



Gujarat National Law University

GUJARAT NATIONAL LAW UNIVERSITY
(Established Under Gujarat Act No.: 09 of 2003)

Notice No.: PC - 11/2026

TENDER FOR
PROVIDING HOUSEKEEPING SERVICES
AT
GUJARAT NATIONAL LAW UNIVERSITY,
GANDHINAGAR



Gujarat National Law University

Gujarat National Law University
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NOTICE INVITING TENDER (NIT) AND OTHER INFORMATION

NOTICE INVITING TENDER (NIT)

Tender for Providing Housekeeping Services at Gujarat National Law University.

Registrar, Gujarat National Law University, Gandhinagar on invites e-bids Tender for Providing Housekeeping Services fat Gujarat National Law University (herein after to be referred at “GNLU”) Campus from experienced, financially sound and reputed Agencies.

Tender document can be downloaded from <https://tender.nprocure.com/> by any interested eligible vendor. Technical and Financial bids are invited from the eligible firms/ companies working in the field of providing Housekeeping Services. The details of the Tender & schedule of important dates is as under:

DETAILS OF THE TENDER & KEY CALENDAR EVENTS

1	Tender Notice No.	PC- 11/2026
2	Tender Inviting Authority	The Registrar, Gujarat National Law University
3	Name of the Tender	Providing Housekeeping Services for Gujarat National Law University, Gandhinagar
4	Duration of the Contract	1 (One year) and extendable by 2 (Two year).
5	Method of Selection	Quality and Cost Based Selection (QCBS)
6	Date of Publishing	06/10/2026
7	Date & Time of Document's Downloading/ Start Date	06/10/2026, 05:00 PM on https://tender.nprocure.com/
8	Pre-bid meeting	No pre bid meeting. Bidders have to send their queries to registrar@gnlu.ac.in
9	Last Date of Receipt of pre-bid queries on email	12/10/2026, 17:00 hrs
9	Last Date and Time of Document to download	21/10/2026 up to 17:00 hrs
10	Last Date for online Submission of Technical and	21/10/2026 up to 17:00 hrs on

	Financial bid	https://tender.nprocure.com/
11	Last Date and Time for Submission of Tender fee, EMD and Physical copy of Technical bid document	26/10/2026 up to 17:00 hrs
12	Opening of Primary Stage at GNLU, Gandhinagar	27/10/2026 at 11:00 hrs
13	Opening of Technical bid at GNLU, Gandhinagar	27/10/2026 at 14:00 hrs
14	Date and time for opening of financial bid	To be intimated after evaluation of technical bids to eligible bidders
15	Place for submission of the bid proposal, the opening of technical & financial bid and Comprehensive Demo	Gujarat National Law University, Attalika Avenue, Knowledge Corridor, Koba – 382426, Gandhinagar, Gujarat
16	Estimated value of the work	Rs. 3,00,00,000/-
17	Cost of tender documents Fee(non-refundable)	INR 2,500/- Including GST (Non Refundable)
18	Earnest Money Deposit	INR 1,68,000/-

Note: - Bidders should visit the university's website (<https://gnlu.ac.in/GNLU/Tender>) for updates

Bidders have to participate online. Tenderer will have to procure / should have legally valid Digital Certificate as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any of the license certifying Authority of India or can contact (n) code solution-a division of GNFC Ltd., who are licensed Certifying Authority by Govt. of India.

In case bidders need any clarifications or if training required to participate in online tenders, they can contact (n) Procure Support team:-

(n) Code Solutions - A Division of GNFC Ltd.,
 GIFT City Office, Gandhinagar
 GNFC Ltd. - IT Business
 14th Floor, Tower One, Road 5C, Zone 5,
 Gujarat International Finance Tech City (GIFT City),
 Gandhinagar - 382 355,
 Gujarat, India.

Phone : (079) 66743 289 / 329

Sales : dscsales[at]ncode[dot]in

Support : dscsupport[at]ncode[dot]in, dscsupport1[at]ncode[dot]in

Tender documents can be downloaded from the websites: <https://tender.nprocure.com> and <https://www.gnlu.ac.in/GNLU/Tender> . The Bidders are requested to submit the Tender Fee and EMD amount in form of the Demand Draft / BG (Refer to Schedule 3 for List of Applicable Banks) along with the Bids. Bidders are required to submit their Technical Bids in the hard copy on the communication address as mentioned above, and Financial Bid to be uploaded on the website as mentioned. The Financial Bid shall not be submitted with the physical copy of Technical Bids. If Financial Bid is submitted along with Technical Bid, it will lead to disqualification of the Bidder.

1. INTRODUCTION:

- 1.1 Gujarat National Law University 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 at Gujarat National Law University”. Tender Documents can be downloaded from website <https://tender.nprocure.com/>. For view, download and any other updates regarding this Tender, kindly check <https://gnlu.ac.in/GNLU/Tender>. Tender Fee & EMD shall be paid along with online submission of Tender Documents shall be submitted before the due date along with the original documents. Bids shall be submitted online only at website: <https://tender.nprocure.com> latest by 21/10/2026. The hard copy of Technical Bid, DD for Tender fee and Earnest Money Deposit (EMD) shall be sent to the Registrar, Gujarat National Law University, Gandhinagar through Registered Post/Speed Post/Courier/Physical submission on or before latest by 26/10/2026, 17:00 hrs
- 1.2 The tender shall be addressed to The Registrar, Gujarat National Law University, Attalika Avenue, Knowledge Corridor, Koba, Gandhinagar - 382426. The prescribed non-refundable tender fee, as mentioned in the tender document, should be sent by DD in favour of "Gujarat National Law University, Ahmedabad". Any subsequent amendments in the tender document will be available on above mentioned website.

2. INFORMATION TO BIDDERS:

2.1 Submission of bids:

Bids should be submitted on or before the respective Bid Due Dates and should be in the prescribed forms/formats as mentioned in this document. The bidder shall submit the Pre-qualification/Technical Bid in a separate sealed cover along with duly super scribed cover and these two sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed as **“TECHNICAL BID for Selection of Agency for Providing Housekeeping Services at Gujarat National Law University.”** The Technical & Financial BID are to be submitted (uploaded online) on the website, as well, as mentioned as per the website’s process. The technical bid shall be submitted in a bound format, with cover letter and index page. The bound Document along with the Tender Fee and EMD should be put in a large envelope and sealed. Financial Bid is to be submitted in the physical form along with this tender in sealed cover. Sealed Bids can be submitted by courier/Hand delivery or sent by registered post at the address as mentioned above.

The Bidders are advised to physically visit (before bid submission) and inspect at their own cost, all the existing facilities, availability of equipment’s, tools, building and premises as such, etc. that may be necessary for preparing the bid and for entering into an agreement for providing “Housekeeping Services at Gujarat National Law University” Campus, Gandhinagar. No complaints on the available facilities will be entertained at a later date.

The bidder shall submit the Pre-qualification/Technical Bid in a separate sealed cover duly super scribed and these two sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed. Financial Bid is not to be submitted in the physical form and it has only to be submitted online through web portal.

2.2 Bids not in the prescribed forms/formats will be summarily rejected.

2.3 Overall bid evaluation process:

The evaluation of bids shall be based on technical quality as well as financial considerations. A two-stage procedure, namely, a Technical Evaluation and a Financial Evaluation will be adopted for evaluating the bids as per the Quality and Cost based Selection (QCBS) process as detailed in Point 6 of Section A.

2.4 GENERAL TERMS AND CONDITIONS:

2.4.1 Each bidder shall submit only one quotation.

- 2.4.2 The bidder should submit the tender fee amount (non-refundable) of **Rs. 2500/- (Rupees Two Thousand Five Hundred Only)** & Bid Housekeeping(Earnest Money Deposit) for an amount of **Rs. 1,68,000/- (Rupees One Lakh Sixty Eight Thousand Only)** in the form of Demand Draft from a Nationalized /Scheduled Bank, drawn in favour of Gujarat National Law University payable at Ahmedabad. Tenders submitted without EMD/Tender Fees will be disqualified.
- 2.5 Manual/Offline bids shall not be accepted.
- 2.6 The eligibility criteria, Evaluation procedure and Special Instructions to the tenderers of the tender are mentioned in Section A of the tender document.
- 2.7 The General terms and conditions for providing services are mentioned in Section B of the tender document.
- 2.8 The Scope of Work, Operational Norms and Conditions of the contract are mentioned in Section 'C' of the tender document.
- 2.9 Two Bid Systems will be followed in this tender. Bidders should take due care to submit online tenders in accordance with requirements in sealed cover/packet available in the online portal, The tender documents are to be submitted in two parts as Technical Offer and Financial offer.
- 2.10 The Technical offer should include the following detailed information as per **(2.10.1) to (2.10.8) below.**
- 2.10.1 Name (As per Registration Certificate), correspondence address, telephone number and fax number/E-mail id of the bidder.
- 2.10.2 Complete details of the company indicating the name(s) of the owner(s) and staff members. Has your company/firm ever changed its name any time? If so, when, the earlier name and the reason thereof.
- 2.10.3 Legal status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation) of the company along with statutory details (Registration No., PAN, GST Registration No. & RPFC/ESIC No. & Other required valid licenses)
- 2.10.4 List of past clients indicating the value of the contract & duration of the contract. Were you or your company ever required to suspend Housekeeping services for a period of more than 03 months continuously after you commenced the housekeeping services? If so, give the name of the contract and reasons thereof. OR/And have you or your constituent ever left the contract awarded to you incomplete? If so, give the name of the contract and reasons for not completing the contract.
- 2.10.5 List of present clients' along with the contract value & commencement date.
- 2.10.6 Photo copies of filed Income Tax Returns for the last three financial Years (i.e. **2023-24, 2024-25 and 2025-26**).
- 2.10.7 Satisfactory Performance Certificates for similar housekeeping services from at least three (03) different existing clients located in Gujarat, shall be submitted by the Bidder.

- 2.10.8 The Bidder shall have its Registered Office in Gujarat, and shall have maintained such Registered /Operating office located preferably in Gandhinagar or Ahmedabad, Gujarat for at least the last three (03) years as on the date of submission of the bid.

SECTION A

ELIGIBILITY CRITERIA, EVALUATION PROCEDURE

1. ELIGIBILITY CRITERIA:

- 1.1 The Bidder should have at least five years of experience in the field of Housekeeping Services only in Autonomous Academic Institutions/Universities and has minimum 3 ongoing live sites of providing housekeeping services in Autonomous Academic Institutions/Universities.
- 1.2 The Average annual turnover of the firm/agency for the last three financial years should not be below Rs. 3 Crore.
- 1.2.1 The Bidder should have the experience of completion of similar housekeeping works in any of the Autonomous Academic Institutions/Universities as follows:
- a) Three similar completed works costing not less than Rs. 33,60,000/- (please indicate the amount equal to 40% of the estimated cost); or
 - b) Two similar completed works costing not less than Rs. 42,00,000/- (please indicate the amount equal to 50% of the estimated cost); or
 - c) One similar completed work costing not less than Rs. 67,20,000/- (please indicate the amount equal to 80% of the estimated cost).
- 1.2.2 Experience certificates shall be obtained from Autonomous Academic Institutions/Universities having a combined staff and student strength of more than 1,000 personnel.
- 1.2.3 Bidder must provide all the details as mentioned in the Proforma for Technical Bid along with necessary documents wherever required.
- 1.3 Similar nature of work means the running of the in educational institutions / Universities/ Higher Educational Institutions such as IITs, AIIMS, NIDs, NFSUs etc. during last 3 years should be attached in the tender document. The bidder should submit at least 3 work orders of work completed or ongoing Housekeeping services issued by any issued by any such reputed educational institutions as described above.
- 1.4 The bidder/firm should have Satisfactory Performance Certificate or recommendation from at least three educational institution(s) where they have been providing similar services in the past three years. Satisfactory Performance

- Certificates for similar housekeeping services from at least three (03) different existing client's located Gujarat, shall be submitted by the Bidder.
- 1.5 The Bidder shall have its Registered Office in Gujarat, and shall have maintained such Registered /Operating office located preferably in Gandhinagar or Ahmedabad, Gujarat for at least the last three (03) years as on the date of submission of the bid.
 - 1.6 The Bidder experience-related performance certifications from their clients, a previous or current institute, or a university will be taken into account as proof of experience. No other piece of documentation will be accepted as experience verification. For the previous three years ending March 2026, the bidder must provide proof of successful completion or execution of work.
 - 1.7 **Financial Solvency:** The bidder should have a solvency of 50% of the cost of the work. A certificate to this effect may be enclosed from the banker.
 - 1.8 The Bidder shall possess a valid ISO 9001:2015 certification for Quality Management Systems or any other nationally or internationally recognized equivalent certification relevant to housekeeping, facility management, cleaning, hygiene, safety, or allied services.
 - 1.9 The Bidder should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues and undisputed liability.
 - 1.10 The Bidder must have at least enough supervisory staff, in addition to the requisite number of staff required for efficient management of Housekeeping Services at the University.
 - 1.11 **Performance Certification:** The bidders' performance for each work completed in the last three years and work in hand should be certified by a responsible person from the concerned organization. The certificate should also indicate the compliance of statutory requirements.
 - 1.12 Tenders received without proper documents, including demand draft, shall be summarily rejected.
 - 1.13 If required the University Authority will visit to the sites of the contractor to inspect the site(s) at present contract(s) for on-the-spot first-hand information regarding the quality of cleanliness provided etc.

2. BID PREPARATION AND SUBMISSION:

- 2.1 The proposals shall be submitted in English only.
- 2.2 The Proposal submitted shall have to be signed by the authorized signatories.
- 2.3 Bidders shall submit only one proposal and would stand disqualified if it takes part in more than one proposal.
- 2.4 Bidders should familiarize themselves with local conditions and take into account these conditions while preparing their Proposal.

- 2.5 Bidders shall bear all costs associated with the preparation and submission of their proposal including cost of site visits, if necessary.
- 2.6 All bids must be submitted online on <https://tender.nprocure.com/website>.
- 2.7 The tender is a “Two Bid” document. The technical bid should be submitted online on <https://tender.nprocure.com/> website. Also, the technical Bid should be submitted in a separate sealed envelope clearly indicating that it is a “TECHNICAL BID”. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD) and Tender fees.
- 2.8 The cover of a Technical bid is to be placed in a sealed envelope and marked with the bidder’s name. The tender document complete in all respects, as prescribed in the tender document, should be sent through registered/speed post/in person to the Gujarat National Law University, Attalika Avenue, Knowledge Corridor, Koba, Gandhinagar-382007, Gujarat, India on or before 26/10/2026 up to 17:00 hrs. No tender shall be accepted after the last date and time fixed for the purpose.
- 2.9 The firm shall have to qualify the eligibility criteria on the basis of the documents to be submitted in Technical Bid for further short listing.
- 2.10 The sealed envelope of the bidders containing "Technical Bid" shall be opened as per the prescribed date and time. However, the bidding firms may be invited on the day of opening the Technical Bid.
- 2.11 Each envelop so prepared should clearly indicate the name and address of the firm to enable the ‘Bid’ to be returned unopened in case it is received “Late” or beyond due date whatsoever the reason.
- 2.12 The copy of the Technical bid should be a complete document with Index, appropriate page numbered and signed with the company seal on each page and should be bound as a volume.
- 2.13 The bids received after the prescribed deadline shall not be accepted.
- 2.14 The financial bid is required to be submitted online on <https://gnlu.nprocure.com> website only. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
- 2.15 **Clarification to Bid document/ Pre-bid query:** No pre bid meeting will be conducted. Clarifications to bid document/ Pre-bid queries, if any, may be requested by email at registrar@gnlu.ac.in latest up to 12/10/2026. Pre-bid query can be sent in the following format.

S. No.	Bid item reference No.	Nature of Query (Technical/ Financial/ General)	Query detail

- 2.16 **Amendment/Cancellation of Bid document:** Gujarat National Law University reserves the right to cancel bidding process at any time without assigning any reason thereof and without any obligation to the Bidders. The University may, if required, amend the bid document by issuing corrigendum/ addendum in writing and uploading in GNLU Website at any time prior to expiry of the deadline for submission of proposals. The corrigendum/ addendum so issued shall be binding on all the Bidders. The Bidders are required to visit the website periodically for all the updates. GNLU shall not be responsible for ignorance of the information by the Bidders.
- 2.17 **Technical Proposal:** While preparing the Technical Proposal, Bidders are expected to examine the bid document carefully. Providing inaccurate and incomplete information shall lead to rejection of a proposal. The Technical Proposal shall include all the information sought in prescribed formats along with the necessary supporting documents.
- 2.18 **Financial Proposal:** While preparing the financial bid, Bidders should strictly follow instructions provided for the same. Bidders must also take into account the requirements and conditions outlined in this bid document. Financial bid should provide costs, any other charges and applicable taxes in the prescribed format. The financial bid must be submitted as per the given format only. The submission of financial details in any other format other than the prescribed one will be disqualified. The rates quoted for the consumable/general items will not be considered for the calculation of the financial bid and the award of final contract. The rates are asked for reference purpose only. The University reserves the right to purchase or not to purchase from the selected bidder.
- 2.19 **Validity of the Proposal:** The Proposal and price offered therein shall have to be valid for 60 days from the last date for submission of the Proposal. Bids with shorter validity period would be treated as non-responsive. In case the University wishes to extend the validity period of the proposal, so shall be done through mutual consultation.

3. OPENING OF BIDS:

Upon expiry of the deadline for submission of proposals, the Technical Proposal shall be opened as per schedule mentioned in bid document.

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 proposal or contract award decisions would result in rejection of the concerned Bidder's proposal.

3.1 Disqualification of Proposals:

The Tendering Authority, at its sole discretion, and at any time during the processing of the Proposal, may disqualify any Bidder from the Bidding process if the Bidder has:

- A. Made misleading or false representations.
 - B. Not submitted the required amount of EMD (Earnest Money Deposit) and Tender fees.
 - C. Submitted proposal document which is non-responsive or not accompanied by required documentation as specified in this bid document.
 - D. Submitted more than one proposal.
 - E. Failed to submit a proposal in accordance with the terms and conditions of this bid document.
 - F. Failed to submit a proposal where the validity of rate is not in compliance.
 - G. Failed to submit the proposal within the stipulated time limit.
- Or due to any other reason that the University deems and sufficient to reject the proposal.

- 3.2 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 namely “The Prevention of Corruption Act, 1988”, during the procurement or execution of such contracts. If the bidder(s) are found in Bid pooling, or act against law against fraud and corruption, then their firms may be black listed.

4. PAYMENT METHOD:

Payment shall be made by the University to the Vendor on a monthly basis, based on the actual number of housekeeping personnel deployed at the University during the respective month, as verified and certified by the designated University official.

5. EVALUATION OF BIDS:

5.1 Preliminary Screening:

First, the envelope containing Tender fee and Earnest Money Deposit will be opened and if both are found in the prescribed manner, then second envelope containing Technical bid documents shall be opened. At any stage during the evaluation, if the EMD is found invalid, the respective Bidder's bid will be summarily rejected.

The Tendering Authority will then undertake a preliminary evaluation of the technical bid to check compliance with the stipulated eligibility criteria as laid out in this document. In doing so, it would examine the completeness of the bid and verify, if it is duly signed or not and also whether or not the bid is generally in order.

5.2 Technical bid Evaluation:

The Bidder shall have to fulfill all the Prequalification Criteria. The submitted documents will be scrutinized along with the Technical bid in this phase of evaluation. Those bidders who do not fulfill the terms and conditions as specified in this tender or whose Technical bid is nonresponsive will not be considered. A bid may be rejected at this stage if it does not respond to important aspects of the Terms of Reference.

6. QUALITY and COST BASED SELECTION (QCBS):

The evaluation of bids shall be based on technical quality as well as financial consideration through a Quality and Cost based selection process outlined below:

A two-stage procedure will be adopted for evaluating the responsive bids, namely, a Technical Evaluation and a Financial Evaluation. The technical evaluation (including presentation) will have a weightage of 70% and the financial evaluation will have a weightage of 30%.

6.1 Technical Evaluation:

Each responsive proposal will be given a Technical Score (TS). The firms shall be given marks out of 50 for different parameters.

Technical Proposals of the Bidders would be evaluated for the clause-by-clause compliance of the technical specifications as mentioned in the Annexure-I: Proforma for Technical Bid. The Bidder should be ready with a presentation about their understanding of tendered work & showing the methodology of work plan. The Bidder has to remain present for the presentation to provide the required information to the Tender Committee, GNLU, Gandhinagar, on mentioned date, at no cost to GNLU.

A Committee entrusted with the responsibility of technical evaluation would mark the proposals accordingly. Along with the internal committee members, the University may invite external domain experts as evaluation committee members for the presentation. The Technical Committee would have the right not to declare/explain the specific details of its evaluation scheme to the bidders, however the structure of Technical evaluation shall be broadly as follows:

Sr. No.	Particulars	Maximum Marks
1	Average Annual Turnover during last three financial year ended on 31/03/2026. Average Annual Turnover > Rs. 5 crore	10

	• Average Annual Turnover Rs. 4 crore - 5 crore 05 marks • Average Annual Turnover Rs. 4 crore - 3 crore 02 marks	
2	The Bidder should have the experience of completion of similar housekeeping works in any of the Autonomous Academic Institutions/Universities as follows: (i) Three similar completed works costing not less than Rs. 33,60,000/- (please indicate the amount equal to 40% of the estimated cost); or (ii) Two similar completed works costing not less than Rs. 42,00,000/- (please indicate the amount equal to 50% of the estimated cost); or (iii) One similar completed work costing not less than Rs. 67,20,000/- (please indicate the amount equal to 80% of the estimated cost).	10
3	Number of years of Experience in Housekeeping services: • Years > 10 years 05 marks • 05 years < 10 years 02 mark • Years < 05 years 00 marks	05
4	Satisfactory Performance Certificates for similar housekeeping services from at least three (03) different existing clients located in Gujarat, shall be submitted by the Bidder. • 3 certificates 05 marks • 2 certificates 03 Marks • 1 certificate 02 marks • 0 certificate 00 marks	05
5	The Bidder shall have its Registered Office in Gujarat, and shall have maintained such Registered/Operating office located preferably in Gandhinagar or Ahmedabad, Gujarat for at least the last three (03) years as on the date of submission of the bid. i. If submitted – 100% of Marks. ii. If not available – 00 Marks	05
6	Presentation: Understanding of tendered work & showing the methodology of work plan	15
	Total	50
Note: Supporting documents in favour of all above points have to be provided by the bidders as described in this tender document. Failing to do so, the technical bid will be rejected for further evaluations.		

GNLU reserves the right to modify the Evaluation Process at any time during the Tender Process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation, GNLU may seek for clarifications from any or all Bidders.

The Technical Score (TS) is

TS = The sum of marks awarded to the bidder by the Technical Committee as above

6.2 Financial Evaluation:

The evaluation of the financial bid will be of only those bidders who have qualified in the Technical Evaluation phase.

The bidder who has quoted the lowest price will be assigned a score of 30 in the financial bid. Other bidders will be assigned a score relative to the score of bidder with the lowest quote as below:

$$FS = 30 * FI / F$$

Where: FS = The financial score of the Financial Proposal being evaluated

FI = The price of lowest-priced Financial Proposal

F = The quoted price of Financial Proposal under consideration

6.3 Consolidated QCBS Evaluation:

The Combined Score (CS) of the QCBS shall be calculated as below:

$$CS = TS + FS$$

6.4 Award of Contract:

Based on the QCBS, the Combined Score (CS) shall be used to rank the bidders. The Bidder with highest Combined Score shall be awarded the contract. In the event that two or more Bidders get the same Combined Score (CS), the Bidder with higher Technical Score (TS) shall be awarded the contract.

The work must commence within a week of the signing of the Contract. The Decision of the University in matters relating to award of contract shall be final and binding.

SECTION B

GENERAL TERMS AND CONDITIONS FOR SERVICES

1 DEFINITIONS:

Unless inconsistent with or otherwise indicated by the context, the following terms stipulated in this CONTRACT shall have the meaning as defined hereunder.

1.1 CONTRACT:

Shall mean a written CONTRACT signed between GUJARAT NATIONAL LAW UNIVERSITY, GANDHINAGAR (GNLU) and the CONTRACTOR (the successful bidder) including subsequent amendments to the CONTRACT in writing thereto.

1.2 GUJARAT NATIONAL LAW UNIVERSITY (GNLU):

Shall mean Gujarat National Law University, Gandhinagar, India and shall include its legal officials, successors and permitted assignees.

1.3 SITE:

Shall mean the place in which the operations/services are to be carried out or places approved by GNLU for the purposes of the CONTRACT together with any other places designated in the CONTRACT as forming part of the site.

1.4 GNLU OFFICIAL:

Shall mean the person or the persons appointed by GNLU from time to time to act on its behalf at the site for overall coordination, supervision and project management at site.

1.5 CONTRACTOR:

Shall mean any person/ persons/ firm/ company etc. to whom work has been awarded and whose bid has been accepted by GNLU and shall include its authorized officials, successors and permitted assignees.

1.6 CONTRACTOR'S OFFICIAL:

Shall mean such person/or persons duly appointed official at the site and base as the CONTRACTOR may designate in writing to the GNLU as having authority to act for the CONTRACTOR in matters affecting the work and to provide the requisite services.

1.7 CONTRACT PRICE:

Shall mean the sum accepted or the sum calculated in accordance with the rates accepted by GNLU and amendments thereof, and shall include all fees, registration and other charges paid to statutory authorities without any liability on GNLU for any of these charges. The prices will remain firm during currency of the CONTRACT unless specifically agreed to in writing by GNLU.

1.8 DAY:

Shall mean a calendar day of twenty-four (24) consecutive hours beginning at 00:00 hours with reference to local time at the site.

1.9 SERVICE:

Shall mean and include cited services (Housekeeping) which CONTRACTOR is required to provide to the GNLU for/under the CONTRACT and amendments thereto.

1.10 INSPECTORS:

Shall mean any person or outside Agency nominated by GNLU to inspect documents in the CONTRACT stage-wise as well as final as per the terms of the CONTRACT.

2 INTERPRETATION :

In the event of any difference in the interpretation of any of the clauses of the service contract and/or the Tender documents, the clarification given by the Director of Gujarat National Law University, Gandhinagar shall be final and binding on the Parties.

3 TENDER FEE:

An amount of Rs. 2,500/- (Rupees Two Thousand Five Hundred Only) as tender fee (non-refundable) is to be paid. The payment shall be made by Demand Draft from any Nationalized Bank and paid in favour of “Gujarat National Law University”, payable at Ahmedabad. Bids without Tender Fee will not be accepted. This should be enclosed separately in an envelope and stapled with the Bid document super-scribing Tender fee.

4 EARNEST MONEY DEPOSIT (EMD):

An amount of Rs. 1, 68, 000/- (Rs. One lakh sixty eight thousand only) in the form of Demand Draft from a Nationalized /Scheduled Bank drawn in favour of ‘Gujarat National Law University, Gandhinagar,’ payable at Ahmedabad as EMD should be enclosed separately in an envelope and stapled with the Technical Bid document super scribing EMD. Any bid without EMD will be summarily rejected. No interest is payable on EMD. EMD will be refunded to the unsuccessful bidder, after 15 days from the completion of the tender process. EMD shall be valid for at least 45 days.

5 DURATION OF THE CONTRACT:

The contract will be initially for a period of one year which may be renewed on negotiated terms & conditions annually for further period of two years (one year at a time) by Gujarat National Law University, Gandhinagar depending on requirement of the Institute and performance of the vendor/contractor/service provider.

6 DUTIES AND POWER /AUTHORITY:

The duties and authorities of GNLU's official are to act on behalf of the Institute for: Overall supervision, coordination and Management.

- 6.1** Proper utilization of the services.
- 6.2** Commenting/ countersigning on reports made by the Contractor's official at site in respect of services, receipts, etc. after satisfying himself/herself with the facts of the respective cases.
- 6.3** The Institute official shall have the authority, but not any obligation at all times and any time to inspect/test/examine/ verify any service(s), tools, materials, personnel, procedures and reports etc. directly or indirectly pertaining to the execution of the work at any point of time. Hence, the overall responsibility of quality of services shall rest solely with the CONTRACTOR.
- 6.4** Each and every document emerging from service in support of any claim by the contractor has to have the countersignature/ comments of GNLU's official without which no claim will be entertained by GNLU.

7 PENALTY POINTS

Penalties for violation or rules, terms and conditions

As and when University official proposes a fine, they will inform the official of the Contractor, and the fine will be imposed by the University on recommendation of the University official. The Contractor shall be fined for not adhering to the agreed terms as per the following rules. GST as applicable will be charged extra on the fine amount.

- 7.1** The contractor shall provide the required number of manpower within a period of two weeks from the date of the contract agreement and failure to comply with the same or found deficient in service shall invite penalty fee on per day basis of 5,000/- or forfeiture of the security Deposit and legal proceeding for the omission/deficiencies in service.
- 7.2** In the case of unsatisfactory performance on the part of the contractors of their personnel, GNLU, Gandhinagar shall be at liberty to deduct upto 25% of monthly-billed amount. This 25% will be in addition to the deductions made on account of non-supply of materials and absence of personnel of the contractors.
- 7.3** Each instance of unprofessional behavior (lack of personal hygiene of staff, consumption of prohibited substances, spitting of gutkha/pan masala etc, misbehavior by workers etc. as determined by the University Official etc. will lead to fine of Rs. 5,000/- on Contractor.

- 7.4 In extreme case of defaults by the Agency in providing required manpower for three times, service contract will be terminated at the discretion of the University including forfeiture of the security Deposit.
- 7.5 Successful Bidder will be liable for any other Taxes/Charges in addition to the manpower Charges/ license fees including the statutory contributions, which should be borne by them. No way GNLU, will Gandhinagar be held responsible for the same. In the event of any such payment is to be made by GNLU, Gandhinagar, GNLU, Gandhinagar reserves the right to terminate the contract forthwith with forfeiture of the security Deposit
- 7.6 Any violation of Green Office directives (related to acts of harming the eco-friendly drive at the Institute) shall attract a penalty of Rs. 2,000/-. Similarly, any improper disposal or dumping of waste, including dumping solid waste in drains shall attract a penalty of Rs. 5,000/-.
- 7.7 For any rules stated in the agreement,
- First violation of the rule implies fine as per the rule. However, in exceptional cases where the nature of violation is of serious nature, the University Official may propose higher fines than those indicated above.
 - Second and subsequent violations of the same rule within 30 days of previous fine will be 50% added to the initial amount of fine on the Contractor.
 - If any of the above rules are violated 10 times within one quarter (taken as a total) the Contractor would be liable for automatic disqualification, and the contract may be terminated. However, this is not the only criteria for termination. The Institute reserves the right to terminate the contract at any time, considering the frequency and seriousness of the violations.

8 CONTRACT DOCUMENT:

8.1 Governing Language:

The governing language for the CONTRACT shall be English. All CONTRACT documents and all correspondence and communication to be given and all other documentation to be prepared and supplied under the CONTRACT shall be written in English and the CONTRACT shall be construed and interpreted in accordance with English language.

8.2 Entire Agreement:

The CONTRACT constitutes the entire agreement between GNLU and the CONTRACTOR with respect to the subject matter of the CONTRACT and supersedes all communication, negotiations and agreement (whether written or oral) of the parties with respect thereto made prior to the date of this agreement.

8.3 Modification in Contract:

All modifications leading to changes in the CONTRACT with respect to technical and/or financial aspects, including terms of delivery, shall be considered valid only when accepted in writing by GNLU by issuing an amendment to the CONTRACT. GNLU shall not be bound by any printed conditions, provisions in the CONTRACTOR's BID, forms of acknowledgement of CONTRACT, invoice, packing list and other documents which purport to impose any condition at variance with or supplement to CONTRACT.

8.4 Assignment:

The CONTRACTOR shall not, save with the previous consent in writing of GNLU, sublet/SUB-CONTRACT, transfer or assign the CONTRACT or any part thereof in any manner whatsoever. However, such consent shall not relieve the CONTRACTOR from any obligation, duty or responsibility under the CONTRACT and CONTRACTOR shall be fully responsible for the services hereunder and for the execution and performance of the CONTRACT.

8.5 Waivers and Amendments:

- a. Waivers: - It is fully understood and agreed that none of the terms and conditions of this CONTRACT shall be deemed waived by either party unless such waiver is executed in writing only by the duly authorized agents or official of both the parties. The failure of either party to execute any right shall not act as a waiver of such right by such party.
- b. Amendments: - It is agreed that CONTRACTOR shall carry out work in accordance with the directives to be furnished by GNLU which may be amended from time to time by reasonable modifications as GNLU sees fit.

9 CLAIMS, TAXES & DUTIES, FEES AND ACCOUNTING:

9.1 Claims:

CONTRACTOR agrees to pay all claims, taxes and fees for equipment, labour, materials, services to be furnished by it hereunder and agrees to allow no lien or charge resulting from such claims to be fixed upon any property of GNLU. GNLU may, at its option, pay and discharge any liens or overdue charges for CONTRACTOR's services, labour, materials and services under this CONTRACT and may thereupon deduct the amount or amounts so paid from any sum due, or thereafter become due, to CONTRACTOR hereunder.

9.2 Notice of Claims:

CONTRACTOR or GNLU, as the case may be, shall promptly give the other notice in writing of any claim made or proceeding commenced for which that party is entitled to indemnification under the CONTRACT. Each party shall confer with the other concerning the defense of any such claims or proceeding, shall permit the other to be represented by counsel in defense

thereof, and shall not affect settlement of or compromise any such claim or proceeding without the other's written consent.

9.3 Taxes:

CONTRACTOR, unless specified otherwise in the CONTRACT, shall bear all tax liabilities, duties, Govt. levies etc. including. Corporate and personal taxes levied or imposed on the CONTRACTOR on account of payments received by it from GNLU for the work done under this CONTRACT. The CONTRACTOR shall bear all personnel taxes levied or imposed on its personnel, vendors, consultants etc. on account of payment received under this CONTRACT.

It shall be the responsibility of the CONTRACTOR to submit to the concerned Indian authorities, the returns and all other concerned documents required for this purpose and to comply in all respects with the requirements of the laws in this regard, in time.

The GST invoices should invariably contain the following particulars:

- i. Name, Address and the Registration Number (under the relevant Tax Rules) of the Service Provider (Contractor)
- ii. Name and Address of the Service Receiver (Address of GNLU).
- iii. Description, Classification and Value of taxable service and the amount of applicable tax separately indicating Education Cess and Secondary & Higher Education Cess, wherever applicable)

9.4 Corporate Taxes:

9.4.1 The CONTRACTOR shall bear all direct taxes, levied or imposed on the CONTRACTOR under the laws of India, as in force from time to time. The CONTRACTOR shall also be responsible for ensuring compliance with all provisions of the direct tax laws of India including, but not limited to, the filing of appropriate Returns and shall promptly provide all information required by GNLU for discharging any of its responsibilities under such laws in relation to or arising out of the CONTRACT. Tax shall be deducted at source by GNLU from all sums due to the Contractor in accordance with the provisions of the Income Tax Act, 1961, as in force at the relevant point of time.

9.4.2 As per the provisions of Section 206AA of Indian Income Tax Act, 1961, effective from 01.04.2010, it is required to furnish his Permanent Account Number (PAN) which is mandatory to the person responsible for deducting tax at source.

9.4.3 For the lapses, if any, on the part of the CONTRACTOR and consequential penal action taken by the Income Tax department, GNLU shall not take any responsibility whether financial or otherwise.

For lapses, if any on the part of the CONTRACTOR and consequential penal action taken by the Tax department, GNLU shall not take any responsibility whether financial or otherwise.

10 PERFORMANCE:

The CONTRACTOR shall undertake to perform all services under this CONTRACT with all- reasonable skill, diligence and care in accordance with sound industry practice to the satisfaction of GNLU and accept full responsibility for the satisfactory quality of such services as performed by them. Any defect, deficiencies noticed in the CONTRACTOR's service will be promptly remedied by the CONTRACTOR within 3 days upon the receipt of written notice from GNLU to improve their performance failing which GNLU may terminate the CONTRACT by giving the CONTRACTOR 30 (thirty) day's written notice.

11 PERFORMANCE GUARANTEE:

- 11.1** The Successful Bidder shall have to execute an agreement on Non-Judicial Stamp Paper of appropriate value and shall be required to furnish performance guarantee in the form of unconditional Bank Guarantee as per GR no. EMD/10/2020/38780/DMD dated 20th April 2020 within 45 days from the date of issue of Work Order/Award of Contract from any Nationalized Bank in favour of Gujarat National Law University, Payable at Ahmedabad. Such performance guarantee should be valid for a period of 01 year and 90 days. The performance guarantee shall be equivalent to **5% of the Contract Value**. No interest is payable on such security deposit.
- 11.2** Performance guarantee shall be furnished in favour of "Gujarat National Law University".
- 11.3** In case of failure to deposit the above amount of performance guarantee within stipulated time, the EMD deposited shall be forfeited by GNLU.
- 11.4** After successful completion of the work, the performance security may be returned to the concerned bidder, upon written request.
- 11.5** No interest will be paid by the University on the performance security.
- 11.6** Performance guarantee may be forfeited in full or part in the following cases:
 - a) If the terms and conditions of contract are breached.
 - b) If the Bidder fails to provide service satisfactorily.
 - c) If contract is being terminated due to non-performance of the Bidder.
 - d) Notice of a reasonable time will be given in case of forfeiture of security deposit. The decision of the University shall be final in this regard.
- 11.7** Failure of the successful Bidder to comply with the requirement of furnishing the requisite Performance guarantee in time shall constitute sufficient grounds for the annulment of the award, in which case, the University reserves the right to award the work to the next best ranked Bidder or may call for fresh bids.

12 PERFORMANCE GUARANTEE:

The CONTRACTOR shall furnish to GNLU within 14 days from the date of Award of contract, Performance Security in the form of Demand Draft or online transfer for the period specified in the bid document/ Notification of Award towards performance under this CONTRACT.

In the event CONTRACTOR fails to honour any of the commitments entered into under this agreement or in the event of termination of the contract under provisions of this contract and /or in respect of any amount due from the CONTRACTOR to GNLU, GNLU shall have unconditional option under the guarantee to invoke the above bank guarantee and claim the amount from the bank.

The bank shall be obliged to pay the amount to GNLU on demand.

13 DISCIPLINE:

CONTRACTOR shall carry out operations hereunder with due diligence and in a safe and workmanlike manner according to good practice. CONTRACTOR shall maintain strict discipline and good CONTRACT among its employees and shall abide by and conform to all rules and regulations promulgated by GNLU governing the operations. Should GNLU feel that the conduct of any of CONTRACTOR or contractor's employees is detrimental to GNLU interest, GNLU shall have the unqualified right to request for the removal of such employee either for incompetence, unreliability, misbehavior, security reasons etc. while on or off the job. The CONTRACTOR shall comply with any such request to remove such personnel at CONTRACTOR's expense unconditionally. The CONTRACTOR will be allowed a maximum of 2 working days to replace the person by a competent qualified person at CONTRACTOR's cost.

14 VERIFICATION OF CHARACTER AND ANTECEDENTS OF CONTRACTUAL MANPOWER:

All contracts involving deployment of Contractor's manpower within GNLU's premises the Contractor shall submit the following documents to GNLU prior to the start of work:

- (i) Undertaking from the Contractor that the character and antecedents of the personnel) proposed to be deployed by their firm at GNLU is/are impeccable.
- (ii) Undertaking from the Contractor that their firm has scrutinized the previous working of the person(s) proposed to be deployed by them at GNLU and there is nothing adverse as regards to their character and antecedent.

15 SECRECY:

CONTRACTOR shall during the tenure of the CONTRACT and at any time thereafter maintain in the strictest confidence all information relating to the work and shall not, unless so authorised in writing by GNLU, divulge or grant access to any information about the work. CONTRACTOR shall not also destroy any report, note or any other

document to the operation/ work required by GNLU. The obligation is continuing one and shall survive after the completion/ termination of this agreement.

16 STATUTORY REQUIREMENTS: During the tenure of this CONTRACT nothing shall be done by the CONTRACTOR in contravention of any law, act and/or rules/regulations.

17 INSURANCE:

- (i) CONTRACTOR shall, at his own expense, arrange appropriate insurance to cover all risks assumed by the CONTRACTOR under this CONTRACT in respect of its personnel deputed under this CONTRACT as well as CONTRACTOR's tools and any other belongings of the CONTRACTOR or their personnel during the entire period of their engagement in connection with this CONTRACT. GNLU will have no liability on this account.
- (ii) Certificate of Insurance: Before commencing performance of the CONTRACT, CONTRACTOR shall upon request furnish GNLU with of insurance indicating (1) kinds and amounts of insurance as required herein (2) effective and expiry dates of policies (3) that GNLU shall be given thirty (30) days written advance notice of any material change in the policy (4) waiver of subrogation endorsement has been attached to all policies and (5) the territorial limits of all policies. Should there be lapse in any insurance required to be carried out by CONTRACTOR hereunder for any reason, losses resulting therefrom shall be to the sole account of the CONTRACTOR. Such insurance shall be affected within Insurance Company incorporated and registered in India.
- (iii) Deductible: - That portion of any loss not covered by insurance provided for in this article solely by reason of deductible provision in such insurance policies shall be to the account of the CONTRACTOR.
- (iv) CONTRACTOR shall require to provide such of the foregoing insurance cover as the CONTRACTOR is obligated to provide under this CONTRACT.

18 INDEMNITY AGREEMENT:

18.1 Indemnity by Contractor:

Unless otherwise specified elsewhere in this CONTRACT, CONTRACTOR shall indemnify and keep indemnified GNLU, (other than the CONTRACTOR) and its/their employees from all actions, proceedings, suits, claims, demands, liabilities, damages, losses, costs, charges, expenses(including without limitation, wreck or debris, removal costs, where wreck or debris removal is ordered by a competent authority) judgments' and fines/penalty arising out of or in the course of or caused by the execution of work under the CONTRACT or other obligations hereunder directly or indirectly associated herewith and or arising from :

- a) Personal injury, illness or death of:
- (i) Any of CONTRACTOR or CONTRACTOR's personnel (even if caused by or contributed to by the negligence or fault of GNLU); and
 - (ii) Subject to clause 18.1 (a) (i) any other person to the extent the injury, illness or death is caused by the negligence or fault of the CONTRACTOR or CONTRACTOR's personnel and (ii) loss or damage to: any property owned, hired or supplied by CONTRACTOR or CONTRACTOR's personnel or subject to clause any other property to the extent the loss or damage is caused by the negligence or fault of the CONTRACTOR or CONTRACTOR's personnel.

19 DELAY IN MOBILIZATION AND LIQUIDATED DAMAGES (LD):

- (i) CONTRACTOR shall mobilize and deploy the required services as per the Contract so as to commence the services at the specified site (s) within a maximum of 15 days from the date of RC/WO.
- (ii) If the CONTRACTOR fails to mobilize and deploy the required services and / or fails to commence the operations within the period specified in sub clause (i) above, GNLU shall have, without prejudice to any other provisions in the contract including sub clause (iii) below, the right to terminate the contract.
- (iii) If the contractor is unable to commence the operations within the period specified in sub clause (a) above, it may request GNLU for extension of the time with unconditionally agreeing for payment of LD. Upon receipt of such a request, GNLU may at its discretion, extend the period of mobilization and shall recover from the contractor, as an ascertained and agreed Liquidated Damages, a sum equivalent to Rs. 10,000/-, for each week of delay or part thereof, subject to a maximum of Rs. 50,000/- per month. The parties agree that the sum specified above is not a penalty but a genuine pre-estimate of the loss/damage which will be suffered by GNLU on account of delay/breach on the part of the CONTRACTOR and the said amount will be payable without proof of actual loss or damage caused by such delay/breach.

20 SEVERABILITY:

Should any provision of this agreement be found to be invalid, illegal or otherwise not enforceable by any court of law, such finding shall not affect the remaining provisions hereto and they shall remain binding on the parties hereto.

21 CHANGE IN LAW:

- 21.1** In the event of introduction of any new legislation or any change or amendment or enforcement of any Act or Law, rules or regulations of Government of India or State Government(s) or Public Body which becomes effective after the date of submission of Price Bid or revised price bid, if any, for this CONTRACT and which results in increased cost of the works under

the CONTRACT through increased liability of taxes, (other than personal and Corporate taxes), duties, the CONTRACTOR shall be indemnified for any such increased cost by GNLU subject to the production of documentary proof to the satisfaction of GNLU to the extent which directly is attributable to such introduction of new legislation or change or amendment as mentioned above and adjudication by the competent authority & the courts wherever levy of such taxes / duties are disputed by GNLU.

- 21.2** The Contract Price and other prices given in the Schedule of Prices are based on the applicable tariff as indicated by the CONTRACTOR in the Schedule of Prices. In case this information subsequently proves to be wrong, incorrect or misleading, GNLU will have no liability to reimburse/pay to the CONTRACTOR the excess duties, taxes, fees, if any finally levied / imposed by the concerned authorities. However, in such an event, GNLU will have the right to recover the difference in case the rate of duty/tax finally assessed is on the lower side. Notwithstanding the provision contained in clause 17.1 above, GNLU shall not bear any type of tax.

22 SAFETY MEASURES:

All safety measures must be taken care of and all care and caution exercised in order to avoid any accident, fire and other safety hazards. Any type of loss to/of assets and articles due to any such incident shall be to the account of the Contractor. University shall in no way be liable for any such incident occurring in course of performance under this licence/contract. Manual Scavenging is prohibited under the Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013.

23 PROHIBITED ACTIVITIES:

Further to the stipulation herein contained, nothing as stated in the next sub-para shall be undertaken or indulged in or be allowed under any circumstances. The Contractor shall not at any stage undertake or indulge in or allow undertaking by/ indulgence of his employees or anyone else,

- a) in any uncalled for activity, whether inside or outside the premises of university, which may bring disrepute to University;
- b) in any activity in University's premises, whether or not commercial in nature, falling outside the scope of stipulations herein set out;
- c) in particular, storing/supplying/selling/distributing drugs, alcoholic drinks, cigarettes or any other items of intoxication in the University premises including hostel/mess/canteen/Guest house, etc. ; and
- d) in smoking and consumption of alcohol/drugs or any prohibited substances in the premises.

24 DAMAGE TO UNIVERSITY PROPERTY:

- 24.1** The Contractor shall make good any damage of any kind whatsoever caused to the said premises or any part thereof or to any other part of the University Campus including road and infrastructure of said building on account of any act or omission either of the Contractor or any of his employees or any of the Contractor's visitors irrespective of whether the damage caused is willful or accidental.
- 24.2** In the event of loss/theft/damage of/to the Assets and Articles of the University caused due to anything done by the Contractor or any of its employees, whether wilful or not, the Contractor shall remain liable for it and shall be made good or, as the case may be, replaced by the Contractor at its own expenses failing which twice the full cost thereof or the cost of making good/repair, as incurred by the University, whichever is higher shall be paid by the Contractor. Further the contractor shall undertake to keep the premises harm-free and indemnified against any damage arising on account of fire, theft or negligence on the part of the Contractor or his/her staff, to any property, to any resident or staff.

25 INSPECTION:

Further to the stipulations herein contained, the University reserves the right to periodically inspect any or all aspects of the Housekeeping Services facilities. In that regard, all co-operation must be extended by all concerned to the Designated Officer/Officials of at all times. Any omissions and commissions pointed out by such officers/officials during their inspection or recorded in the Inspection Book shall be properly attended to by the Contractor.

26 RESPONSIBILITIES OF THE CONTRACTOR:

- 26.1** Strict compliance of the terms and conditions of this document. The staff employed by the contractors shall be subject to inspection by the authorized officers of GNLU, Gandhinagar;
- 26.2** The contractor shall make payments to its employees in strict observance of Minimum Wages Act. Any failure on the part of the contractor in this regard will entail termination of the contract and forfeiture of the security Deposits in addition to other penal action as per law.
- 26.3** The Contractor shall ensure that the salary/wages of all deployed employees are paid/deposited into their respective bank accounts on or before the 7th day of every succeeding month, and preferably between the 1st and 7th day of each month, in accordance with the applicable labour laws and statutory provisions.
- 26.4** The contractor shall maintain a log book under the Supervisor's care in which daily attendance of the staff shall be marked to ensure that required number of persons have been engaged.

- 26.5** The logbook maintained by the Supervisor of the Contractor shall be shown daily to the authorized officers of GNLU, Gandhinagar during morning hours and at any other time on demand.
- 26.6** The contractor shall ensure that the Supervisor supervises all the jobs and attends to complaints personally;
- 26.7** Supervisor shall take care of any complaints regarding unsatisfactory jobs and shall, in addition, attend to any other job assigned by the authorized officers of the GNLU, Gandhinagar.
- 26.8** The contractor shall be responsible for the discipline of its personnel deployed at GNLU, Gandhinagar premises. Any failure in this regard will be viewed as breach of contract leading to forfeiture of security Deposits and other action, as deemed fit by GNLU, Gandhinagar.
- 26.9** The contractor shall ensure that property of GNLU, Gandhinagar is not damaged due to negligence of contractor's employee while on duty at GNLU, Gandhinagar. In case of any damage, the contractors shall be responsible to make payment for the losses;
- 26.10** The Contractor shall deploy only adult personnel for the execution of the services under the contract. The Contractor shall mandatorily deploy female personnel for duties in the Girls' Hostel, girls' washrooms, and other designated areas where the deployment of female personnel is required.
- 26.11** The contractor shall deal and settle the matters connected with service matters /conditions of its employees etc., and shall make sure that no labour problem is passed on to GNLU, Gandhinagar under any circumstances. All precautions shall be taken by the Contractor to ensure that no liability on account of its personnel deployed to serve the GNLU, Gandhinagar is in any condition passed on to GNLU, Gandhinagar.
- 26.12** The contractor shall ensure that the staff employed by them is well mannered, well trained in the Housekeeping services and possess good conduct. Physical and medical fitness of the personnel for the job shall also be ensured.
- 26.13** The contractor shall provide uniform to each of its staff members with Identity Card and ensure that they are properly attired including dress, shoes, I-card etc. GNLU, Gandhinagar shall not be responsible for any claim of whatsoever nature against the contractors from third party including claims, if any, from the personnel employed by the contractors and deployed at the GNLU, Gandhinagar.
- 26.14** The contractor shall submit character verification of the workers deployed at GNLU, Gandhinagar from the Police Authorities upon award of contract.
- 26.15** The contractor should indemnify the GNLU, Gandhinagar at all times against all claims, damages or compensation under provisions of payment Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen compensation Act, 1923; Industrial Disputes Act, 1947; The Maternity Benefit Act, 1961; Gujarat Shops and Essential Commodities Act including any

amendments to the said acts or any other law relating to such contracts made hereunder from time to time by Central or State Governments or any other Authorities. GNLU, Gandhinagar shall not be subjected to own any responsibility under the provisions of any such Act, Law or Rules.

- 26.16** The Contractor shall also obtain all licences, certificates, permits, etc from the Authorities concerned and file all returns, statements, etc with such Authorities, as may be required by or under any such law, as aforesaid.
- 26.17** All taxes, levies, cess, etc. payable in respect of the works, acts and activities carried on by the Contractor or matters incidental thereto shall be to his account. The Contractor shall deposit all such taxes, levies, cess, etc to the account of the concerned Authorities in time and comply with all notices, orders and Instructions/directions of any such authority in time and without fail.
- 26.18** Any liability, monetary or otherwise, on account of non-compliance or violation of any such Law, Rule, Regulation, Notification, etc, as aforesaid, and all expenses arising out of Statutory Proceedings, suits or other legal proceedings for such noncompliance or violation shall be the burden of the Contractor and to his account.
- 26.19** The contractor/service provider shall appoint a controlling officer/coordinator to ensure coordination between university and the contractor/service provider.
- 26.20** The contractor should make adequate inquiries about the character and antecedents of the persons whom they will be deploying. The contractor shall verify and submit the details, if any, including Police records/cases are pending against them.
- 26.21** The character and antecedents of each personnel of the contractor shall be verified by the contractor before their deployment after investigation by the local police, collecting proofs of identity like driving license, bank account details, pervious work experience proof of residence and recent photograph and a certification to this effect submitted to the Gujarat National Law University.
- 26.22** The contractor will also ensure that the personnel deployed are medically fit and will keep in record a certificate of the medical fitness.
- 26.23** The contractor has to provide Photo identify Cards to the persons employed by them for carrying out the work. These cards are to be constantly displayed & their loss must be reported immediately to the University.
- 26.24** The contractor's personnel working in Gujarat National Law University should be polite; cordial positive and efficient while handling the assigned work and their actions shall promote goodwill and enhance the image of the Gujarat National Law University.
- 26.25** The contractor shall be responsible for any act of indiscipline on the part of persons deployed. The contractor shall not appoint/sublet any sub company/agency to carry out any obligation under the contract.

- 26.26** The contractor will replace any of its personnel immediately, if they are found unacceptable to the Gujarat National Law University for any reasons including, security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving instructions from the Gujarat National Law University.
- 26.27** It is the responsibility of the contractor to comply with prevailing rules and regulations in respect of hiring and supplying manpower as per state Govt. Rules & Regulations.
- 26.28** Gujarat National Law University shall not be liable for any loss, damage, theft, burglary, robbery of any personal belongings, equipment or vehicles of the personnel of the contractor.
- 26.29** The contractor's personnel shall not divulge or disclose to any person any details of office, operational process, technical know-how of housekeeping arrangements and administrative/organizational matters as all are of confidential/secret nature that can attract legal action against the contractor.
- 26.30** The persons deputed shall not be below the age of 18 years, they shall work cordially in cooperation with the employees of Gujarat National Law University.
- 26.31** The personnel provided by the Agency should be between 18 – 54 years of age and energetic.
- 26.32** The contractor's personnel or their legal heirs under no circumstances shall claim any benefit/ compensation/absorption/regularization of services in the Gujarat National Law University under the provision of Industrial Disputes Act, 1947 of Contract Labour (Regulation & Abolition) Act, 1970, or any other Act of the Central/State Government. Undertaking from the person(s) to this effect will be required to be submitted by the contractor to the Gujarat National Law University.
- 26.33** The contractor shall ensure proper conduct of personnel deployed in office premises and ensure, enforce prohibition of consumption of alcoholic drinks, pan, 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.
- 26.34** The contractor shall engage the necessary personnel as required by the Gujarat National Law University from time to time. The personnel engaged by the contractor shall be employee of the contractor and it shall be the duty of the contractor to pay their salary every month in time. There is no Master & Servant relationship between the employees of the services provider and the University. Further the said person(s) of the contractor shall not claim any benefit from the Gujarat National Law University. Also the contractor shall not stop the payment of salary to the engaged personnel on account of delays attributed to the Gujarat National Law University, if any.

- 26.35** The Contractor will submit the bills in triplicate in the 1st week of every month for payment to the GNLU. The Contractor shall ensure payment regularly for the deployed manpower to their entitlements like monthly salaries/wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. Bill for the subsequent month will be paid only after submission of certificate of disbursement of wages of previous month.
- 26.36** The Contractor must ensure timely payment of monthly salaries and all statutory entitlements to deployed manpower in compliance with the applicable laws and then submit the monthly bill along with documentary proofs (Invoice, Attendance Sheet, Salaries Payment Proof, etc.) for release of the payment from the Buyer.
- 26.37** The payment will be made after necessary deduction in terms of non-permissible absence of the personnel including penalty if any. The contractor shall pass on all the statutory charges (i.e., PF, ESI, Bonus, LWF, Leave, etc.) including minimum basic wages and such other benefits paid by the University directly to the persons deployed, on monthly basis.
- 26.38** There shall be an automatic increase in the minimum wages of the personnel provided by the contractor consequent upon any increase on such account effected by any Govt. rules, orders, however, otherwise the rate quotes finalized through Tender shall remain fixed throughout the continuity of the contract.
- 26.39** The transportation, food, medical and any other statutory requirement under the various Act/Govt. Regulations in respect of each personnel of the contractor will be the responsibility of the service provider. This shall include payment of PF, ESI and Service Tax etc. The service provider shall have to furnish the details of every such payments deposited to the respective authorities including PF, ESI etc. in respect of deployed personnel in the University every month prior to the bills submitted for the reimbursements of the actual charges for the services rendered during the month.
- 26.40** The contractor shall have to pay the wages and salaries to the personnel deployed in their respective bank accounts.
- 26.41** If necessary Gujarat National University may prescribe the take home wages/remuneration amount for particular type of personnel if it thinks fit, (which will be equal or more than minimum prescribed wages laid down for type as per existing law/ regulations), the contractor shall be liable to comply with the same.
- 26.42** Reporting hours including working hours of such personnel deployed will be as per the requirements of the Gujarat National Law University.
- 26.43** The personnel may be called on beyond working hours if required. They will be paid extra as per the rates approved by the Gujarat National Law University.
- 26.44** The contractor will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the Gujarat National Law University.

- 26.45** The contractor shall provide a substitute to the university well in advance if there is any probability of the person leaving the job due to any reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the contractor.
- 26.46** The Departments concerned and office of Gujarat National Law University will certify the performance and attendance of manpower and issue a certificate of satisfactory services of manpower duly signed by the concerned official. This certificate has to be enclosed with the bills every month to the Accounts section of the University.
- 26.47** Payments to the contractors would be strictly on certification, by the office with which he/she is attached, that his services were satisfactory and attendance as per the bill forwarded by the contractor.
- 26.48** 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 GNLU 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.
- 26.49** The contractor, controlling officer shall be contactable all the time and message(s) sent by E-Mail/Phone/Mobile Phone from the University Office to the contractor shall be acknowledged immediately on receipt on the same day. The contractor shall ensure every day that the minimum manpower has been complied with.
- 26.50** The Successful Housekeeping Agency shall provide housekeeping services on all week days including on all working days, holidays.
- 26.51** 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.
- 26.52** The Successful Housekeeping Agency shall ensure that the entire staff deployed by it is highly disciplined, maintain punctuality and refrain from any arguments or disputes with the employees, public or their attendants.
- 26.53** In the event, due to act (s) of the Contractor or his employees, if — University is put to any liability, loss, obligations, etc. resulting from any action, claim, damages, proceedings or suit initiated against the University by any individual, agency or Statutory/Government Authority under any law, and/or University is required to pay any claims or damages to any individual, agency or Statutory/Government Authority, and incurs any expenditure in connection with such actions, proceedings or suits the Contractor shall be liable to make good/compensate such claims or damages including all expenses incurred by the

University, failing which University shall be entitled to deduct appropriate amount from the performance security Deposit/Performance Guarantee furnished by the Contractor to University.

27 VALIDITY, EXTENSION AND TERMINATION OF AGREEMENT/ CONTRACT:

- 27.1** 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 Gujarat National Law University after expiry of the contract.
- 27.2** The successful Bidder has to convey acceptance of Letter of Intent (LOI) within 07 working days of receipt of Letter of Intent (LOI).
- 27.3** GNLU, Gandhinagar may at any time terminate the services agreement with immediate effect by giving written notice to the successful Bidder, if the successful Bidder becomes bankrupt or otherwise insolvent and for any breach of the agreement, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to GNLU, Gandhinagar.
- 27.4** The successful Bidder can terminate the agreement by giving with three months' prior notice to the GNLU, Gandhinagar. The GNLU, Gandhinagar 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 of the office Space allotted to them.
- 27.5** 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 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 same.
- 27.6** During the period of notice, as above, the Contractor shall keep discharging his duties as required hereunder till the expiry of notice period. Immediately on expiry of the notice period, the Contractor shall peacefully handover the all assets and articles with the fittings, fixtures, furniture, equipment, appliances, etc provided by university, in such condition as stipulated herein.
- 27.7** In the event of termination of the licence/contract granted to the Contractor, the Registrar shall be at liberty to offer the licence/contract for the remaining duration of an academic session, at the cost of the contractor, to any other Tenderer who participated in the same Tender as the Contractor. In the event any such Tenderer declines to accept the offer, the Registrar may also award the licence to any other Party at the cost of the Contractor.

28 RATES:

- 28.1** The rates offered by the Bidder shall be inclusive of all Govt. Taxes / Levies, statutory contributions, 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 GNLU, Gandhinagar.
- 28.2** The stamp duty and registration charges will be borne by the contractor.
- 28.3** All expenses for the execution of contract, service Agreement shall be borne by the Successful Bidder.
- 28.4** GNLU, Gandhinagar reserves the right to negotiate the rates for the cleaning material if the material is required to be supplied by the Bidder. TDS shall be effected by GNLU, Gandhinagar, on the rates quoted by Bidder, as per applicable laws.

29 RECOVERY OF SUM DUE:

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

30 INTERPRETATION:

In the event of any difference in the interpretation of any of the clauses of the service contract and / or the Tender documents, the clarification given by the Director of Gujarat National Law University, Gandhinagar shall be final and binding on the Parties.

31 SETTLEMENT OF DISPUTES:

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 Director, Gujarat National Law University, Gandhinagar 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 Director, GNLU, any dispute whatsoever shall be subject to the jurisdiction of Gandhinagar Courts only.

32 FORCE MAJEURE:

In the event of any unforeseen circumstances directly interfering with the supply of goods/work/service arising during the subsistence of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the bidder shall, within a week from the commencement thereof, notify the same in writing to GNLU

with reasonable evidence thereof. Either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other, except those which had occurred under any other clause of this contract prior to such termination.

33 DETERMINATION OF RESPONSIBILITY & LIABILITY:

Except, as otherwise stated herein, in the matter of determination of responsibility or liability of the contractor falling under any of the terms herein, the decision of the Registrar of the University shall be final and binding on the contractor.

34 AMENDMENT FOR BETTER FUNCTIONING/ REMOVAL OF DIFFICULTIES:

The Director of the University reserves the right to amend these terms and conditions, contained herein, as may be considered necessary and appropriate for better functioning or for removal of difficulties in the operation of the housekeeping of doubts as to the terms and conditions set out herein.

35 RESOLUTION OF DISPUTES AND JURISDICTION OF COURTS:

- 35.1** The Contractor and the University shall make every effort to resolve any dispute or disagreement amicably by direct informal discussions/negotiations. In case of any unresolved issues / disagreements / disputes, the matter shall be referred to an Arbitrator, to be appointed under mutual consent, whose award shall be binding on both parties.
- 35.2** Even after the efforts as in 35.1 above, any dispute arising out of or in relation to this Licence/contract either during subsistence thereof or thereafter remain unresolved, the same shall be referred, by either side, for sole arbitration of the Director, GNLU. Decision of the Director on the reference shall be final, conclusive and binding on all concerned.
- 35.3** In case, even after arbitration, the Contractor has compelling reasons to go to the court, the matter shall be subject to the jurisdiction of the District Court, Gandhinagar, Gujarat or the High Court of Gujarat. The resultant rights and obligations under this licence/contract will be adjudged in accordance with the Indian laws.

36 LIMITATION OF LIABILITY:

Notwithstanding any other provisions, except only in cases of willful misconduct and /or criminal acts,

- (i) Neither the Contractor nor the University (GNLU) shall be liable to the other, whether in Contract, tort, or otherwise, for any consequential loss or damage, or

loss of profits or interest costs, provided however that this exclusion shall not apply to any obligation of the Contractor to pay Liquidated Damages to the Institute and

- (11) Contractor shall indemnify and keep indemnified GNLU harmless from and against any and all claims, costs, losses and liabilities in excess of the aggregate liability amount in terms of clause (i) above.

37 IMPORTANT:

37.1 University may accept or reject any or all the bids in part or in full without assigning any reason and does not bind to accept the lowest bid. The University at its discretion may change the quantity/upgrade the criteria/drop any item or part thereof at any time before placing the Work Order.

37.1.1 A bid submitted with false information will not only be rejected but also the franchise owner/agency will be debarred from participation in future tendering process.

37.1.2 The franchise owner/Agency need to submit a certificate during opening of technical bids that they are not currently debarred or blacklisted in any state level/national organization or educational institute/university.

37.1.3 In case of any dispute, the decision of the Director of this University shall be final and binding on the bidders.

37.1.4 For any query pertaining to this bid document, correspondence be addressed to: The Registrar, GNLU.

37.1.5 In case the due date for opening tender happens to be a holiday, the same will be opened on the next working day. The timings will however remain unchanged. Please Note that the University remains closed on Second & Fourth Saturday, every Sunday & Public Holidays.

SECTION-C

SCOPE OF THE WORK & SERVICES AS PER THE TENDER

1. SCOPE OF THE WORK & SERVICES:

The scope of work would include providing all housekeeping services including cleaning and general upkeep of the University property, office premises, furniture and office equipment of GNLU, Gandhinagar.

The contract shall be extended to any other accommodation that may be owned / hired by GNLU, Gandhinagar during the prevalence of the contract and the contractors shall have no objection to the same. The cost of contract shall, however, be increased in proportion to increase in the space occupied and man power deployed. Cleaning of walls / wooden partitions, Floors, Desks, chairs, other fixtures, dusting of office equipment, window panes / grills and roof up to ceiling height shall be included in the scope of work. The above mentioned number of staff in various categories may decrease or increase depending upon requirement during and after deployment as it is indicative in nature. The approximate current requirement of housekeeping manpower is 108 personnel, including 100 Housekeeper, 7 Housekeeping supervisor, and 1 Housekeeping Manager. The actual manpower requirement may vary depending upon the operational requirements of the University and shall be as determined by the Competent Authority from time to time.

2. AREA COVERAGE FOR HOUSEKEEPING SERVICES:

2.1 Main Administrative Building of the University:

- 2.1.1 Ground Floor- All offices, Toilets, Corridor Area, Foyer, Reception, Open Spaces near Garden and surrounding
- 2.1.2 First Floor- All offices, Toilets, Corridor, Pantry, Dining Room, Board Room, Committee Room, Store Room, Staircase
- 2.1.3 Second Floor – Library, Open Space, Corridor
- 2.1.4 Third Floor – Terrace, Solar Panels, Cleaning of Water Tanks

2.2 Shishyabhavan & Gurubhavan:

- 2.2.1 All Offices, Classrooms, Auditorium, GYM, Toilets, Corridor Area, Laboratory, staircase, terrace and all alike infrastructure including open Space in the surrounding.

2.3 Other areas:

- 2.3.1 Boys Hostel, Girls Hostel, Training Residency, VIP Residency, Staff Residency, Canteen, Punit Van, Student Amenities Centre/Health Centre and all Play Grounds.

- 2.3.2** All Offices, GYM, Toilets, Corridor Area, staircase, terrace and all alike infrastructure including open Space in the surrounding. Complete outside area including paver blocks near the entrance of all Buildings.
- 2.3.3** Any other area of the campus not mentioned above is also required to be cleaned as per needs of the University. As per the Government of Gujarat notification number MLO/15/2016/834/275 (2017) G dated 7/04/2017. The whole campus shall be cleaned to prevent breeding places of mosquitos necessary steps shall be taken to prevent breeding of mosquitos.

3. DETAILS OF WORK & SERVICES:

The selected Contractor/Service Provider shall be responsible for providing comprehensive housekeeping, cleaning, sanitation, hygiene and allied services at the University premises, including all academic, administrative, residential and common-use areas, as specified by the University from time to time. The details of the work/ services are as follows:

- 3.1 General Housekeeping Services:** The successful Contractor shall be responsible for providing comprehensive housekeeping, cleaning, sanitation, hygiene and allied services at the University premises during the entire contract period. The services shall cover all areas identified by the University, including Academic Buildings, Administrative Buildings, Faculty Cabins/Chambers, Officers' Offices, Classrooms, Library, Seminar and Conference Halls, Hostels, Guest House, Corridors, Staircases, Washrooms, Common Areas, Roads, Pathways, Parking Areas and other locations as may be identified by the University from time to time. Cleaning, sweeping, mopping and wiping of floors, staircase on daily basis from Monday to Sunday or as instructed by the Registrar, GNLU.
- 3.2 Daily Cleaning of Premises:** The Contractor shall undertake daily sweeping, dusting, mopping, scrubbing and cleaning of all designated areas of the University. The floors, walls, doors, windows, furniture, fixtures, corridors, staircases, passages, lobbies and other accessible surfaces shall be cleaned regularly and maintained in a neat, hygienic and presentable condition. Cobwebs/honey webs, dust, dirt and other visible impurities shall be removed from the office building, its premises and from the toilets at regular intervals. Cleaning and sweeping of open area including balconies and roof tops with brooms. Brushing, Scrubbing, Vacuuming, Shampooing and dry cleaning of premises as required.
- 3.3 Cleaning of Academic Buildings:** The Contractor shall be responsible for the regular cleaning of classrooms, lecture halls, tutorial rooms, seminar halls, academic corridors, staircases, lobbies and other academic areas. Desks, chairs, tables, podiums, boards and other classroom furniture shall be properly cleaned and dusted. Special cleaning shall be carried out before and after examinations,

seminars, conferences, workshops and other academic activities whenever required by the University.

- 3.4 **Cleaning of Administrative Offices:** The Contractor shall undertake regular cleaning and dusting of administrative offices, officers' chambers, faculty cabins, meeting rooms and other designated office areas. While performing the cleaning work, the housekeeping personnel shall exercise due care and shall not disturb or handle official files, records, documents, computers, equipment or other office materials. Cleaning and dusting of all the offices with entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, Printers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster. Any movement of furniture or equipment, if required for cleaning purposes, shall be undertaken only with the permission of the concerned authorised officer.
- 3.5 **Cleaning of Library and Specialised Areas:** The Contractor shall undertake cleaning and dusting of the Library, reading areas, corridors and other designated library spaces with due care. Cleaning around bookshelves, racks, records, books and other valuable materials shall be carried out carefully so as to prevent any damage or displacement. Cleaning of specialised areas containing sensitive equipment, computers or other technical installations shall be undertaken strictly as per the instructions of the authorised University official.
- 3.6 **Cleaning and Sanitation of Washrooms:** All washrooms, toilets, urinals, wash basins and associated areas shall be cleaned and disinfected regularly. Toilet bowls, urinals, wash basins, taps, mirrors, partitions, doors, floors and other sanitary fixtures shall be thoroughly cleaned using suitable cleaning and disinfecting materials. The Contractor shall ensure that washrooms remain clean, hygienic, odour-free and usable throughout the working hours. Any complaint relating to foul odour, spillage, blockage or poor sanitation shall be attended to immediately. Thorough cleaning of all floors, toilets, wash basins, urinals using washing powder, toilet cleaner by putting naphthalene balls and air purifier and fresheners like Odonil, Ambipure etc. Spraying Baygon/Phenyl and room fresheners in toilets and other offices, labs and rooms on requirement basis and keeping naphthalene balls in toilets.
- 3.7 **Cleaning of Hostels:** Where hostel areas are included within the scope of the contract, the Contractor shall undertake regular cleaning of hostel corridors, staircases, common rooms, lobbies, entrances, washrooms, toilets and other designated common areas. Waste shall be collected regularly and removed to the designated disposal point. Periodic deep cleaning of hostel common areas shall also be undertaken as directed by the University.
- 3.8 **Housekeeping Services at Guest House:** Where included in the contract, the Contractor shall provide housekeeping services at the University Guest House, including cleaning of guest rooms, attached/common washrooms, corridors,

dining areas, common areas, furniture, doors, windows and other fixtures. Guest rooms shall be properly cleaned and prepared before the arrival of guests and shall be cleaned after departure. Any special housekeeping requirement communicated by the authorised Guest House official shall be attended to promptly.

- 3.9 Cleaning of Outdoor and Common Areas:** The Contractor shall undertake regular sweeping and cleaning of designated roads, pathways, courtyards, entrances, parking areas, open spaces and other common areas of the University. Leaves, litter, paper, plastic and other waste shall be collected and removed regularly. The Contractor shall ensure that all entrance areas, pathways and other high-footfall locations remain clean and presentable. Emptying the waste books and collection of garbage & carrying up to garbage house.
- 3.10 Periodic Deep Cleaning:** In addition to routine daily cleaning, the Contractor shall undertake periodic deep cleaning of the premises as prescribed by the University. Such activities shall include machine scrubbing and polishing of floors, cleaning of tiles, carpets, upholstery, glass surfaces, windows, doors, ceiling fans, exhaust fans and other accessible fixtures. High-level dusting and removal of cobwebs shall also be undertaken periodically.
- 3.11 Cleaning During University Events:** The Contractor shall provide housekeeping services for University functions and events, including convocations, conferences, seminars, workshops, meetings, examinations, cultural programmes, sports events, recruitment activities, VIP visits and other programmes. The services shall include pre-event cleaning, maintenance of cleanliness during the event, waste collection during the event and complete post-event cleaning of the premises.
- 3.12 Emergency Cleaning Services:** The Contractor shall provide immediate housekeeping assistance in case of water leakage, liquid spillage, food spillage, broken glass, sudden accumulation of waste or any other emergency housekeeping requirement. Such requirements shall be attended to immediately upon receiving instructions from the authorised University official.
- 3.13 Housekeeping Equipment and Materials:** All cleaning materials e.g. chemicals, cleaning liquids, brooms etc. to be used for the purpose of cleaning shall be procured by the Contractor, subject to mutual consent and approval by the GNLU. The contractors shall also have to supply all equipment, machinery, tools (like Auto Scrubber Machine, Single Disk Scrubbing Machine, High Pressure Water Jet Machine, Wet & Dry Vacuum Machine, Manual Road Sweeping Machine, Self-Supporting long ladder) etc. required for providing the housekeeping services. The Contractor shall provide adequate housekeeping equipment, tools and accessories required for satisfactory execution of the work, unless otherwise specified in the Tender. All equipment shall be maintained in proper working condition throughout the contract period.

- 3.14 The Tenderer shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, Lizards, crawling insects at library and carpeted rooms, rats etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.
- 3.15 The Tenderer should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services.
- 3.16 Lifting, carrying and disposing the dead birds, animals, rats, insects, etc. if found in and around the office building.
- 3.17 Floor Cleaning/ Polishing / Scrubbing / Sweeping etc. of the floors/ platforms/ toilets etc. shall be done by the machines only. Suitable for the sites and as per techno- financial requirements. The machines, chemicals and solutions etc. shall comply with relevant BIS/ISI codes and should be of renowned make to be operated by licensed/ certified personnel only. Manual Cleaning/ Scrubbing/ Polishing/ Sweeping etc. shall be permissible only where machines cannot be used.
- 3.18 **Cleaning Chemicals and Materials:** The Contractor shall provide suitable cleaning agents, disinfectants, detergents, floor cleaners, toilet cleaners and other required housekeeping materials as specified in the Tender. All chemicals and cleaning materials shall be of acceptable quality and shall be stored, handled and used safely. The Contractor shall ensure that the use of such materials does not cause damage to University property, flooring, furniture, equipment or other surfaces.
- 3.19 **Deployment of Manpower:** The Contractor shall deploy adequate numbers of trained, experienced and physically fit housekeeping personnel as prescribed by the University. The manpower shall be deployed according to the approved duty roster and requirements of different buildings and facilities. The Contractor shall provide suitable replacement/reliever personnel in case of absence, leave or non-availability of any deployed worker so that housekeeping services remain uninterrupted. 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.
- 3.20 **Uniform and Identification:** All housekeeping personnel deployed at the University shall wear proper and clean uniforms and shall carry valid identity cards issued/approved by the Contractor. The Contractor shall ensure that all personnel maintain proper personal hygiene, discipline and professional conduct while performing their duties within the University premises. The Tenderer shall ensure that the entire workforce deployed wear uniform with the I-Card while on duty.

- 3.21 Supervision of Housekeeping Services:** The Contractor shall appoint an experienced Supervisor for effective supervision and monitoring of the housekeeping services. The Supervisor shall coordinate with the authorised University officer, monitor the attendance and deployment of personnel, inspect the cleaning work and ensure that all assigned areas are properly attended to. The Supervisor shall also be responsible for immediately addressing deficiencies and complaints brought to the notice of the Contractor.
- 3.22 Attendance and Deployment Records:** The Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the Tenderer and will be countersigned by the Concerned Officer, GNLU at regular intervals and finally at the end of each month. The duty roster, attendance records, cleaning schedules, periodic cleaning records and other documents relating to the performance of housekeeping services shall be maintained properly and shall be produced before the authorised University officer whenever required.
- 3.23 Safety and Personal Protective Equipment:** The Contractor shall ensure compliance with all applicable safety, sanitation, labour and environmental requirements. Appropriate Personal Protective Equipment (PPE), including gloves, masks, footwear, protective clothing and other safety equipment, shall be provided to housekeeping personnel wherever necessary. The Contractor shall ensure that its personnel are properly trained in the safe handling of cleaning chemicals, equipment and waste materials.
- 3.24 Protection of University Property:** The Contractor and its personnel shall exercise utmost care while carrying out housekeeping work within the University premises. No official records, files, books, equipment, computers, furniture or other University property shall be handled, moved or accessed unnecessarily. The Contractor shall be responsible for any loss or damage to University property caused due to negligence, misconduct or improper handling by its personnel, subject to the terms and conditions of the contract.
- 3.25 Confidentiality and Conduct:** The housekeeping personnel may come into contact with official documents, records, information and activities of the University during the course of their duties. The Contractor shall ensure that all personnel maintain strict confidentiality and shall not read, copy, photograph, disclose or misuse any official information or document. The Contractor shall also ensure that its personnel maintain proper discipline and decorum within the University premises.
- 3.26 Inspection and Quality Control:** The University shall have the right to inspect the housekeeping services at any time during the contract period. The University may conduct regular or surprise inspections to assess the quality and adequacy of the services. In case any deficiency is noticed, the Contractor shall immediately

rectify the same or take corrective action within the period specified by the University.

- 3.27 Complaint Redressal:** The Contractor shall establish an effective mechanism for receiving and resolving housekeeping-related complaints. All complaints communicated by the authorised University official shall be attended to promptly. Repeated complaints, failure to rectify deficiencies or continued unsatisfactory services may result in deductions, penalties or other contractual action as prescribed under the Tender/Agreement.
- 3.28 Responsibility towards Deployed Personnel:** The Contractor shall be solely responsible for recruitment, deployment, supervision, wages, statutory benefits, insurance, statutory contributions and other obligations relating to its housekeeping personnel. The Contractor shall comply with all applicable labour laws, rules and regulations. No employer-employee relationship shall be created between the University and the personnel deployed by the Contractor.
- 3.29 Additional and Incidental Housekeeping Work:** The Contractor shall undertake such additional or incidental housekeeping activities as may reasonably be required for maintaining the premises in a clean, hygienic and presentable condition. Such activities shall be performed as per the instructions of the authorised University official, provided that the same are within the general nature and purpose of the housekeeping contract.
- 3.30 Modification of Areas and Requirements:** The University reserves the right to increase, decrease, add or modify the areas covered under the housekeeping services during the contract period, subject to the terms and conditions of the Tender/Agreement. The Contractor shall make necessary adjustments in manpower deployment and housekeeping arrangements as instructed by the University.
- 3.31 Uninterrupted Services:** The Contractor shall ensure uninterrupted housekeeping services throughout the contract period. Absence of individual housekeeping personnel shall not be accepted as a reason for non-performance of the assigned work. The Contractor shall make adequate alternate arrangements to ensure continuity of services.
- 3.32 Overall Standard of Services:** The overall objective of the housekeeping contract shall be to maintain the University premises in a clean, hygienic, safe, odour-free and aesthetically presentable condition. The Contractor shall deploy adequate manpower, equipment, materials and supervisory resources to maintain the prescribed standard of cleanliness and shall perform all services diligently and efficiently to the satisfaction of the University.
- 3.33** To move papers/files, etc. from one destination to another within the offices; to move furniture and other items within GNLU Campus as and when required; to help in collection and dispatch of various parcels, furniture, inventories etc.

4. WASTE DISPOSAL MANAGEMENT:

The Tenderer will ensure collection, screening /segregation of dry and wet garbage in the earmarked area. The Tenderer will also ensure segregation of bio degradable and non-bio degradable garbage. Finally, the Tenderer will arrange for disposal of garbage/Horticulture waste shall transport the collected waste to the designated disposal/collection point at such a place as may be permissible by the Municipal Corporation. Garbage bins and waste collection points shall also be cleaned and maintained regularly.

5. Daily Housekeeping Performance Reporting and Escalation Mechanism

5.1 Key Performance Indicator (KPI) Schedule

The KPI framework is proposed to establish clear, measurable and objective service standards for the housekeeping agency and to provide a documented basis for regular monitoring, performance assessment and corrective action.

KPI	Standard	Measurement / Response Time
Toilets	Clean, dry and odour-free	4 - 5 Cleaning per day
Corridors	Dust/litter-free	Daily inspection
Classrooms	Clean before scheduled use	Checklist-based inspection
Offices	Daily cleaning	Random inspection
Waste Bins	No overflow	Continuous monitoring
Wet Spill	Immediate attention	≤ 15 minutes
Toilet Complaint	Immediate attendance	≤ 15 minutes
General Complaint	Attendance and resolution initiated	≤ 30 minutes
Critical Hygiene Complaint	Rectification	≤ 1 hour
Pest Complaint	Initial response	≤ 2 hours
Manpower Shortage	Deployment of substitute manpower	Within the same shift
Repeated Failure	Corrective and Preventive Action (CAPA)	Within 24 hours

The KPI compliance shall be recorded through daily inspection checklists, inspection registers, complaint/incident registers, attendance records and periodic performance reviews.

The KPI performance shall also form part of the monthly performance assessment of the housekeeping agency and may be linked with applicable deductions, service-level penalties or other contractual remedies, wherever provided in the tender/contract conditions.

This approach will ensure that the housekeeping agency's performance is assessed on measurable service levels rather than merely on general observations of cleanliness.

5.2 Daily Housekeeping Performance Reporting and Escalation Mechanism

The KPI framework is proposed to

To ensure effective supervision, accountability, transparency and continuous monitoring of housekeeping services, a structured Daily Reporting and Escalation Mechanism may also be incorporated into the SOW.

The Housekeeping Agency Supervisor shall be responsible for conducting regular inspections, monitoring the deployed manpower and preparing a Daily Housekeeping Performance Report for submission to the designated Manager/Officer.

The following reporting hierarchy may be prescribed:

Housekeeping Staff → Housekeeping Supervisor → Designated Manager/Officer → Registrar

PROFORMA FOR TECHNICAL BID

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 claim as prescribed below:

Sr. No.	Description	Details
1	Name of the Firm	
2	Contact details along with Email IDs, Phone Numbers	
3	PAN /GOI registration any other document (specify)	
4	GST Registration No. (Please attach copy) Valid Gujarat State GST Registration No. (Please attach copy)	
5	Latest GST Return (Please attach copy)	
6	Name of the Proprietor/Partner/Director	
7	Shops & Establishment Registration Certificate as valid Housekeeping Services (Y/N)	
8	• ISO 9001:2008 or • ISO 9001:2015 Certificate (Y/N)	
9	• ISO 14001:2004 or • ISO 14001:2015 Certificate (Y/N)	
10	Valid Labour license for providing at least 50 Housekeeping Staff in Government Departments/ Autonomous Institutions/ Universities Undertakings of the Government of India or any other State Government. (Y/N)	
11	a. Balance sheet and Profit loss account statement for last 03 years [2023-24, 2024-25, 2025-26] attached (Y/N) b. Income Tax Returns of the assessment years 2023-24, 2024-25 and 2025-26 (Y/N)	
12	Whether the bidder has average annual turnover of at least 3 Crore in last 3 years as per Bid Document? (Y/N)	
13	The Establishment is registered with the Government(Y/N) Please give details of the registration number, licence Number along with document/ evidence	
14	Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment. (Y/N)	
15	The agency is complying with the labour legislations, such as ESI,	

	EPF, Gratuity Act etc. (Y/N) (Please specify as applicable)	
16	Experience of providing housekeeping services at least for last 5 years in Autonomous Academic Institutions/Universities.	
17	Satisfactory Performance Certificates for similar housekeeping services from at least three (03) different existing clients located in Gujarat, shall be submitted by the Bidder. (Y/N)	
18	The Bidder shall have its Registered Office in Gujarat, and shall have maintained such Registered /Operating office located preferably in Gandhinagar or Ahmedabad, Gujarat for at least the last three (03) years as on the date of submission of the bid. (Y/N)	
19	EPF No: ESI Code: (Y/N) (Please Attach Copies)	
20	Whether the bidder has minimum 3 ongoing live sites of providing housekeeping services in in Autonomous Academic Institutions/Universities? (Y/N)	
21	Proposal validity of 60 days accepted (Y/N)	
22	Power of Attorney/Authorization for signing the bid documents. (Y/N) (Please attach copy)	
23	Whether the bidder has agreed to all terms and conditions as mentioned in the bid document? (Y/N). Undertaking shall be submitted on the company letter head by its authorized signatory along with technical bid	
24	Self-declaration that the bidder has not been blacklisted by any state/central government in India.(Y/N)	
25	Details of DD towards Tender fees a) Amount: b) D.D. No. c) Date of issue: d) Name of issuing bank	
26	Details of DD towards EMD a) Amount: b) D.D No: c) Date of issue: d) Name of issuing bank	

Note: Please attach necessary support documents

PROFORMA FOR FINANCIAL BID

Sr. No.	Wages (to be filled as per standard 26 working days only)	Housekeeping Manager	Housekeeping Supervisor (Male/Female) (Skilled labour)	Housekeeper (Male/Female) (Unskilled labour)
1	Gross Salary			
	Basic Wages			
	D.A.			
2	Statutory Charges			
	PF (13% on Gross)			
	ESIC (3.25% on Gross)			
	Bonus (8.33% on Basic + DA)			
3	Service Charges (%)			
Total (1+2+3) [i.e. Total Final Bid for Manpow				

The above calculation shall be as per standard 26 working days and the rates are filled in accordingly for per personnel per month only. Amounts are to be calculated as per prevailing rates notified/issued from time to time by the government, are subject to change as per changes by the government. Kindly specify the latest rates in the above as applicable along with the circular, Notice, O.M., G.R. effecting the change in the above. In accordance to the Zone Classification, the University comes under Zone-I.

The amount quoted for Housekeeper shall only be counted for the purpose of assessment including service charges for financial bid.

A refreshment amount shall be provided to the deployed housekeeping manpower as part of an initiative aligned with the University's commitment to adopting best practices in contract management and workforce welfare, and this is approved and is subject to ratification of Statutory Body.

RATES FOR HOUSEKEEPING CONSUMABLES/GENERAL ITEMS

(Not to be considered for financial bid and final award of the contract)

Sl. No.	Name of the Items		Unit	Unit Price	Rate of Applicable GST	Quoted Price in Rupees (Inclusive of GST)
					%	(In Figures)
1.	Acid	Certified Brand	1 Ltr.			
2.	Black Phenyl	Certified Brand	1 Ltr.			
3.	Perfumed/Herbal Phenyl	Certified Brand	1 Ltr.			
4.	Micro Power/Soap Oil (Multi-Purpose Cleaning Liquid)	Certified Brand	1 Ltr.			
5.	Scale Remover	Certified Brand	1 Ltr.			
6.	Floor Cleaner/Citronella Oil/Lemon Grass Oil (Perfumed, Tiles Shining Purpose)	Certified Brand	1 Ltr.			
7.	Toilet Cleaning Liquid	Harpic/Domex	1 Ltr.			
8.	Glass Cleaner Liquid	Colin/Windex	1 Ltr.			
9.	Room Freshener Liquid	Certified Brand	1 Ltr.			
10.	Hand Wash Bottle with liquid	Lifebuoy/Dettol	500 ML			
11.	Hand Wash Liquid	Lifebuoy/Dettol	1 Ltr.			
12.	Hand wash (1-liter)	Lifebuoy/Dettol	1 Nos.			
13.	Hand wash pump	Lifebuoy/Dettol	1 Nos.			
14.	Hand wash pink (5-liter)	Lifebuoy/Dettol	1 Nos.			
15.	Bleaching Powder	DCM/Vikram	1 Kg			
16.	Sink Block Cleaning Powder	Drainex/Harpic	1 Kg			
17.	Naphthalene Balls	Certified Brand	1 Kg.			
18.	Limestone Powder	Good Quality	1 Kg.			
19.	All Urinal Cubes	Sani Fresh/ Sunny	1 Kg.			
20.	Coconut Brooms (Floor Cleaning Brooms) — Size: 2.5–3 ft, Weight: 400 gms	Good Quality	1 Nos.			
21.	Soft Brooms (Floor Cleaning Brooms) — Size: 2.5–3 feet, Weight: 250–300 gms	Monkey/SSP/Akura m/Tiger	1 Nos.			
22.	Cobweb Stick Plastic - Brush Type (Size: 6.5 Feet), expandable up to 10 Feet	Certified Brand	1 Nos.			
23.	Cobweb Stick - Round Type (Size: 6.5 Feet), expandable up to 10 Feet	Certified Brand	1 Nos.			
24.	Cobweb Sticks Bamboo (10 Feet)	Good Quality	1 Nos.			
25.	Cobweb Sticks Bamboo (30 Feet)	Good Quality	1 Nos.			
26.	Rod Sweeping Sticks with brooms	Good Quality	1 Nos.			
27.	Dry Mop (Dust Control Mop) 67X14X5 (18")	Certified Brand	1 Nos.			
28.	Wet Mop with stick (300 gm stick)	Certified Brand	1 Nos.			
29.	Mop Sticks and Refills (only sticks)	Certified Brand	1 Nos.			
30.	Mop Refills more than 300 gm	Certified Brand	1 Nos.			

31.	Floor Wipers with Stick (5 Feet Aluminum Stick and 15 Inches Wipers)	Certified Brand	1 Nos.			
32.	Glass Cleaner Wipers, Expandable up to 4 to 5 feet	Gala/Scotchbrite	1 Nos.			
33.	Floor Cleaning Brushes (Plastic Handle cleaning Hard Push Broom Light Weight, size: 3.5-4 feet)	Certified Brand	1 Nos.			
34.	Plastic Toilet Brushes Double Side - Hokey Type (Size: 10.5X19X1.9 Inches)	HiC/Gala	1 Nos.			
35.	Plastic Toilet Brushes - Round Type (Size: 10.9X17X1.9 Inches)	HiC/Gala	1 Nos.			
36.	Dust Pans - Plastic	Certified Brand	1 Nos.			
37.	Buckets - 5 Ltrs Capacity	Chetan/Cello/Supreme	1 Nos.			
38.	Buckets - 2 Ltrs Capacity	Chetan/Cello/Supreme	1 Nos.			
39.	Buckets - 10 Ltrs Capacity	Chetan/Cello/Supreme	1 Nos.			
40.	Buckets - 16 Ltrs Capacity	Chetan/Cello/Supreme	1 Nos.			
41.	Urinal Screen mat fresh scented	Good Quality	1 Nos.			
42.	Garbage Bags (Small)	Certified Brand	1 Kg.			
43.	Garbage Bags (Medium)	Certified Brand	1 Kg.			
44.	Garbage Bags (Large)	Certified Brand	1 Kg.			
45.	Garbage Bags (Extra Large)	Certified Brand	1 Kg.			
46.	Garbage bag (29x39)	Certified Brand	50-Pkt.			
47.	Garbage bag (19x21)	Certified Brand	8-Pkt.			
48.	Room Air Freshener - Spray (Sandal, Rose, Jasmine, Lime, Lavender) 300 ml	Odonil/Godrej/Air	1 Nos.			
49.	Bathroom Freshener - Pocket	Odonil/Godrej/Air	1 Nos.			
50.	Agarbatti - 100 sticks pack (Sandal, Rose, Jasmine, Lime, Lavender)	Certified Brand	1 Nos.			
51.	Flying Insect Killer - Spray (625 ml)	Baygon/ Kala Hit	1 Nos.			
52.	Gum Shoes - Light Weight	Tiger/Paragon	1 Pair			
53.	Safety Protective Glasses - Transparent	Certified Brand	1 Nos.			
54.	Hand Gloves - Rubber Type (Bathroom Cleaning Use)	Sense Touch	1 Set			
55.	Hand Gloves - Disposal	Certified Brand	1 Pair			
56.	Hair Covers - Disposable	Certified Brand	1 Pair			
57.	Dusting Cloth (Size: 30X30 cm)	Certified Brand	1 Nos.			
58.	Mirror Cleaning Cloths (Size: 30X30 cm)	Certified Brand	1 Nos.			
59.	Green Scrubbers	Gala/Scotchbrite/Exo	1 Nos.			
60.	Steel Scrubbers (Stainless Steel)	Gala/Scotchbrite/Exo	1 Nos.			
61.	Sponges	Certified Brand	1 Nos.			
62.	Wall Bracket Brushes	Certified Brand	1 Nos.			
63.	Spray Bottles - 500 ml (Empty bottles)	Good Quality	1 Nos.			

64.	Soap Dispenser (Wall-mounted, 500 ml capacity)	Good Quality/ Certified Brand	1 Nos.			
65.	Tissue Rolls (Standard Toilet Tissue Roll) (tp roll)	Premier/Origami/ Good Quality	1 Nos.			
66.	Tissue Packets (Facial Tissues - 100 pulls)	Premier/Origami/ Good Quality	1 Nos.			
67.	Tissue Box (Plastic/Board Box for Tissue Pulls)	Certified Brand	1 Nos.			
68.	Water Dispenser (Simple Plastic Dispenser - Manual, for 15–20 Litre Bottles)	Milton/Cello/ Nayasa/Certified Brand	1 Nos.			
69.	Water Bottles (200 ML) - 24 pcs	Bisleri/Clear/ Equivalent Brand	1 Nos.			
70.	Water Dispenser (Simple Plastic Dispenser - Manual, for 15–20 Litre Bottles)	Milton/Cello/ Nayasa/Certified Brand	1 Nos.			
71.	R-1 taski	Certified Brand/ Good Quality	1 Ltr.			
72.	R-2 taski		1 Ltr.			
73.	R-3 taski		1 Ltr.			
74.	R-4 taski		1 Ltr.			
75.	R-5 taski		1 Ltr.			
76.	R-6 taski		1 Ltr.			
77.	D-7 taski		1 Ltr.			
78.	Phenyl compound white		1 Ltr.			
79.	Check duster		1 Nos.			
80.	Glass duster		1 Nos.			
81.	Floor duster		1 Nos.			
82.	Putty Knife Scraper		1 Nos.			
83.	Wheel powder		1 Pkt.			
84.	Dustpan		1 Nos.			
85.	Kitchen wiper (small)		1 Nos.			
86.	Face mask		1 Nos.			
87.	Choke pump		1 Nos.			
88.	Wooden stick		1 Nos.			
89.	Vim bar soap		1 Nos.			

Note: The price quoted for the Consumable/general items will not be considered for the calculation of the financial bid and the award of final contract. The rates are asked for reference purpose only. The University reserves the right to purchase or not to purchase from the selected bidder.

DECLARATION

- 1) I, ----- Son /Daughter of Mr. -----
----- Proprietor/Partner/CEO/MD/Director/ Authorized
Signatory of M/s. ----- am competent to
sign this declaration and execute this tender document.
- 2) I have carefully read and understood all the terms and conditions of the tender
and hereby convey my acceptance of the same.
- 3) The information/ documents furnished along with the above application are true
and authentic to the best of my knowledge and belief.
- 4) 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.
- 5) Each page of the tender document and papers submitted by my Company is
authenticated, sealed and signed, and I take full responsibility for the entire
documents submitted.

Authorized Signatory

(Seal of the Company)

FORMAT FOR INTEGRITY PACT

To,
Gujarat National Law University,
Attalika Avenue
Knowledge Corridor,
Koba – 382426,
Gandhinagar, Gujarat

Sub: “To provide Housekeeping Services at Gujarat National Law University”

Dear Sir,

I/We acknowledge that GNLU is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by GNLU. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, GNLU shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.

Yours faithfully,

Date:

(Signature, name and designation
of the Authorized signatory)

Place:

Name and seal of Bidder

**To be signed by the bidder and same signatory competent / authorized to sign
the relevant contract on behalf of GNLU
FORMAT FOR INTEGRITY PACT**

This Integrity Agreement is made at on this..... day of 20.....

BETWEEN

Gujarat National Law University (GNLU), Gandhinagar (Hereinafter referred as the 'Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....
(Name and Address of the Individual/firm/Company)

through (Hereinafter referred to as the

(Details of duly authorized signatory)

"Bidder/Contractor" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender (NIT No.)
(Hereinafter referred to as "Tender/Bid") and intends to award, under laid down
organizational procedure, contract
for..... (Name of work) hereinafter
referred to as the "Contract".

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

(1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

(c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

(2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Contractor(s)

(1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the GNLU all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

(2) The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

(a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.

(b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

(c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

(d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/officials in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/officials, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

(e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

(3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

(4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the GNLU interests.

(5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

(1) If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.

(2) Forfeiture of EMD/Performance Guarantee/Security Deposit: If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.

(3) Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a official or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

(1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.

(3) If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors

(1) The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/sub-vendors.

(2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.

(3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, GNLU

Article 7- Other Provisions

(1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Principal/Owner, who has floated the Tender.

(2) Changes and supplements need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a official duly authorized by board resolution.

(4) Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intensions.

(5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....
(For and on behalf of Principal/Owner)

.....
(For and on behalf of Bidder/Contractor)

WITNESSES:

1.
(Signature, name and address)

2.....
(Signature, name and address)

Place:

Dated:

**ANNUAL TURNOVER CERTIFICATE ISSUED BY THE STATUTORY
AUDITOR**

Location:

Date:

From (Name & Address of the Statutory Auditor)

To

The Registrar,

Gujarat National Law University

Attalika Avenue, Knowledge Corridor,

Koba, Koba (Sub P. O.),

Gandhinagar - 382426 (Gujarat).

Ref.:

Sir,

We hereby certify that the average annual turnover of

M/s..... (Name of the bidder) is not Less than Rs. 3 Crore

(Rupees Three Corer) during the last three financial years.

Sl. No.	Firm	2023-24	2024-25	2025-26	Average of all the three years
		Amount	Amount	Amount	
1					

Note: Please attach necessary support documents

Yours Sincerely,

(Signature of Authorized Signatory)

Name of the Authorized Signatory:

Seal

Letter of Transmittal

Date:

To,
The Registrar,
Gujarat National Law University,
Knowledge Corridor, Koba,
Gandhinagar, Gujarat 382426

Dear Sir,

We, the undersigned, offer to provide the Housekeeping service manpower in accordance with your Tender No. PC-11/2026 dated 06/10/2026. We are hereby submitting our proposal, which includes a Technical Bid Sealed duly signed, stamped in a sealed envelope.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. The prices quoted by us in the Financial Proposal are valid till 60 days from the date of submission of the quotation. We confirm that this proposal will remain binding upon us and may be accepted by you at any time before the expiry date. Prices have been arrived independently without consultation, communication, agreement of understanding (for the purpose of restricting competition) with any competitor.

I / We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Employee Provident Fund Act, ESI, Bonus, Gratuity, Leave, Relieving Charges, and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act and all prevailing regulations of the state as amended by the Government from time to time and shall be fully responsible for any violation.

I/We confirm that we have not been levied financial penalty or any major penalty in the past by any of our client/principal employer and also declare that our firm/agency/company doesn't have any existing litigation, never blacklisted by any client in India.

We hereby agree and abide to all the terms and condition.

We agree to bear all costs incurred by us in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

We understand that Gujarat National Law University is not bound to accept the lowest or any proposal or to give any reason for award, or for the rejection of any proposal.

Yours faithfully,

Place:

(Signature / Name of Authority)

(Seal of Firm with Registration number signatory / Stamp of firm)

DETAILS OF EXISTING CLIENTS

(Provide details of top 3 clients)

S. No .	Name & address of the Institution	Organization (Autonomous Academic Institutions/Universities)	Providing Service since (Year)	Value of work (INR)	Detail of contact person, designation, department, Phone No. & Email IDs
1					
2					
3					

Note: Please attach necessary support documents.