



GOVERNMENT OF TELANGANA

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Web Site : www.aarogyasri.telangana.gov.in

**TENDER DOCUMENT ON E-PROCUREMENT PLATFORM
FOR**

Providing of Housekeeping Services for AHCT and its branches i.e., Y.S.R. Bhavan, Jubilee Hills, Hyderabad and 2nd Floor of AP Markfed Building, Jambagh for a period of Twelve (12) months from the date of commencement of Services.

Tender Notice No : No: 2928/AHCT/Admn/2017, dated: .11.2017

Name of the Service Provider :
and Address :
:

O/o. the Chief Executive Officer
Aarogyasri Health Care Trust,
Door No. 8-2-293/82/a/ahct,
Road No. 46,
Jubilee Hills,
Hyderabad - 500033.
Phone: 040-23547107

GENERAL INFORMATION ABOUT TENDER

1.	Tender No.	2928 /AHCT/Admn/2017
2.	Downloading of tender forms	From 11.00 Hrs on 01-11-2017 upto 15.00 Hrs on 12-11-2017 from e-procurement portal http://tender.eprocurement.gov.in
3.	Pre-bid meeting	On 09-11-2017 at 3.00 PM at AHCT, Door No. 8-2-293/82/a/ahct, Road No. 46, Jubilee Hills, Hyderabad – 500033.
4.	Last Date and Time for Receipt of sealed Tender	15.00 Hrs on or before 13 -11-2017 for online submission. The last date for submission of hard copies at office of the AHCT, Jubilee Hills, Hyd. will be 17 Hrs. on or before 13-11-2017.
5.	Time and date for the opening of pre-qualification bids and Technical bids	15.00 Hrs and 16.00 Hrs. on 14 -11-2017 at Office of the AHCT, Jubilee Hills, Hyderabad.
6.	Time and date for the opening of Commercial bids	15.00 Hrs on 15-11-2017 at Office of the AHCT, Jubilee Hills, Hyderabad.
7.	Address for communication	Chief Executive Officer, Aarogyasri Health Care Trust, Door No. 8-2-293/82/a/ahct, Road No. 46, Jubilee Hills, Hyderabad – 500033.
8.	Procedure for Offer Submission	The Bidders shall submit their response through Bid submission to the tender on e-Procurement platform at www.eprocurement.gov.in by following the procedure given below. The Bidders would be required to register on the e-procurement market place www.eprocurement.gov.in or https://tender.eprocurement.gov.in and submit their bid online. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform. The Bidders shall submit their eligibility and qualification details in Pre-qualification bid, Technical bid, Financial bid etc., in the online standard formats displayed in e-procurement web site. The Bidders shall upload the scanned copies of all the relevant certificates, documents etc, in support of their eligibility criteria/technical bids and other certificates/documents in the e-Procurements web site. The Bidders shall sign on the statements, documents, certificates, uploaded by them; owing responsibility for their correctness/authenticity. The Bidders shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the Tender Notice and Bid Document.
		<p>1. <u>Registration with e-procurement platform.</u> For registration and online bid submission, Bidders may contact https://tender.eprocurement.gov.in.</p> <p>2. <u>Digital Certification Authentication:</u> The Bidders shall authenticate the bid with their Digital Certificates for submitting the bid electronically on e-</p>

procurement platform and the bids not authenticated by digital certificate of the Bidders will not be accepted on the e-procurement platform

3. Submission of Hard Copies:-

After submission of bid online, the Bidders are requested to submit the originals of DD towards EMD drawn in favour CEO, Aarogyasri Trust along with bid processing fee. These are to be submitted to the Tender Inviting Authority before the due date prescribed. The department shall not take any responsibility for any delay for non-receipt of tender within the time limit. If any of the document furnished by the Bidders are found to be false/fabricated/bogus, such Bidders are liable for blacklisting and forfeiture of the EMD besides cancellation of work.

4. Payment of Transaction Fee:-

It is mandatory for all the participant Bidders from 1st January 2006 to electronically pay a Non Refundable Transaction fee to M/s APTS, the service provider through “**Payment Gateway Service on e-Procurement Platform**” The Electronic Payment Gateway accept all Master and Visa Credit Cards issued by any Bank and Direct Debit Facility/Net Banking of ICICI Bank, HDFC, Axis Bank to facilitate the transaction. This is in compliance of G.O.Ms.13 dated.07-05-2006. The GST of 18% + Bank Charges on the transaction amount payable to APTS shall be applicable.

5. Tender Document:

The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Documents and seek clarification, if any, from the Tender Inviting Authority. The Bidders have to keep track of any changes by viewing the Addenda/corrigenda issued by the Tender Inviting Authority from time-to-time, in the e-procurement platform. The Department calling for Tenders shall not be responsible for any claims /problems arising out of this.

6. Bid Submission Acknowledgement:

The Bidders shall complete all the processes and steps required for the Bids submission. The System will generate the acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the Bidders. Users may also note that the bids for which an acknowledgment is not generated by the e-procurement System are treated as invalid or not saved in the System. Such invalid bids are not

		made available to the Tender inviting Authority for processing the bids. The Government of Telangana and M/s APTS are not responsible for incomplete bid submission by users.
9.	General Terms & Conditions	As Per Tender Document.

Tender No:2928 /AHCT/Admn/2017

Tender call for selection of an Agency for providing Housekeeping Services to Aarogyasri Health Care Trust.

SECTION-I INVITATION OF BIDS

1. Introduction to Bidders

Sealed Bids are invited by the Aarogyasri Health Care Trust from the registered/ licensed Contractors/ Agencies/ Firms to outsource staff of various categories of posts mentioned in the tender document for a period of one year from the date of award of the contract.

Interested bidders may view and download the tender document containing the detailed terms & conditions, from the website www.eprocurement.gov.in from 11:00 hours on 01.11.2017 upto 15:00 hours 12.11.2017 Tender process fee of Rs. 1000/- (Rupees One Thousand only) in the form of account payee Demand Draft has to be enclosed with the Per-qualification Bid of Tender, no tender will be accepted without processing fee to.

Bidders are expected to study and understand all the terms and conditions in the tender before submission of bids.

2. Procedure for submission of bids

The Tender shall have three parts i.e. “**Pre-qualification bid**”, “**Technical Bid**” and “**Commercial Bid**”. All three bids should be submitted in duly sealed separate envelops, by keeping all in one sealed cover.

All the bids duly sealed and super-scribed with “**TENDER No. AND “TENDER FOR SELECTION OF AN AGENCY FOR PROVIDING HOUSEKEEPING SERVICES IN AAROgyASRI HEALTH CARE TRUST**” should be dropped in the sealed tender box kept at the office of the Chief Executive Officer, Aarogyasri Health Care Trust, Door No. 8-2-293/82/a/ahct, Road No. 46, Jubilee Hills, Hyderabad – 500033 before the due date and time. Tenders received late shall not be considered.

3. Scope of Work:

This tender aims to engage an Agency which can outsource categories of persons mentioned in the tender for providing Housekeeping services to Aarogyasri Health Care Trust for a period of one year.

The manpower should be deployed at various units / sub-units, which are under the administrative control of Aarogyasri Health Care Trust.

4. Eligibility criteria:

- a. The prospective bidders should have experience of having successfully provided manpower for Housekeeping Services in State/Central Government Depts., Autonomous bodies, PSUs and reputed private companies during the last three (3) years. i.e 2014-15, 2015-2016 and 2016-2017.
- b. Should have executed at least three (3) similar work orders during the above 3 years.
- c. The average annual turnover of the agency during the above 3 years should be not less than one crore. The turnover should be got certified by the chartered accountant.
- d. The Agency shall have registration certificate from Labour Dept., Govt. of Telangana as Housekeeping Services provider with validity during the tenure of the contract. Proof of registration from Labour Dept. to be enclosed.
- e. Should have been registered with Income Tax, GST, ESI, EPF Departments and others statutory bodies.
- f. Should produce Solvency Certificate from Nationalized /Scheduled Bank for an amount of minimum Rs.10 Lakhs. The solvency certificate should not be more than three months old.

5. Pre bid Meeting

A pre bid meeting will be conducted on the date noted in the tender. The bidders are requested to get their doubts clarified or seek clarification on the issues in the tender during the pre bid meeting only. The conclusions arrived at in the pre bid meetings shall be placed in the website for information of the bidders.

6. Amendments to bid document:

Any amendments or modification in the bid document shall be brought to the notice of the bidder through web site for their information.

SECTION II
GENERAL TERMS AND CONDITIONS

1. Requirement of Manpower Posts:

The requirement of Manpower is furnished in Annexure - I. Bidders should quote for all posts; otherwise, the bid will be rejected summarily. The salary structure of Manpower is furnished in Annexure -II.

2. Bid Security (EMD)

- A. The bidder/firm shall deposit the amount as mentioned below towards Bid Security (Earnest Money Deposit) in the form of Demand Draft from any Nationalized Banks/Commercial Banks/Scheduled Banks for an amount of Rs.1,00,000/- (Rupees One Lakh only) in favour of the “Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad” and attach it along with Pre-qualification Bid document. No tender will be accepted without EMD.

The earnest money of the successful bidder shall be adjusted against bank guarantee towards Performance Security.

B. Forfeiture of the bid Security-

If a bidder withdraws his bid during the period of bid validity or in case successful bidder fails---

- (i) To sign the contract within the stipulated period or
- (ii) To furnish Performance Bank Guarantee of 10% of contract value within the stipulated period; or
- (iii) If at any stage, any information /Declaration furnished by the bidder is found to be false.

3. Procedure for opening of Bids

The Tender Evaluation Committee shall open all the bids in the presence of the Bidders or their authorized representatives on the dates & time indicated above (General Information about Tender). Persons carrying authorization letter from bidders only shall be permitted to attend the meetings. The technical bids of those, who are not qualified in Pre-Qualification bids shall not be opened.

4. Contents of Bids

The Bids submitted by the bidder shall comprise of the following components:

a) Documents to be enclosed with “Pre-qualification Bid”:

- i) Tenders process Fee of Rs. 1000/- (Rupees One Thousand only) in the form of Account Payee Demand Draft drawn in favour of “Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad”.
- ii) No tender shall be accepted without process fee of Tender Document. The processing fee is not refundable.
- iii) Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees : One Lakh only)
- iv) Certificate of Registration of the company, partnership deed (in case of partnership).
- v) Copies of Income Tax returns for the last three (3) **Financial years** 2014-15, 2015-16, 2016-17 and audited Financial Statements showing the turnover from services for the last three years. Average annual turnover of the Agency/company should not be less than Rs.1.0 Crore during the last three financial years to be enclosed.
- vi) Copies of authorized current documents in connection with registration of the firm under Service Tax/GST.
Copy of Certificate of Registration of ESI.
Copy of Certificate of Registration of EPF.
Copy of Registration from Labour Dept.
Challans showing prompt payment of EPF etc.,
- vii) Copy of the PAN Card showing the PAN number of the Agency allotted by the Income Tax authorities.
- viii) An undertaking on the letter head of Agency that the bidder is following all directives of the Government, applicable to itself (bidding firm) and its employees regarding.
- ix) Letter of understanding on letter head of Agency stating that they have not been blacklisted by any State Government / Central Government / PSU for any reason in the last five financial years, which is duly signed by the Officer competent and having the power of attorney.
- x) Since the terms & conditions in tender document get converted into contract, it is necessary for **the Authorized Signatory to sign in each and every page of the tender document with seal and return the same as part of the Pre-qualification Bid.**

b) Documents to be enclosed with “Technical Bid”:

- i) Bidders Particulars (Annexure-T1)
- ii) List of Customers to whom similar services rendered / are being provided.

Legible copies of documents of work orders, service agreements etc in support of agency's experience for the last three years in providing such services in Govt. / Public Sector Undertaking / Autonomous bodies / Reputed Private Companies / Organizations. Documentary evidence showing three similar completed works, costing not less than Rs. 1.0 crore in each financial year.

- iii) Solvency certificate for a minimum of Rs. 10 Lakhs (Rupees Ten Lakhs only) from any Nationalized / Scheduled Bank and it should not be more than three months old.
- iv) Any other document required as per various clauses and terms and conditions mentioned in the tender document.

c) " Commercial Bid" comprising of the following to be filled in accordance with the formats provided in the Tender Document:

- i) Bid Letter (Annexure-C1)
- ii) Price Schedule (Annexure-C2)
- iii) Contract Form (Annexure-C3)
- iv) Check List(Annexure-C4)

5. Bids shall contain no interpolation, erasers or overwriting. Corrections, if any, shall be attested by the person signing the bid.

6) AHCT reserves right to accept any bid or to reject any or all bids:

- a) Chief Executive Officer, Aarogyasri Health Care Trust reserves the right to accept any bid or annul the Tender Process or reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s).
- b) Bids from any bidder who has not accompanied by tender document process fee or bid Security amount or bids without required documents / information are liable to be summarily rejected.
- c) All relevant documents should be furnished by the bidder and signed (with company seal). Failure to do so will result in summary rejection of the bid.
- d) Bids by Telex / Fax and incomplete bids will be summarily rejected.

07. Period of validity of Bids.

Bids shall remain valid for 90 days from the date of opening of commercial bid. Any bid from the date valid for a shorter period may be rejected by the Tender Evaluation Committee as non-responsive.

08. Quotation of Prices

The Prices should be quoted in Indian Rupees as per the format given at **Annexure-C2**. Price quoted should include all charges including all applicable taxes. Aarogyasri Health Care Trust will pay only the rates quoted in the Annexure-C2. No other payment will be paid.

The service provider shall take into account while quoting the rate all applicable taxes, wages, allowances as per G.O. Ms. No. 11 of LET&F (Lab-II) Dept., dt: 17.01.2012 published in AP Gazette No. 170, dated 19-03-2012, Circular No. J2/7846/2012, dt: 24-05-2016 of the Commissioner of Labour, Govt. of Telangana, Labour Department.

09. Period of contact:

The Contact shall be initially awarded for a period of one year from the date of award of contract. However, Aarogyasri Health Care Trust at its discretion may extend the contract for a further period of one year as per the existing rates, terms and conditions.

10. Award of contract:

Generally the bidder who quoted the least rates will be awarded the contract. In case more than one Agency quotes the same service charges, the length of service of the Agency in the same field / business and turnover of the recent past 3 years will be considered for awarding the contract.

11. Signing of Contract

The successful Agency shall be required to sign a Contract / Agreement with the Aarogyasri Health Care Trust to comply with all the provisions of the Tender.

12. Performance Guarantee

Within 7 days of the receipt of information regarding award of contract from AHCT, the successful Agency shall furnish the performance guarantee in accordance with the conditions of Contract which shall be 10% of the contract value, valid for the entire contract period, in the form of bank guarantee from a Nationalized / Scheduled Bank.

General conditions:

13. Subletting

Selected bidder shall not assign or sublet this contract or any part of it to any other agency in any form. In the event of doing so, it shall result in termination of contract and forfeiture of Security Deposit. During the period of contract, if the

Agency provides such services to any other user at lower price, it has to extend such lower rates to AHCT.

14. Refund of Security Deposit (EMD)

In case of unsuccessful bidders whose tenders are not considered the Earnest Money Deposit will be refunded without any interest within three months of the award of contract.

15. Deployment of services

The successful Agency shall deploy only qualified, experienced, competent and appropriately trained manpower as per the job requirements and qualification indicated at condition (18) below for providing required services. The Agency shall provide details of qualifications and experience of manpower to AHCT before deployment. If AHCT finds that manpower being deployed does not have required qualification and experience, the Agency shall be informed for taking appropriate corrective measures immediately by providing an alternate competent employee immediately. The Agency shall provide a substitute well in advance, if there is any probability of person leaving the job due to his/her own personal reason. The payment in respect of overlapping period of the substitute shall be the responsibility of the Agency.

16. Conditions and responsibilities to be adhered to by Contractor/Agency/Firm:

- i) The successful Agency shall recruit and deploy qualified and experienced personnel as per the requirement of AHCT as specified in Annexure - I. The number of vacancies in each category of post is subject to increase or decrease as per the necessity.
- ii) The manpower proposed to be deployed by the Agency shall be on its pay rolls for all purposes.
- iii) The Agency shall ensure that payment to deployed employees is made in time every month without linking to the payment receivable from AHCT. The payments shall be made to all employees through direct transfer to their respective bank accounts. It is the responsibility of the agency to obtain the performance cum Attendance report from the Authorized Officer by 5th of the succeeding month.
- iv) The service provider shall be responsible for payment of minimum wages as per G.O. Ms. No. 11 of LET&F (Lab-II) Dept., dt: 17.01.2012 published in AP Gazette No. 170, dated 19-03-2012, Circular No. J2/7846/2012, dt: 24-05-2016 of the Commissioner of Labour, Govt. of Telangana, Labour Department.

- v) The Agency shall take a declaration from every employee deputed, that he/she is not involved in any police case of Government of India / respective State of habitat. Their antecedents should be verified suitably by the Agency.
- vi) The Agency shall keep with him, the present and permanent address, contact numbers (phone/Mobile number), e-mail address, educational and technical qualification, specimen signature, two passport size Photographs in respect of each person deployed and furnish these details/information to AHCT as and when called for. The Agency shall supply valid identity cards to all the personnel deployed to the AHCT.
- vii) The deployed persons shall maintain office decorum. They shall be courteous, polite co-operative with the staff members / officials and be committed to the work assigned to them.
- viii) The deployed persons should not be in an inebriated condition while on duty at AHCT and should not be a smoker, tobacco/pan masala chewer.
- ix) The Department may require the service provider to dismiss or remove from site of work, any persons employed by the service provider, who may be incompetent or for his/her/their misconduct and service provider shall forthwith comply with such requirements.
- x) 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 year thereafter and will be extendable for one more year on the existing rates and terms & conditions agreed upon, at the discretion of Trust after expiry of contract.
- xi) The Agency shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest, breach of confidentiality or improper conduct, upon receiving written Notice from Trust.
- xii) The Agency shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of overlapping period of the substitute shall be the responsibility of the Agency.
- xiii) It is the sole responsibility of the deployed housekeeping personnel to execute the assigned work perfectly and neatly. If any damages are caused to assets of AHCT while discharging the duty, suitable amount will be deducted from the contractor's monthly payment.

- xiv) The contractor should ensure that workers follow safety precautions as per safety rules and provide safety equipment, tools to workmen. In case of any accident caused to the housekeeping personnel during the discharge of their duties, it is the sole responsibility of the Contractor to meet any compensation or expenditure in this regard.
- xv) That on the expiry of the agreement as mentioned above, the Agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of 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 same.
- xvi) The Agency's personnel shall not claim any benefit / compensation / absorption / regularization of services in this Trust under the provision of Industrial Dispute Act, 1947 of contract labour (Regulation & Abolition) Act,1970. Undertakings from the person to this effect will be required to submit by the Agency to this office.
- xvii) The Agency will indemnify AHCT of all legal obligations to its employees deputed to work on sites of AHCT.
- xviii) The Agency shall be contactable at all times and message(s) sent by email / fax / Special Messenger / phone from the Department shall be acknowledged immediately on receipt of the same day.
- xix) It is the responsibility of the outsourcing agency to bear out of its commission, the employers contribution towards Provident Fund, ESI, GST etc. The Outsourcing Agency will have to quote it's commission keeping all these payments in view and no additional amount other than the commission will be paid towards these items. However, a certificate should be produced by the Agency regarding proper remittance of EPF, ESI, and GST etc. for release of payment for subsequent month.
- xx) The Invoice raised /claim for work bill should be on actuals.
- xxi) The service provider has to manage the weeks off to its staff as per Contract Labour Act,1970.
- xxii) All employees to be sponsored shall be locals of Telangana State.

17. Scope of services:

The service provider is supposed to perform the following work. The Housekeeping services cover the entire cleaning and upkeep of office premises.

The scope of work in detail includes:-

- (i) Sweeping, cleaning and mopping of covered and uncovered area in entire areas of the AHCT and its branch.
- (ii) Cleaning, sweeping & mopping of floors of all office chambers/ conference room/ equipment room/ terrace/ lobby/ corridors/ toilets/ bathrooms/ wash basin etc. to be done daily and as & when required up to 20:00 hrs. The first cleaning should be completed by 08:00 am daily.
- (iii) Daily removing of wastage/garbage etc. and dumping it at the place earmarked by the local body for the purpose from all the room/ halls/ terrace/ staircases /store/ roof/ corridors/lobby/toilets etc.
- (iv) Daily cleaning and refilling of water in room coolers installed in various offices at locations and cleaning of water coolers, dustbins, water flasks and buckets with detergent etc
- (v) Cleaning and warding of terrace/ toilets/ urinals/ shaft and taking proper care to avoid blocking of sewer system upto the delivery point to the public system.
- (vi) Cleaning/dusting of windows, ventilators, doors, partitions, walls, attachment & fixtures like fans, tubes, fire extinguishers, wall clock etc. of all the office/store room/equipment room/conference room/terrace /lobby/ corridors/ bathrooms/ stair case etc.
- (vii) Washing the conference room/ floors/ stair case/ tiles in open/covered area with detergent/phenyl twice in a week.
- (viii) Cleaning of carpet, sofa sets and curtains with vacuum cleaner daily.
- (ix) Items like chairs, computers, phones etc. shall be cleaned with wet cloth once every day.
- (x) Cleaning & flushing of the wash rooms for every one hour daily.
- (xi) Deweeding, Trimming, Watering, Plantation etc., every day.
- (xii) Washing work: Washing and drying of all linen items daily.
- (xiii) Dusting and moping of tables, chairs, side tables, racks etc.
- (xiv) Spotless neat cleaning of all glass floors and windows from inside. All entrance doors to be cleaned on both sides. Reception doors to be cleaned every two hours neatly.
- (xv) Changing soaps and liquid soaps, toilet rolls and toilet fresheners
- (xvi) Dusting of PCs, Fax Machine, and Photocopier etc.
- (xvii) Dusting of Telephones.

Weekly maintenance:

- (xviii) Polishing the floors once on a week.
- (xix) Proper cleaning of brass doors knobs and name plates with brassoo -- once in a week.
- (xx) Window panes cleaning and cleaning of AC Units etc.
- (xxi) Full cleaning of roof area attached to the office.
- (xxii) Cleaning of water tank once in a month.
- (xxiii) All the work stations and furniture shall be dry cleaned daily. The cleaning should cover areas underneath and difficult to reach corners also.
- (xxiv) Dusting of ceiling of walls once in every week.
- (xxv) Serving of water and refreshments: Daily water to be served at work station cabin etc. refreshments including snacks, tea, coffee etc. to be served as per the instructions of the Trust. Servers shall wear disposable plastic gloves while serving during trainings.
- (xxvi) Supervision of Work: The successful bidder shall ensure supervision of the work on daily basis. The contact number of the person deputed for supervision shall be intimated to the designated officer of AHCT at each location.
- (xxvii) Electrical work: Daily monitor the supply of electricity and attend minor repairs/rectifications immediately for uninterrupted power supply duly taking preventive action. Attending to power breakdown in case of internal faults.
- (xxviii) Providing electricians for preventive maintenance of the power panels, maintenance of light fixtures, power points, replacement of spares etc. and the materials would be supplied by the Trust.
- (xxix) Plumbing work: Regular daily monitoring of the pipelines including drainage to avoid choking of flow. Attend repairs.
- (xxx) Pest control shall be made every week at three locations with branded pesticides / insecticides.

Note: All the cleaning items and consumables and tools for Plumber, and Electrician etc. shall be provided by AHCT as per the requirement given by the contractor.

18. Qualification and Experience of the personnel to be engaged for Housekeeping.

- i) **Unit Supervisors:** Must be Qualified Graduate and should be below 40 years of age. Should have 3 to 5 years of experience in Office building maintenance. Must have ability to supervise and control and carry out instructions. He should be a

person who can coordinate with officials and workers to get the work done smoothly.

- ii) **Electrician:** ITI (Electrician) with minimum 5 years experience in External / Internal wiring, and knowledge of ACs, Transformers, generators, lighting, lift technology etc.
- iii) **Plumber:** ITI (Plumbing) or equivalent with minimum 2 years experience in building plumbing.
- iv) **Housekeeping:** Female/ Male employees with at least one year experience in housekeeping below age of 40 years.
- v) **Office Boys:** Must have passed 10th class.
- vi) **Landscaping/ Gardener:** Male with 2 years experience in watering, digging removing weeds & cleaning the area, trimming the plants etc.
- vii) **Dhobi:** Experience in washing/ cleaning cloths.

19. **Details of Manpower to be deployed:-**

AHCT, Dr. Y.S.R. Bhavan, Jubilee Hills, Hyderabad				
	Shift-1 (7.00AM to 3.00PM)	Shift-2 (11.00AM to 7.00PM)		Total
Housekeeping (M/F)	3	1		4
	Shift-1	Shift-2 (12.00 Noon to 8.00 PM)		
Office Boy (Male)	--	1		1
	Shift-1 (12.00 Noon to 8.00PM)	Shift-2 (8.00PM to 6.00AM)		
Electrician	1	1		2
	General Shift (8.00AM to 5.00PM)			
Dhobi	1			1
Gardener	1			1
	General Shift(9.00AM to 6.00PM)			
Plumber (for Jubilee Hills and Jambagh)	1			1
	General Shift(8.00AM to 6.00PM)			
Unit Supervisor	1			1
	Sub-total- (A)			11
2 nd Floor of A.P. Markfed Building, Jambagh, Koti.				

(Operations Dept, and 104 Sevakendram)			
	Shift-1 (7.00 AM to 3.00 PM)	Shift-2 (12.00 Noon to 8.00 PM)	
Housekeeping(M/F)	3	3	6
Office Boys	2	2	4
	Shift-1 (6.00 AM to 2.00 PM)	Shift-2 (2.00PM to 10.00PM)	
Electrician (For Operations & 104SK)	1	1	2
Unit Supervisor (For Operations & 104SK)	1		1
Sub -total -(B)			13
Grand Total (A+B)			24

- Note: (1) The selected Agency shall arrange the manpower as per requirement given above.
- (2) The number of vacancies mentioned above are tentative subject to increase or decrease as per necessity of the Department and Government office.
- (3) The above mentioned manpower should always be available at the specified timings given. If shortage of manpower is observed, the bill amount will be reduced to that extent.

20. DELIVERABLES: (Details of the premises)

AHCT intends to engage Service Provider for providing of Housekeeping services at two locations.

The deliverable is as mentioned below:

I. AHCT, Dr. Y.S.R. Bhavan, Jubilee Hills.

a) Sweeping area:

S No	Floor Wise	Sft
1	Walking Area (Main Gate of Office Entrance)	17,500

b) Cleaning & Wet Mopping area:

S No	Floor Wise	Sft
1	Ground floor	4,500
2	1st Floor	3,750
3	2nd Floor	4,500
4	3rd Floor	4,600
5	Pantry	4,744
6	Camp Office	2,765
Total		24,859

c) Washing of wash rooms area:

S No	Floor Wise	Sft
1	Ground floor	300
2	1st Floor	250
3	2nd Floor	300
4	3rd Floor	200
5	Pantry	56
6	Camp Office	250
Total		1,356

d) Work Stations - Floor Wise (Dusting & Wet Mopping):

S No	Floor Wise	Number
1	Ground floor	9
2	1st Floor	32
3	2nd Floor	51
4	3rd Floor	74
Total		166
5	Pantry	10 Tables

e) Garden area:

S No	Area	Sft
1	Camp Office	5,795
2	Around Office	8,160
Total		13,955

II) Jambagh Office:

a) Cleaning & Wet Mopping area:

S No	Item	In Sft.
1	Floor area	13,639

b) Washing of wash rooms:

S No	Floor Wise	Sft
1	Total Wash Room Area	650

c) Work Stations (Dusting & Wet Mopping):

S No	Item	Sft
1	Work Stations - Operations Wing	110
2	Work Stations - 104SK	50
Total		160

Abstract

Name of the Location	Description of work (in Sft.)				No. of Work Stations
	Sweeping Area	Cleaning & Wet Mopping Area	Wash Rooms	Garden Area	
Trust Office, Jubilee Hills	17,500	24,859	1356	13,955	166
Jambagh (Operations & 104 SK)	-	13,639	650	-	110 (Operations Wing) 50 (104SK, Koti)
Total	17,500	38,498	2,006	13,955	326

21. Force Majeure:

If at any time, during the existence of this contract, the performance in whole or in part by either party under obligation, as per this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, restriction, strike, lockout or acts of any kind of natural calamity (herein after referred to "eventuality"), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the state of occurrence of thereof, neither party shall be reason of such an "eventuality" be entitled to terminate their contract nor shall either party have any claim or damages against the other in respect of such non-performance or delay in performance and deliveries under the contract. The

contract shall be resumed as soon as practicable after such “eventuality” has come to an end or ceases to exist. In case of any dispute, the decision of the CEO, AHCT shall be final and conclusive, provided further that if the performance in whole or part or any obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days either party may at its option, terminate the contract.

22. Termination of contract:

The designated officer of AHCT reserves the right to terminate the contract with an advance notice of one month without assigning any reason. The contract can also be terminated at the request of Agency, with an advance notice of three months failing which agency is liable to pay liquidated damages for delay besides forfeiture of Security deposit or Performance Bank Guarantee.

23. Termination for Default:

The CEO or the designated officer of AHCT may, without prejudice to any other remedy for breach of contract, shall send a notice to the Agency to terminate this contract whole or in part under the following circumstances:

- a. If the Agency fails to deliver any or all the services mentioned in the contract, or any extension thereof granted by AHCT.
- b. If the Agency fails to perform any other obligations under the contract.
- c. If the Agency, in either of the above circumstances, does not remedy its failure within a period of 15 days (or such longer period as AHCT may authorize in writing) after receipt of the default notice.
- d. In the event, AHCT terminate the Agency in whole or in part pursuant to above points, the AHCT may hire the Agency at the risk and cost of working Agency as AHCT deems appropriate. However, the Agency shall continue the performance of the contract to the extent not terminated.

24. Right to Black List:

AHCT reserves the right to blacklist an Agency for a suitable period in case it fails to honour its bid without sufficient grounds.

25. Submission of Invoices and payment:

Payment: AHCT shall pay on monthly basis within 30 working days after submission of bills with necessary enclosures. However, in case of delay in any particular month due to valid reasons, the Agency should ensure the payment to its employees deployed at AHCT.

The successful Agency should submit pre-receipted bills in triplicate for each month at the end of the month along with certificate from the concerned officers regarding satisfactory performance related to the deployed employees.

AHCT shall process the payment expeditiously and try to release payments within 30 days. Payments shall be subject to deductions of applicable penalty amount where the bidder does not fulfill agreed terms & conditions, as the case may be. All payments shall be made subject to deduction of TDS (Tax Deduction at Source) as per the Income Tax Act, 1961 and any other applicable taxes, from time -to-time.

The successful Agency is required to produce the acknowledgements of receipt of wages by employees duly indicating the earnings, deductions towards EPF and ESI of previous month while submitting bill for payments. Documents/receipts /counter folios for having paid/remitted the EPF, ESI, GST or any other tax levied by Government of previous month shall also be furnished, while submitting bill for payments.

26. Penalty Clauses

- i. The successful Agency shall start providing manpower from the date of intimation. Any unjustified and unacceptable delay in deployment of manpower by the bidder will have for penalty @ Rs.100/- per day per person.
- ii. In case the manpower deployed is not performing satisfactory services, the Agency will have to replace the manpower within 7 days of intimation after due approval of competent authority, failing which 2% will be deducted from the amount payable for the current month or security deposit or performance guarantee.
- iii. The successful Agency shall ensure that payment is given to the deployed employee in time and that the Agency shall be responsible for all and any of eventual default or violation of labour laws applicable to such cases. If the successful Agency does any malpractice in payment to any deployed employee its security deposit or performance Guarantee will be forfeited and his job order will be cancelled.
- iv. The other form of Penalty not mentioned in the Tender Document will be decided by the appropriate authority on case to case basis.

27. Arbitration

If any difference arises concerning this agreement, its interpretation on the payment to be made thereunder, the same shall be settled by mutual consultations

& negotiations. If attempts for conciliation do not yield any results within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an arbitral tribunal containing a sole arbitrator. Such request shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under Law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the Claimant. The arbitration proceedings shall take place at Hyderabad and shall be conducted in English. The provisions of Arbitration and Conciliation Act, 1996 and the rules framed thereunder and in force shall be applicable to such proceedings.

28. Applicable Law

The successful Agency shall comply with Governments Labour Laws & Acts, Regulations and directives in force. All the registers as required by the applicable Act / Rules should be maintained and produced when demanded by the competent authority.

29. Miscellaneous

Any other terms & conditions, mutually agreed to, prior to finalization of the contract shall be binding on the Agency and AHCT during the period of the contract. Default of any terms and conditions of the tender will result in rejection of the bid and forfeiture of EMD /Security deposit, accordingly.

30. Canvassing

Bidders are here by warned that canvassing in any form for influencing the process of Notification of Award would result in disqualification of the Bidder.

Chief Executive Officer,
Aarogyasri Health Care Trust.

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ANNEXURE-I

PERSONNEL DEPLOYMENT DETAILS

S. No	Location	Supervisor	Electrician	Plumber	House keeping staff	Office Boys	Gardener	Dhobi	Total
1	Aarogyasri Health Care Trust Building, Dr. Y.S.R. Bhavan, Jublee Hills, Road No:46, Hyderabad	1	2	1	4	1	1	1	11
2	2nd Floor of A.P. Markfed Building, Jambagh, Koti (Operations Dept. & 104 SK of AHCT)	1	2	-	6	4	-	-	13
Total		2	4	1	10	5	1	1	24

Note: The number of vacancies mentioned above are tentative subject to increase or decrease as per necessity of the Department and Government orders.

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ANNEXURE-II

Salary Structure as per G.O. Ms.No. 11 of LET&F (Lab-II) Dept., Dt: 17.01.2012 and Circular No. J2/7846/2012, dt: 24.05.2016, of Commissioner of Labour, Govt. of Telangana Labour Department.

Sl.No.	Name of the post	Category	Basic Wage	Cost of living allowance to be paid per each point of increase.
1.	Supervisor	Skilled	Rs. 8,079/-	Rs. 9.90
2.	Electrician	Semi Skilled	Rs. 6,579/-	Rs. 7.75
3.	Plumber	Semi Skilled	Rs. 6,579/-	Rs. 7.75
4.	Housekeeping (M/F)	Unskilled	Rs. 5,579/-	Rs. 6.55
5.	Gardner	Unskilled	Rs. 5,579/-	Rs. 6.55
6.	Office Boys	Unskilled	Rs. 5,579/-	Rs. 6.55
7.	Dhobi	Unskilled	Rs. 5,579/-	Rs. 6.55

CHECK LIST FOR PRE-QUALIFICATION BID

Sl.No.	Documents attached	Details	Compliance(Y/N)
1	Tender Process Fee of Rs.1000/- in the form of Account Payee Demand Dart/Banker's Cheque.		
2	EMD amount of Rs.1,00,000/- in the form of Demand Draft or Bank Guarantee from any nationalized Banks /Commercial Banks/Scheduled Banks		
3	Copy of certificate of Registration of the company/Partnership deed /(in case of Partnership).		
4	(a). Copies of Income Tax returns for the last three (3) financial years 2014-15, 2015-16 and 2016-17 duly authenticated. (b). Copy of audited Balance Sheets for the last three years(Turnover per year should not be less than Rupees: One Crore during the last three financial years) Annexure PQ-1		
5	Copies of authorized current documents in connection with registration of the firm under Service Tax.		
6	a) Copy of registration certificate for VAT or similar registration with Govt. Authorities. b)Copy of certificate of registration of ESI c)Copy of registration of EPF		
7	Copy of the PAN Card showing the PAN number of the firm allotted by the income Tax authorities.		
8	(a) Copy of Contact Labour license for supply of manpower as Contact Labour (R&A		

	Act,1970) and Rules,1971.		
9	An undertaking on letter of Agency that the bidder is following all directives of the Government, applicable to itself (bidding firm) and its employees regarding.		
10	Letter of undertaking on Letter head of Agency stating that they have not been blacklisted by any State Government / Central Government /PSU for any reason in the last five financial years.		
11	Copy of terms & conditions duly signed by the bidder with seal of the firm, in token of acceptance of terms & conditions.		

Signature of the Bidder,
Seal of Agency.

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Annexure - PQ1

To be enclosed with Pre- qualification Bid

Particulars of turnover of vendor in Revenue

Financial Year	Total Turnover on Providing outsourcing Services in Rs.
2014-2015	
2015-2016	
2016-2017	

The Audited Balance Sheets for the last three Years are enclosed herewith.

(Signature & seal of the Bidder)

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Annexure - T1

To be enclosed with Technical bid

BIDDER PARTICULARS

1. Name of the Institute/Agency/Firm:
2. Registered Postal Address of the Institution/Agency/Firm:
3. Year of establishment of the Institute /Agency/Firm:
4. Registration or license No.:
5. Ownership of the Institute/Agency/Firm:
(A) Sole Proprietor:
(B) Partnership:
6. Name of the Proprietor(s):
& designation(s):
7. Name & address of the officer to whom all references shall be made regarding this tender Enquiry:

Telephone :

Fax:

Email:

Mobile number(s):

Witness:

Signature:

Signature

Name:

Name:

Address

Designation

Company

Date

Company Seal

Tender No. 2928/AHCT/Admn/2017

Annexure – C1

To be enclosed with Commercial Bid

BID LETTER

To,
The Chief Executive Officer,
Aarogyasri Health Care Trust,
Jubilee Hills, Hyderabad.

Sir,

Sub:-

Ref:- Your Tender No.

1. We are Agency / Consultant of repute.
2. We do hereby undertake that in the event of acceptance of our bid, the required services shall be started at designated places within 10 days from the date of Award of Contract.
3. We enclose the complete Bid enclosing Documents / information as required in the tender document.
4. We agree to abide by our offer for a period of 90 days from the date fixed for opening of the tenders and that we shall remain bound by a communication of acceptance within that time.
5. We have carefully read and understood the terms and conditions.

6. Certified that the Bidder is:

A sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor.

or

A partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement / by virtue of general power of attorney.

or

A company and the person signing the tender is the constituted attorney.

NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the tender document.

7. We do hereby undertake, that until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the Contract, shall constitute a binding Contract between us.

Date: this ____ day of _____, 2017.

Signature of Bidder & Seal:

Details of Enclosures:

Full Address:

Telegraphic Address:

Telephone :

Fax :

E – Mail :

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Annexure -C2

To be enclosed with Commercial Bid

PRICE -SCHEDULE

I / We quote below our rate per month for providing Housekeeping services to AHCT at YSR Bhavan, Jubilee Hills, Hyderabad and 2nd floor of A.P. Markfed building, Jambagh.

S.No.	Category workers	No. of personnel required	Rate per month, per head inc ESI, EPF, Agency Commission GST (*)	Total amount for no. of persons stated in col 3 including ESI. EPF and GST, per month(*)
1	2	3	4	5
1	Supervisor (Skilled)	2	Rs.	Rs.
2	Electrician (Semi Skilled)	4	Rs.	Rs.
3	Plumber (Semi Skilled)	1	Rs.	Rs.
4	Housekeeping (M/F) (Unskilled)	10	Rs.	Rs.
5	Gardner (Unskilled)	1	Rs.	Rs.
6	Office Boys (Unskilled)	5	Rs.	Rs.
7	Dhobi (Unskilled)	1	Rs.	Rs.
	Total	24		

Grand Total in words: Rupees _____

(*) Note:

I/We, have taken into account, while quoting the Rate all the applicable Taxes, Wages, Allowances and any other Liabilities as per G.O.Ms.No.11 of LET&F (Lab-II) Dept., dt: 17.01.2012 published in AP Gazette no.170, dated 19-03-2012, Circular No.J2/7846/2012, dt: 24-05-2016 of the Commissioner of Labour, Govt. of Telangana Labour department. - Labour Laws / any other rules amended from time to time. No claims, whatsoever for any extra payment will be made at a later date. I / We are solely responsible for any sort of legal complications whatsoever in this regard. I/We shall not make any plea of ignorance on our part about all the Statutory Taxes / Wages / Allowances / Payments such as GST, Income Tax, EPF, ESI etc.

(Signature of Bidder
and seal of the Applicant)

Tender No. 2928/AHCT/Admn/2017

Annexure – C3

To be enclosed with Commercial Bid

CONTRACT FORM

This Agreement made on the _____ day of _____ 2017 between the Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad (herewith referred to as the Employer) of the one part and (name of agency) of (City and Country) (herewith referred to as the 'Agency' which term shall include its representatives, successors and assignees) of the other part.

WHEREAS AHCT is desirous that Contractual employees on outsourcing basis should be provided by <<successful bidder/Agency>> viz. (Brief description of contractual post) and has accepted a bid bearing No. _____ by the <<Selected Agency>> for the provision of those services in the sum of (Contract Price in words and figures) (hereinafter called the Contract Price)

Now this Agreement witness as follows:

1. In this Agreement words and expression shall have the same meaning as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this document viz.
 - a) The Price Schedule submitted by the Agency;
 - b) The Schedule of requirements;
 - c) Quotation No. _____ and date _____ of the Agency and further ref. on the subject;
 - d) The Services;
 - e) The Terms and Conditions of Contract;
 - f) The Special Conditions of Contract;
 - g) The Employers letter of award of Contract and any amendments thereto;
3. In consideration of the payment to be made by the Employer to provide the supplies and services and to remedy defects therein in conformity in all respect with the provisions of the Contract.
4. The Employer hereby covenants to pay the Agency in consideration of the provision of the services of the Contract Price of such other sum as may become payable under the provision of the Contract at the times and in the manner prescribed by the Contract subject always to applicable conditions of Contract.

In witness whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws, the days and year first above written.

Signed, Sealed and Delivered by the

Said _____ (for the purchaser)

For and on behalf of Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad.

In the presence of _____

Signed, Sealed and Delivered by the

Said _____ (for the Supplier)

For and on behalf of Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad.

In the presence of _____

Tender No. 2928/AHCT/Admn/2017

Annexure – C4

To be enclosed with Commercial Bid

CHECKLIST FOR COMMERCIAL BID

Sl. No	Annexure No.	Description	Enclosed (Y/N, /NA)
1	C1	Bid Letter	
2	C2	Price Schedule	
3	C3	Contract Form	

(Signature of Bidder
& Seal of Agency)