Notice Inviting Tender for housekeeping services at SIHM, KOZHIKODE

Sealed tenders are invited from the interested reputed, resourceful and experienced contractors providing housekeeping services to a reputed organization or Govt. Organisation or reputed Training College / Centre for providing the housekeeping services at the State Institute Of Hospitality Management, Kozhikode-5.

<table>
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<tr>
<th>Item No.</th>
<th>Nature of Work</th>
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<tbody>
<tr>
<td>1</td>
<td>Housekeeping Services at State Institute of Hospitality Management</td>
</tr>
</tbody>
</table>

Interested parties may download the Tender Form(s) containing the terms and conditions, etc. from the institute’s website www.sihmkerala.com

The last date for submission of the Tender Form(s) duly filled in and complete in all respects will be 08.01.2020 up to 3.00 pm. Technical Bid and Commercial Bid must be placed in separate covers super scribing the cover “Technical Bid” or “Commercial Bid” as applicable. These two covers should be placed in a main cover super scribing the envelop "Tender for Housekeeping Services”. The completed tender form (Technical Bid) should accompany a non-refundable Bank draft for Rs.500/- in favour of Principal,SIHM, KOZHIKODE towards cost and processing of tender document.

The INSTITUTE reserves the right to accept / reject any or all the offers without assigning any reason whatsoever at any stage.

PRINCIPAL.
TERMS AND CONDITIONS FOR HOUSE KEEPING SERVICES TO BE RENDERED

1. The contractor should possess the **record of providing unblemished Housekeeping services** in a reputed organization or Govt. Organisation or reputed Training College / Centre and having a minimum of 8 to 12 (eight to twelve) persons on their pay roll and the list of persons should include the name of the contractor himself / herself to ensure their continuous presence at the Institute’s premises. The contractor will have to produce certificate(s) to this effect from organization (s) for having satisfactory / unblemished work experience. (Technical bid).

2. The Interested bidder should visit the site and understand the scope of work before offering the quote. Certificate to this effect annexure 1, a part of Tender document, should be enclosed in the Technical Bid.

3. The bidder shall submit Technical Bid separately and commercial bid **separately in two sealed envelopes**. Commercial Bid if found “open” along with technical bid will be summarily rejected.

4. Commercial bids of ONLY those contractors who qualify in the Technical bids will be opened .Commercial bids shall include all taxes.

5. In case the lowest rate (L1) quoted by two or more bidders is same / equal, then the tenderer will be selected based on the Technical Bid qualifications and/or any other criterion to be fixed by the Tender Evaluation Committee in such eventualities. The Decision of the Committee is final.

6. **SERVICES REQUIRED (Thrice a week- Monday, Wednesday, Friday)**
   - 6.1 Cleaning of Public area, Stairs, Corridors, Toilets- Floor, Ceiling of entire building, Wall, Windows and Window panes of entire building, doors,fans etc by using appropriate cleaning agents, equipments and methods.
   - 6.2 Cleaning of Furniture in the Public Area
   - 6.3 Cleaning of sanitary wares.
   - 6.4 Cleaning of Terraces(OTS) in first, second, third floor
   - 6.5 Cleaning of trenches located in different floors

7. Terms of Payments: In consideration of services to be rendered by the Contractor, the charges for Housekeeping as agreed shall be paid on monthly basis subject to production of bills/vouchers etc to the Institute. The charges / payments shall be at the rate as agreed upon (Inclusive of All Taxes)

8. The period of contract will be for one year which may be reviewed thereafter for further renewal or otherwise.

9. The Contractor shall possess necessary license, permit, consent, sanction, etc from the competent authority as may be required or called for by local or any other authority
for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force.

10. The Contractor shall bear all taxes, rates, charges, fees, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Contractor shall furnish such proof of payment of compliance or the obligations including registration certificates, service Tax Registration, receipts, licenses, clearance certificates etc. as may be required by the Institute from time to time.

11. The contractor shall comply with all applicable laws, rules & responsibilities in force from time to time.

12. The Contractor shall devote his full attention to the proper work of Housekeeping services and the areas cleaned should be of acceptable standards.

13. The Contractor will pay salary, allowances, compensation, etc. to his employees as per rule under Minimum Wage Act etc. at his end and keep a record of it for the checking / inspection by any of the Government Agency, Inspector, Institute Official or any Authority as and when required. Institute will nowhere be responsible for lapses found if any and the Institute will not be responsible for payment of anything to the employee of the caretaker / Contractor.

14. In case the Contractor or any of his employees fails to fulfil his/their obligations for any day or any number of days to the satisfaction of the Institute for any reason whatsoever, the Contractor shall pay by way of liquidated damages to be decided by the Institute for the entire number of such days and the College, without prejudice to its other rights and remedies, shall be entitled to deduct such damages from the moneys, if any, payable by it to the Contractor.

15. The Contractor shall pay a security deposit equivalent to 10% of the annual approximate cost of contract as per the approved rate prior to commencement of service under this agreement. SIHM shall be entitled to adjust or appropriate the said security deposit towards loss or damage caused by the Contractor or his employees or the amount of value of shortage or breakage or damage in the implements / equipments and any other item entrusted to or caused to other assets of the Institute by the contractor or his employees or any other liability of the Contractor. The security deposit that may be made with the SIHM shall not carry any interest.

16. The Contractor shall not assign or sub-contract the contract to other parties. In case of violation/contravention of any of the terms and conditions mentioned herein, the Institute reserves the right to terminate this agreement forthwith without giving any notice to the Contractor and without prejudice to its right to recover damages and other charges / cost to the Institute/ STC from amount payable to him or otherwise.

17. The Contractor shall pay in case the Contractor or any of his employees fails to fulfil his/their obligations for any day or any number of days to the satisfaction of the Institute for any reason whatsoever, the Contractor shall pay by way of liquidated damages to be decided by the Institute for the entire number of such days and the College, without prejudice to its other rights and remedies, shall be entitled to deduct such damages from the moneys, if any, payable by it to the Contractor.

18. The staff deployed for Housekeeping services will be well trained and experienced in housekeeping services, bear good conduct and physically fit for the work. The Contractor's employees will be allowed entry into the specified areas of the premises
of the Institute with the specific permission of the Principal or any officer authorized in this behalf and with valid photo identity card issued by the Contractor and displayed prominently.

19. The Institute reserves the right to alter any of the above terms & conditions or terminate this agreement/contract at any time by giving one month notice in writing.

20. The Institute shall not be liable / responsible for any incident /occurrence/casualty/death/ injury/damage caused to the person/deployed by the contractor for rendering services as per this agreement due to negligence or any reason whatsoever.

21. The contractor shall indemnify the Institute for any incident/occurrence/injury/damage/ loss etc., caused to the employees of the Institute/Participants/Faculties etc., due to negligence on the part of the contractor or his employees/persons/agents etc.

General-

22.1 All the workers will wear the uniform in clean condition while attending to their duties and carry their duties and carry their photo identity cards and displayed prominently.

22.2 Desired level of cleanliness in the entire complex of the Institute will be maintained and for this all cleaning agents and materials/ instruments/ tools, etc. Will be provided by the Contractor. The supervisor of the Contractor will attend to complaints on urgent basis round the clock.

22.3 The overhead water tanks and the underground water tanks will be cleaned thoroughly using Bleaching Powder/ Detergent/ Cleaning chemicals at least once in a Quarter of an year.
SITE VISIT CERTIFICATE

This is to certify that I / our representative Mr/Ms______________________________
visited the State Institute of Hospitality Management, Kozhikode on_______at_____AM/PM to
understand the scope and the nature of Housekeeping services to be executed by the contractor.
We are fully aware of the nature of the housekeeping services to be carried out.

Signature with date and Seal
### TENDER FORM (TECHNICAL)

**FORMAT OF APPLICATION FOR PROVIDING HOUSEKEEPING at SIHM KOZHIKODE**

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>Full name of the Contractor / firm (in block letters)</td>
</tr>
<tr>
<td>2</td>
<td>Full address of the Contractor / firm with telephone number, e-mail number, fax number</td>
</tr>
<tr>
<td>3</td>
<td>Experience in years (Pls attach the work order/Certificates)</td>
</tr>
<tr>
<td>4</td>
<td>Constitution of the Firm: Sole / Proprietorship</td>
</tr>
<tr>
<td>5</td>
<td>Name(s) of the Proprietors with their full address, telephone number, e-mail number, fax number</td>
</tr>
<tr>
<td>6</td>
<td>Details of Registration, Trade License, Labour Registration doc., other license held / obtained from the various authorities (enclose applicable Xerox copies)</td>
</tr>
<tr>
<td>7</td>
<td>Name of 2 referees of repute with address telephone number (enclose their certificates) if any.</td>
</tr>
<tr>
<td>8</td>
<td>PAN No&lt;br&gt; GST No. (enclose Xerox copies)</td>
</tr>
<tr>
<td>9</td>
<td>Bank Account Details</td>
</tr>
</tbody>
</table>
I / We certify that I / We have read, understood and accept the contents of the terms and conditions incorporated in the Tender Form and below also the mentioned ‘Notes’ and submit this Tender for consideration. I / We certify that the above statements are true.

Signature of the authorized signatory )

Full Name ______________

DATE : ( SEAL )
# TENDER FORM (COMMERCIAL)

## FORMAT OF APPLICATION FOR PROVIDING HOUSEKEEPING SERVICES 
**AT SIHM KOZHIKODE**

The details of rates quoted:

<table>
<thead>
<tr>
<th>For providing following Services</th>
<th>Bid inclusive of all Taxes (Monthly basis)</th>
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<tbody>
<tr>
<td>Housekeeping Services including</td>
<td></td>
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<tr>
<td>- Cleaning of floors, ceilings, walls, windows, window panes, doors etc of public areas, stairs, Corridors, etc</td>
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<tr>
<td>- Cleaning of Trenches located in various floors and Terrace in first, second, and third floor (OTS)</td>
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<tr>
<td>- Cleaning of Toilets</td>
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<tr>
<td>(Cleaning services- Three times a week- Cost including labour, cleaning agents, materials, tools)</td>
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</table>

( TOTAL : Rupees ____________________________ )

I / We certify that I / We read understood and accept the contents of the broad terms and conditions incorporated in the Tender Form and submit this Tender for consideration. I / We certify that the above statements are true.

( Signature of the Contractor )

Full Name ____________

Address ______________

DATE : ( SEAL )