charotar University of Science and Technology, invites interested parties to participate in this Request for Proposal (this "Tender") for bidding and selection process for the appointment of Contractor for "Housekeeping Services and Sanitary Services at "Charotar University of Science and Technology". Tender Documents can be obtained from the CHARUSAT. The completed tender, along with E.M.D. of INR 2,50,000/- (Rupees Two Lakhs Fifty Thousand only) by way of a demand draft in favor of Charotar University of Science and Technology, should be placed in a sealed envelope. Moreover, the envelope must clearly indicate the name and address of the bidder to facilitate the return of the bid unopened, if it is considered "Late". If the envelope is not properly sealed and labeled as specified, CHARUSAT will not be liable for any misplacement or premature opening of the bid. Both the technical bid (part-1) and the priced bid (part-2) should be submitted in separate cover in required format and must reach to the Registrar, of the University by 4:00 p.m. on or before **29th May, 2025**.

2. INFORMATION TO BIDDERS;

The bidder shall submit the pre-qualification/ technical bid and financial bid in two separate sealed covers duly superscribed and these two covers are to be put in a bigger cover which should be sealed and duly super scribed as "Tender for housekeeping service"

Bid Evaluation process: The Evaluation of bids shall be based on technical data as well as financial considerations. A two-stage procedure, namely, a Technical and a Financial evaluation will be adopted for evaluating the bids as per data for qualifying criteria cum Cost Based selection process.

- i. Only bidders whose submissions fulfill the pre-qualification criteria /technical bid (Part-I) and considered technically acceptable, then only they will have their price/ commercial bids (part-II) shall be opened and evaluated. The price bid opening will proceed after this assessment.
- ii. Bidders selected for the opening of their price bids will receive notification regarding the date of this event. They are permitted to send an authorized representative to attend the tender opening process.

2.1. General Terms and Conditions:

- i. Each bidder shall submit only one tender. The tender shall be submitted in English only and shall have to be signed by the authorized signatories.
- ii. Tender shall be submitted through a registered post / courier / hand delivery on or before **29th May 2025** up to 4:00 p.m. in a sealed cover superscribed with the name of the work and addressed to "The Registrar, Charotar University of Science and technology, CHARUSAT Campus, Off. Nadiad-Petlad Highway, Changa-388 421, Anand District.

- iii. The bidder should submit the tender fee amount (non-refundable) of Rs.5000/- (Rupees five thousand only) and Earnest Money Deposit for an amount of Rs.2,50,000/- (rupees Two Lakhs Fifty Thousand only) in the form of demand draft from a nationalized bank/ scheduled bank, drawn in favor of Charotar University of Science and Technology, payable at Changa, Anand. Tenders submitted without EMD/tender fees will be disqualified.
- iv. The Earnest Money Deposit will be returned to the agencies who are not selected, without any interest, after the successful agency has been chosen by CHARUSAT. The tender is not transferable.
- v. The entire contract or any portion of it shall not be assigned or subcontracted under any circumstances, and any bids with these conditions will be discarded.
- vi. This contract may be granted in segments to multiple agencies. The agency must be willing to deliver the tendered services in portions at the rates approved by CHARUSAT.
- vii. If a bidder submits abnormally high rates, CHARUSAT retains the right to seek clarifications and negotiate with the bidder, or alternatively, CHARUSAT may choose to remove that particular item/ service from the Contract.

2.2 Qualification criteria:

- i. The bidder should have at-least five consecutive years of experience in the field of housekeeping and sanitation services in an academic institution/ Universities / reputed companies/ Public Sector Units/ Government Institutions and has minimum 3 ongoing live sites of providing such services in all above units. The mechanized cleaning experience is desirable.

The bidder shall have similar work experience in last five years in above sectors particularly with (a) one ongoing contract with at-least INR 1 crore annually (b) one ongoing contract with a minimum value of INR 50 lakhs per year (c) three previous years' contracts valued at not less than INR 50 lakhs per year; comprehensive details of this experience must be provided.
- ii. The minimum annual turnover of the firm/ agency for the last three financial years should not be below INR 3 crore.
- iii. The bidder must possess EPF and ESIC certificates registered in their name as part of legal requirements and must provide copies of these certificates.
- iv. The bidder must have a valid license as per the Contract Labour Act, and shall submit a copy of the same.
- v. The bidder must be registered for GST and have a PAN number, and should submit copies of their IT returns for the last five years.

- vi. The bidder may be the sole proprietor of their registered firm or a partnership firm or company and is required to provide the registration certificate.
- vii. The bidder must provide a complete quote for the full scope of work; any bids that contain partial quotes shall be rejected.
- viii. The bidder should not be in financial default or have any criminal records against them, and is required to provide a notarized certificate confirming such undertaking/declaration.
- ix. The sole bidder is the only one eligible to submit a tender, and any bidders forming joint ventures or consortiums are not permitted to apply.
- x. All the aforementioned information must be submitted along with necessary documentary proof, as self-declaration is not acceptable.

Bidders who fail to meet any of the above “Qualification Criteria”, will be disqualified without explanation.

2.4 Bid Preparation and submission:

- i. Complete set of tender documents shall be submitted in prescribed form only along with payment details of tender fee, EMD and necessary supporting documents.
- ii. Bid submitted in other than specified format and without Tender fee and EMD (Earnest Money Deposit) will be straightaway rejected without any prior information.
- iii. CHARUSAT University will not be responsible for any delay in bid submission caused by courier/post. The bids received after the prescribed deadline shall not be accepted.
- iv. For any query related to scope of work, terms and other information mentioned in tender document, communication may be done only with contact details provided in the tender document.
- v. The bidder shall bear all costs associated with preparing and submitting the bid, including expenses for site visits. CHARUSAT will not be liable for any such costs, irrespective of the outcome of the bidding process. Bidders should visit and evaluate the site and its surrounding areas included in the scope of work at their own costs to obtain necessary information. No claims or objections regarding a lack of knowledge about the quantity and site conditions will be considered after bid submission or during the project’s execution.
- vi. CHARUSAT reserves right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to award of contract, without incurring

any liability to the affected bidder or bidders. The University may, if required, amend the provisions of bid i.e. regarding Govt's laws and quantity of works etc. by issuing corrigendum/ addendum in writing, at any time during period of this contract.

Documents comprising Bid:

The bid should be prepared by the bidder and shall be submitted in two parts; i.e. **Part-1** (techno-commercial bid) **and Part-II** (Priced Bid/ Financial Bid) in separate sealed envelopes.

- (a) The Techno-commercial bid must be submitted in a separate sealed envelope that clearly indicating that it is a "Techno-commercial bid". The technical bid should include all necessary information in the prescribed format, along with Earnest Money Deposit (EMD) and Tender fees. The CHARUSAT intends to conduct a comprehensive evaluation of the technical / commercial bid. It should clearly state how the bidder intends to implement for the execution of the services and how it will meet with the requirements, specified in the bid; failure to provide such details may lead to disqualification of the bid.

Technical bid would be evaluated keeping in view the clause-by-clause compliance of the technical specifications as mentioned in the **ANNEXURE-I: Proforma for Technical Bid**.

- (b) The Price/ Financial bid is to be submitted that includes detailed information regarding cost of manpower, equipment, materials, appliances, service charges, charges for all work as according to the scope, work cycle, royalties, GST, local taxes, welfare cess, any applicable taxes such as contract tax, stamp duty relating to the agreement, and any future statutory tax variations imposed by the Government authorities, which will be the responsibility of the bidder. CHARUSAT will not consider any claims related to this matter. The quoted price must include GST. The rate provided by the bidder shall remain constant, unchanged, and valid until the completion of the contract, and must not be subject to alteration. This price/ financial bid details are mentioned in the **ANNEXURE-II**, of this tender document.

- vii. The tasks (scope of work) include all residential/non-residential buildings and surrounding areas, such as roads, walkways, paths, parking, bus stop of CHARUSAT, shades, solar panels, terraces, and all other outdoors spaces specified in the **ANNEXURE-III** of the tender documents.
- viii. In the event that there is a need to recruit additional labor for any extra work or miscellaneous tasks, you are required to supply extra manpower for that specific duration. You must not allocate existing workers for this additional scope of work.

If such a situation occurs, the regular work must not be compromised under any circumstances. Compensation for the extra labour will be provided according to the minimum wage rates specified in the tender.

- ix. The proposal and price offered therein shall have to be valid for 60 days from the last date of submission of the tender. Bids with shorter validity would be treated as non-responsive. In case, the University wishes to extend the validity period of the tender, so it shall be done through mutual consultation.

2.5 Opening of Bids:

Upon expiry of the deadline for submission of tender, the tender shall be opened as per schedule mentioned. From the time the bids are opened to the time the contract is awarded, if any bidder wishes to contact the University on any matter related to its proposal, it should only be done in writing. Any effort by a firm to influence the University in the process of evaluation and/or comparison of its tender or contract award decisions would result in rejection of the concerned bidder's tender.

Disqualification of proposals; The tender inviting authority, at its sole discretion, and at any time during the processing of the tender, may disqualify any bidder from the bidding process if the bidder has:

- Made misleading or false representation;
- Not submitted the required amount of EMD and Tender fees;
- Submitted proposal document which is non-responsive or not accompanied by required documentation as specified in this bid document.
- Submitted more than one tender
- Failed to submit a tender in accordance with the terms and conditions of this bid document
- Failed to submit a tender in accordance with terms and conditions of this bid'
- Failed to submit a tender where the validity of rate is not in compliance;
- Or due to any other reason that the university deems proper and sufficient to reject the tender.

Code of ethics: The University, as well as the bidder, shall observe the highest standard of ethics including laws against fraud and corruption in force in India, during the procurement or execution of such contracts.

2.6 Scope of work:

(a) Broad details:

- i. The scope of work includes providing a comprehensive housekeeping and sanitation services which includes cleaning and up keeping of the University property, office premises, all residential and non-residential buildings, in-house hostels, internal roads, paved pathways, and the entire campus, as described in **ANNEXURE-III** herein this agreement.
- ii. The agency shall maintain the desired level of cleanliness in the entire

CHARUSAT campus and also shall provide all required materials/ instruments / tools etc. for the cleanliness. The agency shall nominate a supervisor who will quickly respond to any complaints at any time.

- iii. Daily tasks include cleaning, sweeping, mopping and wiping the floor, staircases, and all internal areas of buildings as instructed by the designated officer, occurring on all work days or as may be needed by the authorized individual. Cleaning work should start early in the morning and be finished by 9.00 a.m. Responsibilities encompass routine floor cleaning, washing of sinks, basins and urinal using suitable detergents and chemicals, applying room fragrances, placing naphthalene balls where necessary, checking and replenishing hand wash stations, polishing mirrors, and ensuring proper waste disposal in designated bins.
- iv. Conducting both regular, and emergency cleaning of obstructions in drainages, sewer lines, pumping lines, gully traps, and manholes throughout the CHARUSAT Campus using suitable tools and equipment.
- v. Dusting and cleaning all furniture, partitions, wooden cabin walls, railings, doors, windows, Venetian blinds, racks, sofas, computers, telephones, curtains and wall-mounted fans with either dry or wet clothes, feather brushes, and dusters.
- vi. Lifting, carrying and disposing of deceased birds, animals, rats, insects and honeybee hives discovered on Campus.
- vii. The entire campus, including roads, building surroundings, terraces, areas beyond plinth protection, the CHARUSAT bus station, toilet blocks at the sports ground, drinking water stations, lunch shades, dining halls, solar panels, and gardens must be swept and cleaned by removing litter like paper, plastic, and other waste materials. This task also involves cleaning open spaces, external walls, windows, panes, balconies, and rooftops with the use of suitable tools like brooms. All waste produced during these tasks must be collected in bins and disposed of at designated locations as instructed by CHARUSAT.
- viii. Regular inspection and maintenance of STP plants within the Camps.
- ix. Cleaning of all water tanks and water coolers should occur at-least every two months, with a thorough hygienic cleaning of water tanks conducted annually.
- x. The agency's employees will provide assistance with moving/ shifting of furniture, equipment, assets, or other items as may be required.
- xi. Any additional cleaning or sanitation tasks as instructed by the designated officer, which may not have been explicitly detailed.
- xii. Proper registers/records for the job carried out on daily/weekly/ fortnightly/ monthly basis will be maintained by the Supervisor of the Tenderer and will be countersigned by the concerned officer.
- xiii. The tenderer has to provide workforce in sufficient numbers to maintain the

buildings and open paved areas as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the University.

- xiv. The tenderer shall ensure that the entire workforce deployed wear uniform with the I-card while on duty.

(b) Daily tasks to be performed:

- i. The general washrooms/toilets/attached toilets must be cleaned at least three times each day (at 8:30 a.m., 12:00 p.m., and 3:00 p.m.) using cleaning and disinfecting liquids and detergents, ensuring that the floors remain dry and tidy. The windows and sills of all toilets should also be cleaned once daily. The wash basins, urinals, and toilets need to be cleaned with appropriate detergents or cleaning agents. Flushing systems in all toilets must be inspected regularly every day. The agency is responsible for providing naphthalene balls/screens, air purifiers, liquid soap, and paper rolls consistently to guarantee that these supplies are always available in the designated containers. Cleaning should be performed thoroughly enough to prevent any unpleasant odors; if any bad smells emanate from the washroom area, a penalty will be enforced.
- ii. Every morning, corridors, staircases, and common areas should be cleaned and mopped using cleaning and disinfecting solutions, and then maintained with plain water throughout the day to ensure cleanliness.
- iii. Pantries, water rooms, and water cooler areas need to be cleaned and mopped twice daily.
- iv. Works should be cleaned by dusting floor, windows, doors, furniture, fixtures, telephones, ashtrays, cupboards, filing cabinets, glass panes, and computers using either dry or wet dusters, or appropriate cleaning agents. Floors should be mopped using a cleaning and disinfecting solution.
- v. Collect waste paper and debris from rooms and waste paper baskets, as well as from lobbies, and place it in bags at the designated location.
- vi. Clean the glass panes of doors, windows, and partitions using soap or a suitable cleaning agent.
- vii. Cleaning of duct and shaft areas, disposing of garbage and placing it in the dustbin located outside the building.
- viii. Removal of any type of stains from building's grounds, stairways, furniture, etc.
- ix. Sweeping, wiping and cleaning floors, furniture, and washing areas, among others.
- x. Daily application of room fresheners in all office areas every morning. The room freshener must be of ISI mark or from a reputable brand.

- xi. Spraying of scented mosquito and cockroach repellents on all floors as needed. The insecticides should also carry the ISI mark. Special scented purifiers should be applied twice daily in all rooms, cabins, and bathrooms to keep these areas free from mosquitoes and pests, along with regular use of a fog machine.
- xii. Sweeping all campus roads twice a day and collecting and disposing of waste at designated locations in the prescribed manner. During the monsoon, roads should be wiped down to remove any obstructions and ensure the smooth flow of rainwater.

(c) **Weekly tasks to be performed:**

- i. Sanitary ware must be cleaned carefully to preserve their shine, and floors and walls in rest rooms / rooms and corridors should be scrubbed and cleaned using soaps, detergents, kerosene/ petrol, or other chemicals. As automatic mop or scrubbing machine should be utilized.
- ii. Solar panels on the property should be cleaned.

(d) **Biweekly task to be performed:**

- i. Fans, electrical fixtures, all glass surfaces, and wooden frames need to be cleaned.
- ii. Dusting of false ceilings should be done using a soft broom and cloth.
- iii. Cushioned chairs, auditorium seats, and sofa sets should be vacuumed.

(e) **Monthly tasks to be performed:**

All common area floors, including staircases, pantry, and utility areas should be thoroughly cleaned with a floor scrubbing machine using soap and water to eliminate stains.

(f) **Waste Management System:**

The agency is responsible for the daily collection and segregation of dry and wet waste in designated areas. The agency must also ensure the separation of biodegradable and non-bio gradable waste. Additionally, the agency will arrange for the daily disposal of waste at a location specified by CHARUSAT. The agency must regularly remove waste as it is generated using incinerators and maintain sufficient incinerators for eco-friendly waste disposal. If the agency utilizes an incinerator rented from CHARUSAT, maintaining it in good working order is the agency's responsibility on a daily basis.

3. SPECIAL CONDITIONS OF THE CONTRACT:

- i. In the event of any dispute regarding interpretation of any of the clauses of the service contract and/or the Tender documents, the clarification given by the Registrar of Charotar University of Science and Technology shall be final and binding on the bidder.
- ii. The Agency shall assign the necessary number of personnel (including Managers, Supervisors, Administrative staff etc.) to effectively carry out the contractual work (The areas of work are detailed in ANNEXURE-III. If any new building is constructed in the future, the services may be extended at mutually agreed rates. The agency shall consistently work to fulfill the scope of work by providing additional labor and machinery, offering round-the-clock services, ensuring overtime, and conducting regular staff training etc.
- iii. The agency is required to hold the appropriate certificates, authorizations, or licenses granted by the relevant authority to execute this contract.
- iv. The agency is required to utilize all materials, consumables, and related items as detailed in ANNEXURE-IV, either marked by ISI or adhering to the specified quality criteria, following discussions and agreement with the Registrar or any other officer authorized by the Registrar. The agency must ensure that records regarding the entry and use of these materials, consumables, and related items on the CHARUSAT campus are verified by CHARUSAT. It is the agency's responsibility to procure all consumables and disposables necessary for cleaning and housekeeping. All consumables and disposables must be environmentally friendly.
- v. The agency is responsible for acquiring all necessary machines and equipment required for the housekeeping services outlined in ANNEXURE-V. The agency must maintain accurate records of machine usage on a regular basis and submit these monthly, or whenever requested, to CHARUSAT University. Additionally, the agency must ensure that all machines and equipment remain functional throughout the duration of the contract. In the event of machine breakdowns, the agency is required to provide a logbook documenting usage and repair records to CHARUSAT. The agency must arrange for immediate replacement of machines and equipment in the case of any breakdowns. A penalty will be imposed as stipulated in the Agreement for any failure to comply.
- vi. The agency must comply with all current and future laws of the land, including but not limited to Labour Laws (Provident Fund, Bonus, Income Tax, Service Tax, or any additional taxes imposed by the Government), the Companies Act, Tax Deduction responsibilities, employee welfare measures, and any other obligations that may arise in connection with this contract that are not explicitly listed here. The agency is solely responsible for such obligations and must ensure its involvement with CHARUSAT does not affect this responsibility in any way.

- vii. The agency is prohibited from subcontracting the work to any other agencies or parties. Should there be a breach or violation of any of the terms and conditions stated herein, the Registrar has the authority to terminate this contract immediately without providing any notice to the agency, and this action will not affect its right to seek compensation for damages and other costs owed to CHARUSAT from the amount payable to the agency or through other means.
- viii. The agency is responsible for keeping the building and movable assets, such as furniture and electrical installations, in good condition until the end of the contract period. At the conclusion of the contract, the agency must return all items entrusted to it in good condition. The agency will be required to indemnify CHARUSAT for any damages or losses related to such properties, with the replacement value determined by the Registrar or the designated officer.
- ix. The agency must guarantee that its employees exhibit appropriate conduct and behavior. Should there be any incidents of misbehavior, theft, or fraud involving an employee of the agency with supervisory staff, other staff members, or students of CHARUSAT, the agency is required to immediately terminate the employment of the involved individuals based on the recommendation of the Registrar or any Officer appointed by the Registrar.
- x. The agency and its staff must adhere to and follow the directives given by the Registrar or any other individual authorized by him/her concerning the contract work.
- xi. Prior to starting the contract, the agency is required to submit a list of employees it intends to use for carrying out the contract. The proposed personnel to be deployed by the agency will be subject to evaluation by CHARUSAT to verify their backgrounds, suitability, and skills. Before assigning an individual to work on this tender, the agency must provide complete details and receive CHARUSAT's approval.
- xii. The agency is responsible for providing uniforms, identification cards, and similar items to its staff.
- xiii. Child labor is strictly prohibited.
- xiv. Agency employees do not possess any rights, including legal rights, to demand employment or seek integration into CHARUSAT, nor do they have any rights to claim benefits or compensation from CHARUSAT. It is entirely the agency's duty to ensure its employees understand this condition. The agency will hold CHARUSAT harmless against any such claims.
- xv. Hospitality and sanitation services are recognized as essential and ongoing, playing a vital role in the University's operational and academic setting. These services are crucial for upholding hygiene, health, safety, and a supportive learning environment on campus. Therefore, the uninterrupted delivery of these services is required in all residential and non-residential buildings across the

campus. The contractor selected must guarantee their consistent and effective provision without fail, including during holidays, examination periods, and other institutional events.

- xvi. All cleaning, maintenance, and sanitation activities must comply with existing safety regulations and standards. Necessary precautions should be implemented to prevent any damage to personnel and assets of CHARUSAT. The agency will be held fully accountable for any negative outcomes resulting from such violations, faulty materials, or actions by the agency's employees.
- xvii. The agency must ensure that the Manager is consistently available on-site to oversee daily operations and administration, as well as to maintain regular communication with CHARUSAT. A complaint register must be kept at the site by the agency. All feedback and complaints concerning the services or personnel provided by the agency must be recorded on-site and reported to CHARUSAT on a regular basis. The agency is required to take prompt action to address these issues; failure to do so will result in the invocation of the Penalty Clause. The agency shall bear all costs associated with the required paperwork (following formats and forms approved by CHARUSAT) necessary for delivering adequate housekeeping services at CHARUSAT.
- xviii. The agency must ensure that there is an adequate number of staff present at the CHARUSAT campus, even during wedding seasons, festivals, and holidays, to fulfill the required tasks.
- xix. The agency will be responsible for relocating furniture, assets, or providing other assistance as needed. There is a frequent need for minor relocation at CHARUSAT, and major relocations will also be necessary during events, functions, and celebrations. The agency shall not claim any payment from CHARUSAT for these relocation tasks.
- xx. The agency is expected to implement systems to identify outstanding workers, supervisors, and well-maintained buildings in order to foster healthy competition among employees. Awards and prizes may be given out on an annual basis by the agency.
- xxi. The agency must arrange for additional staff requirements (both skilled and unskilled) as instructed by CHARUSAT. The agency will be compensated separately in monthly bills at the specified daily per-person rate and the service charge outlined in the **ANNEXURE-II**. The agency must comply with all applicable government laws concerning the provision of such personnel.
- xxii. Any disagreements between the parties will be addressed by the Registrar. The decision made will be binding for both parties and will be considered final.
- xxiii. Any legal matters will fall under the jurisdiction of the Anand Courts.

- xxiv. The agency shall ensure proper conduct of personnel deployed in office premises and ensure, enforce prohibition of consumption of alcoholic drinks, smoking, interaction with media, loitering without work and will be required to comply with the regulations/ notices/ circulars issued by the University from time to time.
- xxv. Reporting hours including working hours of such personnel deployed will be as per the requirements of the CHARUSAT.
- xxvi. In case of any accident to the personnel employed by the contractor/ agency during the 24 Hours, the contractor/agency alone is liable to pay workmen's compensation and any other statutory dues or payments and the CHARUSAT shall not be liable for any payment of such kind. The contractor shall obtain adequate insurance policy/policies in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/ disablement at work etc. The contractor shall be responsible for the safety and security of the Personnel deployed for duty in the office.
- xxvii. In the event of any housekeeping personnel being on leave or absent, the Successful Housekeeping Agency should ensure suitable alternative arrangements to make up for such absence.
- xxviii. The Successful Housekeeping Agency shall ensure that the entire staff deployed is highly disciplined, maintain punctuality and refrain from any arguments or disputes with the employees of CHARUSAT, public or their attendants.
- xxix. At the conclusion of the contract, the contractor must provide an authorized affidavit as the owner, as well as a general notarized affidavit from all labor members, stating that "There are no dues" owed by the agency and that no one is claiming or pursuing any legal action associated with this contract period, either in past or future. Should such an issue arise, the contractor will be held fully accountable on behalf of the principal employer. The deposit will be released only after submitting the notarized affidavit.
- xxx. **Frequency for various activities related to housekeeping and sanitary services are as under:**

A	Frequency of cleaning in case of daily activities	Work Details
1	All Class Rooms, Labs and Offices	
	Everyday morning before 9 am	Cleaning of Classrooms, Laboratory and offices.
	Once in a day	Cleaning of the doors, Windows and its sill Offices, class rooms and Laboratory
	Once in a day	Dusting of the furniture's and fixtures
	Twice in a day	Cleaning of the doormat
	Twice in a day	Laboratory platform and lab's sink
	Twice in a day	Emptying of dustbins
	Once in a day	Telephone and computer dusting
2	General Toilets and Attached	

Toilets		
	Everyday morning before 9 am	Cleaning General Toilets and Staff Toilets.
	Three times in a day 8.30 am, 12.00 noon and 3.00 pm and as required	Scrubbing, mopping and cleaning of the urinals and the wash basin
	Three times in a day 8.30 AM, 12.00 Noon and 3.00 pm and as required	Cleaning washroom with W/C and W/B, platforms etc.
	As required	Changing of the Odonil cubes in the wash basin and urinal.
	As required	Refilling of the Liquid soap, face tissues and toilet paper rolls.
	Two times in a day and as required	Dry moping
	Once in a day and as required	Cleaning of Toilet's walls, Ventilation doors and Toilet Fittings.
	Once in a day and as required	Cleaning of Mirrors
	Once in a day and as required	Trash removals
	Once in a day and as required	Cleaning of the doormat
3	Passage area and Stairs	
	Twice in a day (morning / noon)	Wet mopping of passage and stairs
	Twice in a day and as required (morning / noon)	Dry mopping of passage and stairs
	Once in day and as required.	Scrubbing of passage and stairs
	Once in day and as required.	Administration Building Entrance's Glass door and frames on both side
	Once in day and as required.	Trash removals.
4	Pantry, and Water Rooms	
	Twice in a day and as required	Dusting
	Twice in a day and as required	Wet mopping and Dry mopping
	Twice in a day and as required	Cleaning the Pantry Platform, sink and Water's launder
	Once in a day and as required	Cleaning of water taps.
	Once in day and as required.	Trash Removal
5	Main Road and Surrounding Road	
	Once in a day & as required	Sweeping
	Once in day and As required.	Trash Removal
B	Frequency of Cleaning in case of weekly Activities	Work Details
	Once in a Week and as required	Dusting of the vertical's blinds, and curtain
		Removal of the Spider Web inside the building' ceiling and outside ceiling
		Cleaning all the Doors, Windows, and Ventilation
		Dusting of windows and its sill
		Scrubbing of the skirting and floor in passage and stair,
		Lab equipments/instruments and computer dusting

		Washing of all the dustbins.
		Vacuum cleaning of the carpets and curtains
		Cleaning the Road's side Paver Block,
		Pumping the Hostel's septic tank, manhole, and chokage in sewer.
C	Frequency of cleaning in case of monthly and bi-monthly activities	Work Details
	Once in a bi-monthly and as required	Sweeping all building Terrace and Cleaning all Rain water Pipe.
		Cleaning all the Building's Plinth Protection
		Cleaning all the Water Tanks.
		Dusting and washing the main Gate and All types of Roofs.
		Cleaning the glasses and wooden frames etc.
		Cleaning of fans, other electrical fittings
		Cleaning the chokage in sewer and man hole.
		Removal of vegetation from the building
D	Housekeeping of Girls Hostel in Daily Activities (Only Female Employees)	Work Details
	Twice in a day & as required	Sweeping and mopping the passage and stair Case.
	Twice in a day & as required	T.V Room and General toilets Cleaning and mopping.
	Once in a day and as required	Cleaning the All rooms and Attach Toilet

3.1. Validity, Extension and Termination of Agreement:

- i. The period of contract will initially be for a period of one year from the date of award of contract subject to review of performance every 6 months and will be extendable further for a period of one year at the discretion of the CHARUSAT after expiry of the contract.
- ii. The successful Bidder has to convey his acceptance to the Letter of acceptance of tender within 07 working days of receipt of Letter of acceptance of tender.
- iii. CHARUSAT, may at any time terminate the services agreement immediately, with or without notice to the successful bidder, if the successful Bidder becomes bankrupt or insolvent, or if there is any breach of the agreement, provided that such termination will not prejudice or affect the right of CHARUSAT to take any action or remedy for the losses which has occurred or will occurred thereafter to CHARUSAT.
- iv. The successful Bidder can terminate the agreement by giving three months' prior notice stating reasons thereof to the CHARUSAT. The CHARUSAT also reserves the right to claim from the successful Bidder for any loss sustained for their misuse of space / not abiding by the Law of the Land /causing damages to the main structure in or outside the office Space allotted to them.

- v. Sub-letting/sub-contracting is not permitted. That on the expiry of the agreement as mentioned above the agency will withdraw all its personnel and clear its personnel's accounts by paying their legal dues. In case of any dispute being raised on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the dispute.

3.2. Financial Terms:

- i. The rates offered by the bidder shall be inclusive of all Govt. Taxes/levies/ statutory contribution, cesses, insurance etc. or any other taxes that may be imposed by any authority in future, which are to be settled and born on equitable basis by the successful bidder without any liability on CHARUSAT. The agency is required to provide evidence of payment or compliance with these obligations, including registration certificates, receipts, licenses, and clearance certificates.
- ii. The stamp duty and registration charges will be borne by the Contractor.
- iii. The successful agency must have to deposit Rs.10,00,000/- (Rupees Ten Lakhs only) to CHARUSAT, which includes the EMD amount. This deposit will be refunded on successful completion of the contract without any interest, after any necessary deductions of dues owed by the agency to CHARUSAT.
- iv. The agency must independently ensure that its employees and all other staff receive their monthly salaries on time.
- v. The agency is obligated, under no circumstances, to pay its employees less than the minimum required wages.
- vi. Payments must be made via bank transfer, cheque, or cash, and necessary records of these transactions must be maintained in a register that can be inspected by the Registrar or his authorized representative at any time.
- vii. The agency will ensure the proper upkeep and safety of all furnishing, fixtures, materials, goods, inventory, books, periodicals, and vehicle located on the CHARUSAT Campus. Any costs associated with missing items or shortages of stocks/ materials will be deducted from the monthly payments or any other amount/ deposit owed to the agency.
- viii. The agency shall deliver cleaning and housekeeping services according to the specified cleanable carpet area (in sq. meters) throughout the Campus, including all residential and non-residential buildings, as well as any other structures as instructed by the Officer-in-Charge (as detailed in the cleanable carpet area table, **ANNEXURE-III**)

3.3. Payment process

The agency must guarantee that all deployed personnel, including sweepers, cleaners, supervisors, and any other staff engaged under the contract, receive their monthly wages punctually on or before the 6th day of the following month, in accordance with the Minimum Wages Act and all relevant statutory laws.

CHARUSAT will only consider the contractor's monthly invoice for processing and payment after the following documents for the respective month have been submitted:

(a) Manpower Deployment and Statutory Compliance:

- i. A Monthly Salary Statement outlining the wages paid to each employee, in accordance with legal standards.
- ii. Evidence of Salary Disbursement (such as bank transfer records, signed salary registers, or cash vouchers if applicable).
- iii. Daily Attendance Report along with a list of workers who were not in proper uniforms during that month.
- iv. PF Documentation that consists of: a) PF Deduction Statement b) PF Challan c) ECR Copy d) PF Payment Receipt
- v. ESI Documentation that includes: a) ESI Contribution Sheet b) ECR Copy c) ESI Payment Challan
- vi. Penalty Deduction Report (if applicable), detailing reasons and information on the affected employees.

(b) Material Usage:

- i. A detailed monthly report on material consumption, including the quantity and type of consumables used.
- ii. Supplier invoices or procurement documents, if required.

(c) Machinery Usage:

- i. A logbook documenting machinery operations and maintenance for the month.
- ii. A summary of any rental, servicing, or operational expenses incurred.

(d) General Compliance:

- i. Wage Register, Duty Roster, and Deployment Sheet for that month.
- ii. Any additional documents or evidence that CHARUSAT may request from time to time for verification purposes.

Note: Failure to submit any of the aforementioned documents may lead to the withholding or rejection of the invoice. Continued non-compliance could result in the immediate termination of the contract.

3.4 Payment timeline: After all necessary documentation has been submitted and successfully verified by the CHARUSAT, the monthly invoice will be processed, and payment will be made within 10 working days upon the successful submission of the above-mentioned details.

3.5 Penalty clause:

Penalties will be enforced for breaches of the agreement's terms and conditions as detailed in the following list:

- i. If the cleaning schedule is not adhered to, a penalty of Rs.300/- for each instance of failure.
- ii. If staff members are not in uniform or lack of an ID card, a penalty of Rs.100/- will be charged for each worker per day.
- iii. If it is determined that no prompt action has been taken after a complaint is received regarding unclean premises or inadequate housekeeping and sanitation services, a penalty of Rs.500/- will be imposed for each complaint.
- iv. If substandard or insufficient materials are used, a penalty of Rs.500/- be applied for each complaint.
- v. Any instance of misbehaviour by housekeeping staff towards CHARUSAT employee, students, or visitors will incur, a penalty of Rs.300/- per incident.
- vi. CHARUSAT reserves the right to modify the number of specific penalties and to introduce new penalty categories as deemed necessary.

3.6 Recovery of sum due: As per the service contract entered between CHARUSAT, and the Successful Bidder(s), if any sum of money is recoverable from the successful Bidder, CHARUSAT shall be entitled to recover such sum by appropriating in part or full from the Security deposit already deposited by the Successful Bidder(s).

3.7 Application of Law and Settlement of Disputes: Any questions, disputes, or differences related to this contract and the parties' relationship will be governed and interpreted according to the laws of India, with both procedural and substantive aspects considered.

In case of any dispute or difference whatsoever arising between the parties out of or relating to the interpretation, application, meaning scope of operation or effect of the service contract or the validity of the breach thereof, both the parties shall make every effort to resolve the same amicably by mutual consultations. If the Parties fail to resolve within 21 days of its occurrence, then the matter shall be referred for settlement to The Provost, Charotar University of Science and Technology, Changa and the award made in pursuance thereof shall be binding on the Bidder. In case, if the Bidder is not satisfied with the decision of the Provost, CHARUSAT, any dispute whatsoever shall be subject to the jurisdiction of Anand District Courts, Gujarat State only.

3.8 Force Majeure: If unforeseen events directly affecting the provision of goods/work/service occur during the duration of the contract, such as wars, hostilities, acts of public adversaries, civil unrest, sabotage, fires, floods,

explosions, epidemics, quarantine measures, strikes, lockouts, or natural disasters, the vendor must inform CHARUSAT in writing within one week from the start of such events, providing reasonable evidence. Either party may choose to terminate the contract after 90 days from the onset of such force majeure by notifying the other party in writing with a 14-day notice. Upon such termination, neither party shall claim damages against the other, except for those that may have arisen from other clauses of this contract before the termination. If the University is closed due to lockdown orders issued by the Central/State Government due to a surge in Covid-19 cases or any other pandemic-related circumstances or other reasons, the university reserves the right to either obtain services from the contractor or to engage the services with fewer personnel.

- 3.9 Compliance with laws, regulations and orders:** The Contractor is accountable for ensuring compliance by itself and its agents, personnel, employees, and representatives with all applicable laws, including decrees, rules, and regulations set forth by any government or authorized bodies in the jurisdiction where the operations take place (including India). This responsibility includes, but is not limited to, adherence to laws related to security issues (such as obtaining naval clearances and approvals from the ministry of defense). The Contractor is obliged to indemnify the Owner for any fines, penalties, or liabilities incurred, as well as any related costs arising from the Contractor's or its affiliates' failure to comply with any of these laws, decrees, rules, or regulations. In addition, the Contractor must defend, indemnify, and safeguard the Owner from any claims or penalties that may arise due to non-compliance with the provisions specified in this Clause.

PROFORMA FOR TECHNICAL BID INCLUDING AGENCY PROFILE

The technical proposals to be submitted by the bidder shall contain the requisite information in the sequential manner with list of all supporting documents in support of their technical data & experience prescribed below

Sr. No.	Description	Please fill the details and submit the required copies of documents
1	Name of the Firm/Agency	
2.	Year of registration/ establishment of the agency	
3.	Type of agency (i.e. proprietorship, partnership, ltd. etc.)	
4.	Address for communication, website etc.	
5.	Name of the Proprietor/Partner/Director (Bio-Data with full details of address and contact numbers of key top Officials, including owners/partners / Directors / Managers, needs to be attached separately)	
6.	Contact details along with Email IDs, Phone Numbers and website	
7	PAN /GoI registration any other document (specify)	
8	GST Registration No. (Please attach copy)	
9	Latest GST Return (Please attach copy)	
10.	Provident Fund Reg. No.	
11.	Labour License Reg. No.: Valid up to	
12.	Income tax returns of last three years	
13	Details of DD towards Tender fees a) Amount: b) D.D. No. c) Date of issue: Name of issuing bank	
14	Details of DD towards EMD a) Amount: b) D.D No: c) Date of issue: Name of issuing bank	
15	Any other details need to be specified	

PROFORMA FOR FINANCIAL BID**(A) *RATE SHEET**

Sr. No	Description	Cleanable area in sq.mt. (mentioned in Annexure–III)	Rate/sq.mt. / Month	Total in Rs.
1	Providing housekeeping and sanitation services as per mentioned terms in tender herein (This will be inclusive of all charges)	95859.00		

(B) *DETAIL BREAKUP FOR ABOVE QUOTED RATES/SQMT/MONTH

Sr. No.	Description	Total in Rs. (Included in above quoted rates)
1	Salary expenses per month	
2	Material expenses per month	
3	Machinery/Equipment expenses per month	
4	Administrative work expenses per month	
5	Profit per month	
6	Taxes per month	
7	Other all type expenses to provide the services as per mentioned terms in tender herein per month	
Total expenses per month		

**Special Note: Payment shall be disbursed on actual or the above-mentioned detail (A) & (B) breakup quoted rates whichever is less.*

RATES FOR EXTRA MANPOWER IF REQUIRED						
Sr. No	Category	Unit	Daily rate (₹)	Service charges (%)	Total	Remarks
1	Plumber	Per person per day				
2	Mason	Per person per day				
3	Welder	Per person per day				
4	Carpenter	Per person per day				
5	Aluminum Worker	Per person per day				
6	Driver	Per person per day				
7	Peon	Per person per day				
8	Lab attendant	Per person per day				

AREA SHEET			
Sr. No	Building Name	No. of Floor	Cleanable Area (Sq. Mt)
1	Harish And Jyotsna Patel Administrative Enclave	G th floor	1474
		1 st floor	1927
2	Indukaka Ipcowala Institute of Management	G th floor	2195
		1 st floor	2195
3	Ramanbhai Patel Collage of Pharmacy	G th floor	2887
		1 st floor	2887
		2 nd floor	328
4	Devand Patel Institute of Advance Technology and Research	G th floor	2112
		1 st floor	2066
		2 nd floor	2066
5	Chandubhai S. Patel Institute of Technology (EC/EE)	G th floor	2906
		1 st floor	2871
		2 nd floor	2906
6	Chandubhai S. Patel Institute of Technology (CI/ME/CE/IT)	G th floor	3204
		1 st floor	3204
		2 nd floor	3204
7	P.D. Patel Institute of Applied Sciences	G th floor	2829
		1 st floor	2829
		2 nd floor	2829
8	Smt. Chandaben Mohanbhai Patel Institute of Computer Application	G th floor	2152
		1 st floor	2152
		2 nd floor	2152
9	Ashok And Rita Patel Institute of Physiotherapy	G th floor	1224
		1 st floor	1224
		2 nd floor	1224
10	Manikaka Topawala Institute of Nursing	G th floor	1271
		1 st floor	1403
		2 nd floor	1271
		3 rd floor	87
11	Bapubhai Desaibhai Patel Institute of Paramedical Sciences	3 rd floor (Old Part)	2495.00
12	Bapubhai Desaibhai Patel Institute of Paramedical Sciences	3 rd floor (New Part)	1642.00
13	Kalson Kasiba Girls Hostel-1	G th floor	700
		1 st floor	700
		2 nd floor	700
14	Jcp Girls Hostel-2	G th floor	805
		1 st floor	805
		2 nd floor	805
15	Charusat Girls Hostel-3	G th floor	1014
		1 st floor	1014
		2 nd floor	1014
16	Kamlaben Ramanbhai Patel Girls Hostel-4	G th floor	1547
		1 st floor	1547

		2 nd floor	1547
17	Tej Smruti Girls Hostel-5	G th floor	632
		1 st floor	632
		2 nd floor	632
		3 rd floor	632
		4 th floor	632
		5 th floor	632
		6 th floor	632
18	Divya Engineer Girls Hostel-6	G th floor	632
		1 st floor	632
		2 nd floor	632
		3 rd floor	632
		4 th floor	632
		5 th floor	632
		6 th floor	632
19	Staff Quarters-1	G th floor	300
		1 st floor	53
		2 nd floor	53
		3 rd floor	53
		4 th floor	300
		5 th floor	300
20	Staff Quarters-2	G th floor	300
		1 st floor	300
		2 nd floor	300
		3 rd floor	300
		4 th floor	300
		5 th floor	300
21	Provost House	G th floor	151
		1 st floor	62
22	Sports Complex	G th floor	1750
		1 st floor	543
		2 nd floor	258
23	Multiutility Complex	G th floor	915
		1 st floor	915
		2 nd floor	915
		3 rd floor	915
24	Water treatment plant	G th floor	224
25	Animal House	G th floor	45
		1 st floor	45
Total Cleanable Area			95859 Sq. Mt
<p>NOTE: Please note that tasks such as the movement and cleaning of campus roads, the areas around buildings, parking, walkways, block paving, plinth protection zones, seating and lunch shades, terraces, solar panel installations, water tanks, and the bus stand at CHARUSAT, as well as the electric and HT Rooms, will be regarded as part of the work scope and will not be compensated separately.</p>			
<p>DECLARATION: I agree with the specified cleanable area mentioned in the tender document (i.e. Annexure-III). I have carefully reviewed the calculation of the cleanable ` in relation to the total built-up area. In this context, I will not submit any further claim for additional cleanable area for the entire duration of the contract.</p>			

List of Quality Materials to be used for cleaning		
Sr. No.	Name of the Items	Make / Brand
1.	Phenyl	WALKER or Equivalent
2.	Toilet cleaner	WALKER or Equivalent
3.	Floor Wash/cleaner	WALKER or Equivalent
4.	Glass Cleaner	TASKI or Equivalent
5.	Room Freshener	Schevaran or Equivalent
6.	Air Freshener spray	Airwick or Equivalent
7.	Liquid soap	Original Dettol
8..	Solid soap (50 Gram)	Dove or equivalent
9.	Toilet Roll	Premium quality - 3ply
10.	Naphthalene Balls (Color + White)	Sunny, Elephant or Equivalent
11.	Urinal Screen	Good Quality
12.	Air Pocket	Godrej or equivalent
13.	Chex dusters	Premium Quality
14.	Floor dusters	Premium Quality
15.	Detergent	Wheel or Equivalent
16.	Bleaching Powder	Premium Quality
17.	Soft Broom	Premium Quality
18.	Big Hard Broom	Premium Quality
19.	Kathi Road Brush (3')	Premium Quality
20.	Scorch + Steel + Wire Brush	Gala
21.	Double Side Toilet Brush	Premium Quality
22.	Mosquito Spray	Hit
23.	Mopping Buckets with Janitor's cart	Premium Quality
24.	Dry Mop Set (Per Worker) & its Refill	Premium Quality
25.	Wet Mop Set (Per Worker) & its Refill	Premium Quality
26.	Floor Wiper	Premium Quality
27.	Auto Air Wick Machine & its Refill	Premium Quality
28.	Gum Pad	Premium Quality
29.	Dust Pan	Premium Quality
30.	Wet floor/Cleaning in progress signs	Premium Quality
31.	Garbage Bag (100 Litre Size)	Premium Quality
32.	Bin Bag (48 x 53 CM Size)	Premium Quality
33.	Thinner	Premium Quality

Note: If the above-branded item is not available, the agency will need to obtain approval for an alternative from the CHARUSAT.

List of Machines/Types of Equipment to Be Used for Cleaning		
Sr. No.	Name of the Items	Minimum Qty Required
1	Auto Scrubber	08 Nos.
2	Road Sweeping Machine (Battery Operated) Cleaning Efficiency: - Mini. 10000 -12000 M²/H	01 Nos.
3	Single Disc Machine (Buffing / Polishing)	06 Nos.
4	Industrial vacuum cleaner (Wet & Dry type)	06 Nos.
5	Jet Machine	02 Nos.
6	Blower	06 Nos.
7	Waste Disposal trolleys / Cycles etc.	As per requirement

DECLARATION

- i. I, _____ Son/ of _____
(Proprietor/CEO/MD/Director/Authorized Signatory of M/s _____ am
competent to sign this declaration and execute this tender document.
- ii. I have carefully read and understood all the terms and conditions including scope of work
of the tender and hereby convey my acceptance of the same.
- iii. The information/ documents furnished along with the above this tender are true and
authentic to the best of my knowledge and belief.
- iv. I/ We/ am are well aware of the fact that furnishing of any false information/ fabricated
document would lead to rejection of my tender at any stage besides liabilities towards
prosecution under appropriate law.
- v. Each page of the tender document and papers submitted by my company is authenticated,
sealed and signed, and I take full responsibilities for the entire documents submitted.

Authorized Signatory

(Seal of the Company)