

NATIONAL INSTITUTE OF TECHNOLOGY KARNATAKA SURATHKAL HOSTELS
TRUST
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[Technical bid and Price bid system – e-Procurement mode]

Tender Notification No. 9 /NITKSH/Housekeeping/2025-26/B2

Date: 12-Jan-2026

Name of work/ service	Providing Housekeeping and Manpower services at NITKS Hostels Trust
Contract period	Two years from the date mentioned in the work order
The estimated amount put to tender per Hostel group	₹2,00,00,000/- per year (excluding GST)
Cost of Tender document	Nil
Bid Security (EMD)	₹4,00,000/- [Approx 2% of estimated amount per year]
Start date for downloading the Tender Document	16-Jan-2026 (11:00 AM)
Pre-Bid Conference Date	23-Jan-2026 (03:00 PM)
Start date for e-Bid submission	16-Jan-2026 (11:00 AM)
End date for e-Bid submission	09-Feb-2026 (03:00 PM)
e-Bid Opening date (Technical Bid)	10-Feb-2026 (04:00 PM)
Central Public Procurement Portal URL	https://eprocure.gov.in/eprocure/app
Contact Details of Tender Inviting Authority	Professor in charge, Hostels Phone: +91-824-2474070 e-mail: chiefwarden@nitk.edu.in
For queries related to this tender, please contact:	Superintendent (Hostel Office) Phone: +91-824-2473107 E-mail: hosteloffice@nitk.edu.in & hostel-superintendent@nitk.edu.in

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NOTICE INVITING e-TENDERS [e-Procurement]

Name of the Service: Providing Housekeeping and Manpower Services at NITKS Hostels Trust

1. INSTRUCTION FOR BIDDERS

1.1 The National Institute of Technology, Karnataka, Surathkal (in short, NITK, Surathkal) is an autonomous Educational Institute of the Government of India, under the Ministry of Education, that imparts technical education. The National Institute of Technology, Karnataka, Surathkal, is one of the “Institutes of National Importance” declared by the Government of India under the NIT Act, 2007 (Act No. 29 of 2007). NITK, Surathkal, is situated approximately 22 km north of Mangaluru, within the limits of the Mangaluru City Corporation.

1.2 The NITKS Hostels Trust (formed by NITK, Surathkal, to maintain Hostels with the Director of NITK, Surathkal, serving as its ex officio President) intends to engage a responsible service provider meeting the eligibility criteria specified in the tender document to provide housekeeping and Manpower services at NITK, Surathkal Hostels on a contract basis. The Hostels are organised into three groups, as mentioned in Table 1. A successful bidder will be awarded any one of the hostel groups based on the clause mentioned in section 3.

Table 1:- Hostel Groups and approximate number of staff

Hostel Groups	Approx. Number of Housekeeping and Manpower staff	Total
Group 1: Girls Blocks (GH1-Ganga, GH2-Kaveri, GH3-Yamuna, GH4-Sharavati GH5-Nethravati and GH6-Godavari), Ladies staff for Mega Mess – Chaitanya	Housekeeping staff: 48, caretakers:7 (on shift basis) + Electrician/Plumber:3+ Grass cutting staff :1+ Water purifier technician:1 Carpenter/Painter:2, Gym Staff: 1+ Girls Supervisor:1	64
Group 2: Boys Blocks (Block 1-Karavali, Block 2-Aravali, Block 3-Vindhya, Block 4-Satpura, Block 5-Nilgiri, Block6-Pushpagiri, Block 7-Sahyadri, Block 10-Brahmagiri and Block 11-Shivalik)	Housekeeping staff :45 + Electrician/Plumber: 3 +Grass cutting staff:2+ Water purifier technician:2+ Boys Supervisor:7(on shift basis), Gardener:2, Carpenter/Painter:2, Groups Manager:1 Office:6	70
Group 3: Boys Blocks (MT1-Everest, MT2-Himalaya, MT3-Kailash, Block 8-Trishul), Gents Staff for Mega mess-Chaitanya	Housekeeping staff:34 + Mega Mess:21(male)+ Electrician/Plumber:3+Grass cutting staff:2+ water purifier technician:1+ Carpenter/Painter:2+Boys Supervisor:7 (on shift basis)	70

1.3 E-tenders are invited from housekeeping service providers having enough experience and capability as specified in the tender document. The e-tenders invited are in e-procurement mode. The intending bidders shall submit their bids through the e-Procurement module of the Central Public Procurement Portal, available at URL: <https://eprocure.gov.in/eprocure/app>. Any tender submitted offline (Manually) will not be entertained.

1.4 A detailed procedure for submitting e-tenders is available on the website <https://eprocure.gov.in/eprocure/app>.

1.5 A pre-bid meeting will be held on 23-Jan-2026 (03:00 PM) in the Hostel Office, Sahyadri (Block 7) Hostel. In case the intending bidder has any doubt about the scope of work, terms and conditions of the contract, clauses of the contract or the meaning of any contents of the tender document, they shall seek clarification by sending their query through email id: hostel-superintendent@nitk.edu.in (with cc to chiefwarden@nitk.edu.in). Query seeking clarification should be emailed on or before 23-Jan-2026 (12.00 PM). No query shall be entertained if received after the said date and time. During the prebid meeting, NITKS Hostels Trust shall be obligated to respond only to those queries submitted via email before the stipulated date and time mentioned. The NITKS Hostels Trust shall upload clarifications in the e-procurement portal as "Corrigendum". This corrigendum shall form part of the tender document.

1.6 Bid Security/EMD: An EMD of ₹4,00,000 (Rupees Four Lakh only) should be in the form of RTGS/ Demand Draft from any scheduled bank drawn in favour of the NITKS Hostels Trust, payable at Surathkal, Mangaluru. EMD in any other form is not acceptable. The Bids received without the EMD will be rejected. The EMD of the bidders is liable for forfeiture as per the terms of the Bid document in case of any default. EMD shall bear no interest.

1.7 NITKS Hostels Trust Bank account details for remitting EMD through RTGS:

Account holder's name : NITKS Hostels Trust
Account number : 10175365117
Account type : Current Account
Branch : NITK Campus, Srinivasnagar Post, Surathkal, Mangalore
IFSC code : SBIN0002273

1.8 In the case of MSE bidders seeking exemption from EMD, they shall submit the NSIC and MSE UDYAM certificate (obtained for the relevant NIC & Activity).

1.9 Performance Guarantee: The successful bidder is required to furnish a performance guarantee of ₹15 lakh (Rupees Fifteen lakh), being one month's estimated value, in the form of RTGS/DD/PBG from a scheduled bank of India, drawn in favour of NITKS Hostels Trust. The Performance Bank Guarantee should be valid for a period of ninety days beyond the date of contract completion.

2. TECHNICAL EVALUATION

The Tender Committee will initially scrutinise the technical criteria-related documents submitted by all bidders. Only those bidders who satisfy all the prescribed Technical Assessment criteria will be considered for further price bid evaluation. In case the number of qualified bidders remains less than five, the Committee may relax the minimum score criteria to make at least three bidders eligible for further evaluation.

2.1 The bidder or firm must have a Minimum of 5 years of experience providing similar services in a Central or State Government./ Central or State Autonomous Body/ Central or State Public Sector Undertaking/ Centrally or State Funded Higher Educational Institute/ University/MNCs/Reputed organisation with a manpower of at least 100 persons in each contract. (Satisfactory performance certificate issued only after the date of publication of the tender as per Annexure 3E to be uploaded).

2.2 The bidder must have satisfactorily completed, as prime contractor, similar non-consultancy services in the last 5 years. To qualify, the bidder should provide evidence of the Volume of similar services (Estimated cost of Tender: 2 Crore)

- i. At least three similar contracts, each with a value greater than 40% of the estimated cost, OR
- ii. At least two similar contracts, each with a value greater than 50% of the estimated cost, OR

iii. At least one similar contract with a value greater than 80% of the estimated cost

2.3 The average Annual turnover of the bidder in the last three audited financial years (FY 2022-23, 2023-24, 2024-25) must not be less than INR 8 Crores for providing a similar nature of work (a scanned copy of the Certificate from the CA to be uploaded). “Similar work” shall mean works of housekeeping services.

2.4 The bidder must have a valid labour license under the Contract Labour (Regulation & Abolition) Act issued by the concerned authority. Enlistment under NSIC/ MSE/ Startup shall not be treated as a bidder’s registration.

2.5 The bidder should be ISO certified for housekeeping services. Proof of the same shall be attached/uploaded with the tender.

2.6 The bidder must possess a PAN (Permanent Account Number) registration with the Income Tax department. A copy of the valid certificate should be uploaded.

2.7 The bidder must possess GST registration – A copy should be uploaded.

2.8 The bidder must be registered under the Employees Provident Fund (EPF) Act – a copy of the valid certificate should be uploaded.

2.9 The bidder must be registered under the Employees State Insurance (ESI) Act – A copy of the valid certificate should be uploaded.

2.10 Bidders should not have incurred any loss (profit after tax should be positive) in more than two years during the last five years ending 31st March, 2025.

2.11 The bidder should not have abandoned or suspended any awarded work of any organisation during the past three financial years. The bidder should not have been blacklisted/debarred for competing in a tender by any organisation during the past three financial years. The firm should not be under liquidation, court receivership, or similar proceedings, nor should it be bankrupt. An Affidavit to this effect shall be given by the firm along with the technical bid, failing which the bid shall be rejected.

2.12 A bidder already providing any other service, such as manpower or housekeeping/mess, on the NITK campus, is not eligible to apply.

2.13 The bidder must submit the details of the scanned documents uploaded as per the checklist (Section 6).

3. PRICE BID EVALUATION

3.1 Only the commercial bids of technically qualified bidders will be considered. The bidder who quotes the lowest service charges, as per Annexure 5, would be considered the successful bidder.

3.2 In the event of a tie between bidders who quote the lowest service charges (when the Price bids of two or more bidders are equal), the following criteria will be applied in the order listed below to award the contract.

- i. Annual Turnover (last 3 FY average)
- ii. Number of Years of experience in housekeeping service
- iii. Number of client organisations with a contract value greater than 80% of the estimated cost, with a minimum of 100 Employees served for at least 1 year in the last 5 years.

3.3 Abnormally low service charges will affect the quality of service rendered. Therefore, the NITK Hostels trust has established a minimum percentage as service charges for the agencies providing services. Commercial quotes below the prescribed minimum service charges will be considered non-qualified, and their price bid will be disqualified. The service charges shall be on or above 3.85% of the Total (A) as mentioned in Annexure 5.

3.4 The top 6 ranked bidders, as determined above, will be invited for a physical verification of documents.

3.5 If any bidder fails to appear for document verification or is disqualified after verification, the next bidder in the ranked list may be considered.

3.6 NITKS hostels trust shall have the prerogative to implement a uniform daily rate across all groups, as quoted by the successful L1 bidder.

3.7 The top 3 ranked bidders who are successfully verified/qualified will be allotted one Hostel group each based on their preference mentioned in Table 7 (Annexure-5).

3.8 The bidder with the Lowest price bid (L1) will be awarded the contract for the hostel group of their first preference. The next-ranked bidder will be awarded the contract from the remaining hostel groups based on their preference.

3.9 NITKS Hostels Trust reserves the right to award the contract to the successful bidder, including those who do not express a preference.

3.10 If the L2 and L3 bidders do not agree to provide the service at the rate quoted by L1, NITKS Hostels Trust reserves the right to consider the next eligible bidder in the order of the rank list.

3.11 In terms of the purchase preference policy of Govt of India, the MSE quoting a price within the band of L1+15% will be awarded tender considering the spirit of the policy for enhancing Govt procurement from MSE. For clarity, Participating MSE quoting price within price band of L1+15%, will qualify by bringing down price to L1 price in a situation where L1 price is from someone other than a MSE. Purchase preference policy to MSE will apply.

3.12 In case of lack of competition and when L2/L3 or extended zone of bidders shows inability to accept the offer. Then NITKS Hostels Trust reserves the right to consider for allotting more than 1 group to the bidders.

4. PROCEDURE FOR SUBMISSION OF E-TENDERS

4.1 Technical Bid: The bidder shall upload all documents specified in the Tender Document for evaluation of the technical bid. The bidders are advised that failure to furnish complete information as required, or to provide it in clear terms, or to make any changes to the prescribed formats, or to suppress information deliberately, shall result in the rejection of their bid. The bidders are advised not to upload any documents that are not required or irrelevant. The bidders may follow the checklist on “Documents to be uploaded” given in the Tender Document. The bidder need not sign and upload the Tender Document, but will have to submit a ‘Tender Conditions Acceptance’ letter in the format that is available in Annexure-1A.

4.2 Price bid: The bidder shall quote the price bid as per Annexure-5, which shall include service charge (Profit, cost of uniforms, ID cards and all general overheads) excluding GST. The quoted bid shall comply with all other requirements and obligations of the bidder under Contract Labour (Regulation and Abolition) Act 1970 and latest amendments; Contract Labour (Regulation and Abolition) Rules 1971 and latest amendments; The Code on Wages (Act No. 29 of 2019) and the Rules notified under the Code on Wages; The Code on Social Security (Act No. 36 of 2020) and Rules notified under Code on Social Security [erstwhile Payment of Gratuity Act- 1972 and amendments; Employees’ Provident Fund and Miscellaneous Provisions Act – 1952; Amendment Act -1988 and other amendments; Employees State Insurance Act – 1948 and Amendment Act – 1989 & 2010 and other amendments; The Employees Compensation Act, 1923 and its amendments]; Obligations under the Shops and Commercial Establishments Act as amended up to date – as applicable; all other acts and rules related to Labour employment - failing which the price bid is liable for rejection.

4.3 Bidders are advised to review the entire tender document thoroughly, estimate all associated costs accurately—including wages, overheads and contingencies—and then apply their desired profit margin. The resulting figure should be quoted as the final bid price in Annexure-5.

4.4 The successful bidder shall not charge any fee, amount, or security deposit of any kind for the facilities provided to their employees.

4.5 Reimbursement of EPF Contribution and ESI Contribution of Employer (by NITKS Hostels Trust) is payable on the maximum wage limit as stipulated by the EPF and ESI Authorities, from time to time.

4.6 The price bid must be quoted by downloading the BoQ format (Annexure 5), completing it according to the instructions, and then uploading the completed file. The order of preference, as listed in Table 7 (Annexure 5), should be filled out, signed, and uploaded along with the price bid. The Price bid information should not be revealed anywhere in the technical bid. Doing so will lead to the rejection of the bid.

4.7 Self-attested copy of work/ service experience certificate issued by the employer, supported by a copy of the Labour licence obtained for the said service/ services from the concerned Labour officer (State or Central – as the case may be), should be submitted by uploading in CPPP as proof of experience. A housekeeping contract awarded under a single agreement shall be treated as a single work, even though the contract period exceeds one year. If experience certificates are from the private sector/organisation/ firm, the same should be accompanied by a TDS certificate. Please note that Work Orders/ agreement copies shall not be considered as experience certificates. Any certificate not supported by a Valid Labour License shall not be regarded as a valid document.

4.8 Financial soundness: A solvency certificate for an amount of not less than ₹1 crore from a scheduled bank (dated on or after April 1, 2025) must be uploaded by the agency, as per the format provided in the tender document (as specified in Annexure-4B).

4.9 The agency must have at least 100 personnel in its payroll register each month from April 2024 to March 2025. The details should be submitted by uploading them to CPPP in the format provided in the tender document (Annexure 3C).

4.10 Financial bid of only those bidders who qualify in the Technical bid shall be opened. The NITKS Hostels Trust shall evaluate the Technical bid based on the documents furnished to verify the eligibility criteria stipulated in the Tender document. If found necessary, the NITKS Hostels Trust shall verify the veracity of such documents from any sources as deemed fit and/or seek clarifications from the bidder. The decision of the NITKS Hostels Trust in this regard is final and binding on the bidder. No representations from the bidder regarding the decision of the NITKS Hostels Trust on the evaluation of the technical bid shall be entertained.

4.11 If a bidder qualifies in the technical bid and the price bid is found to violate any of the provisions or obligations mentioned in Section 3 above, or if the price bid quoted is abnormally low (subject to the decision of NITKS Hostels Trust). Such a price bid will be treated as “Non-responsive” and rejected.

4.12 The bidders enlisted under MSE/NSIC are requested to note that the present notice inviting tender is not for the “Supply of Goods”. Suppose any bidder enlisted under NSIC/MSE (under relevant NIC & Activity) is interested in participating in the tender. In that case, they may participate, subject to fulfilling the conditions outlined in this notice inviting tender. However, they are exempt from paying Bid Security/EMD.

4.13 The NITKS Hostels Trust reserves the right to reschedule the calendar of events, modify the tender document before the bid submission deadline, cancel the tender, or accept any qualified bid.

Sd/-
Professor In-charge, Hostels

Seal and Signature of the bidder

Professor In-charge, Hostels

5. INSTRUCTIONS FOR ONLINE BID SUBMISSION

Bidders are required to submit electronic soft copies of their bids on the CPP Portal, using valid Digital Signature Certificates.

The instructions provided below are intended to assist bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements, and submitting them online through the CPP Portal. More helpful information for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

5.1 REGISTRATION

- 5.1.1 Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal, which is free of charge.
- 5.1.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 5.1.3 Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 5.1.4 Upon enrollment, bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by a Certifying Authority recognised by CCA India (e.g. Sify / nCode / eMudhra, etc.) with their profile.
- 5.1.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSC's to others, which may lead to misuse.
- 5.1.6 The bidder then logs in to the site through the secure log-in by entering their user ID and password, as well as the password of the DSC/e-Token.

5.2 SEARCHING FOR TENDER DOCUMENTS

- 5.2.1 The CPP Portal offers various search options to facilitate bidders in searching for active tenders by multiple parameters. These parameters could include Tender ID, Organisation Name, Location, Date, Value, etc. There is also an option for an advanced search of tenders, where bidders can combine multiple search parameters, such as Organisation Name, Form of Contract, Location, Date, and Other keywords, to search for a tender published on the CPP Portal.
- 5.2.2 Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to notify bidders through SMS/email in the event a corrigendum is issued to the tender document.
- 5.2.3 The bidder should note the unique Tender ID assigned to each tender, in case they need to obtain any clarification/help from the Helpdesk.

5.3 PREPARATION OF BIDS

- 5.3.1 Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 5.3.2 Please review the tender advertisement and the tender document carefully to understand the documents required for submission as part of the bid. Please note the number of covers in which the bid documents must be submitted, as well as the number of documents, including the names and contents of each document, that need to be submitted. Any deviations from these requirements may result in the rejection of the bid.
- 5.3.3 Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document (s) and schedule. These documents can be in PDF / XLS / RAR / DWF/JPG

formats. Bid documents may be scanned at 100 dpi with a black and white option, which helps reduce the size of the scanned document.

5.3.4 To avoid the time and effort required for uploading the same set of standard documents that must be submitted as part of every bid, a provision has been made for uploading such standard documents (e.g., PAN card copy, annual reports, auditor certificates, etc.) to bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents can be directly submitted from the “My Space” area when submitting a bid and do not need to be uploaded repeatedly. This will lead to a reduction in the time required for the bid submission process.

Note: The My Documents space is a repository provided to bidders to ease the uploading process. If the Bidder has uploaded their documents in the My Documents space, this does not automatically ensure that these documents are part of the Technical Bid.

5.4 SUBMISSION OF BIDS

5.4.1 Bidders should log in to the site well in advance to submit their bids, allowing sufficient time to upload the bid on or before the specified bid submission time. The bidder will be responsible for any delays caused by other issues.

5.4.2 The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document.

5.4.3 The bidder must select the payment option as “offline” to pay the tender fee / EMD, as applicable, and enter the details of the instrument.

5.4.4 The bidder should prepare the EMD in accordance with the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should match the details available in the scanned copy and the data entered during the bid submission time. Otherwise, the uploaded bid will be rejected.

5.4.5 Bidders are requested to note that they must submit their financial bids in the provided format; no other format is acceptable. If the price bid has been provided in the standard BoQ format with the tender document, then it must be downloaded and completed by all bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save and submit the document online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

5.4.6 The server time (displayed on the bidders’ dashboard) will be considered the standard time for referencing deadlines for bid submissions, bid opening, etc. Bidders should adhere to this time frame when submitting their bids.

5.4.7 All documents submitted by bidders will be encrypted using PKI encryption techniques to ensure the confidentiality of the data. The data entered cannot be viewed by unauthorised persons until the time of bid opening. The confidentiality of the bids is maintained using the Secure Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system-generated symmetric key. Further, this key is subjected to asymmetric encryption using the buyer's/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorised bid openers.

5.4.8 Upon the successful and timely submission of bids (i.e., after clicking “Freeze Bid Submission” in the portal), the portal will display a successful bid submission message & a

bid summary will be displayed, including the bid number, date & time of submission, as well as all other relevant details.

5.4.9 The bid summary must be printed and retained as an acknowledgement of the bid submission. This acknowledgement may be used as an entry pass for any bid opening meetings.

5.5 ASSISTANCE TO BIDDERS

5.5.1 Any queries relating to the tender document and its terms and conditions should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

5.5.2 Any queries related to the online bid submission process or the CPP Portal in general may be directed to the 24/7 CPP Portal Helpdesk.

5.5.3 For any technical-related queries- 24x7 Help Desk Number: 0120-4001 002 /0120-4001 005/ 0120-6277 787

6. CHECKLIST OF DOCUMENTS TO BE UPLOADED (IN PDF FORMAT)

The bidder shall verify their bid properly before submitting it in the e-procurement portal and ensure that all required documents are uploaded. The documents as mentioned in Table 2 should be kept ready, duly scanned (.pdf), for uploading during the submission of e-bids.

Table 2: Requirements and documents

Sl. No.	Requirement	Document to be scanned and uploaded
1	EMD/ Bid Security/GCC related documents:	₹4,00,000 (Rs. Four Lakh) through RTGS/NEFT/J/ Demand Draft of any scheduled bank drawn in favour of the <u>NITK, Surathkal Hostels Trust</u> . OR Valid MSE (under relevant NIC & Activity) and NSIC certificate in the case seeking exemption from Bid Security/EMD.
2	Tender Conditions Acceptance Letter, Letter of transmittal cum undertaking	Declaration on acceptance of Tender conditions duly signed (Annexure-1A, Annexure-1B)
3	Bidders' general information, Details of the bank account of the bidder (for making online payment)	Typed as per the format given, scanned and uploaded (Annexure-2A, Annexure 2B)
4	Legal status of the bidder:	Scanned copy of the relevant document (i) If the bidder is a partnership company, a copy of the partnership deed. (ii) If the bidder is a Private/ Public Limited Company, a copy of the MOA & Registration document of the company. (iii) If the bidder is an individual, the bidder shall upload their GST certificate.
5	The agency must be registered as a Manpower and/or Housekeeping Service	A copy of the valid registration documents should be uploaded.

	Provider. It must be registered with the relevant authority nominated under the Shops and Commercial Establishments Act or similar authorities. Enlistment under NSIC/ MSE/ Startup <u>shall not be treated as the bidder's registration.</u>	
6	The bidder should be ISO certified for housekeeping services. Proof of the same shall be attached/uploaded with the tender.	A copy of the ISO certificate should be uploaded.
7	The bidder must possess a valid GST registration	A copy of the GST registration should be uploaded.
8	The bidder must possess a valid PAN registration with the Income Tax department.	A copy of PAN should be uploaded.
9	The bidder must be registered under the Employees Provident Fund (EPF) Act	A copy of the EPF registration should be uploaded.
10	The bidder must be registered under the Employees State Insurance (ESI) Act.	A copy of the ESI registration should be uploaded.
11	<p>Bidders should also have satisfactorily completed/executed during the last five years (FY 2020-21 to 2024-25)</p> <p>i. At least three similar contracts, each with a value greater than 40% of the estimated cost, OR</p> <p>ii. At least two similar contracts, each with a value greater than 50% of the estimated cost, OR</p> <p>iii. At least one similar contract with a value greater than 80% of the estimated cost</p> <p>Similar works should be executed in a Central or State Government/ Central or State Autonomous Body/ Central or State Public Sector Undertaking/ Centrally or State Funded Higher Educational Institute/ University/MNCs/Reputed organisation with a manpower of at least 100 persons in each contract.</p>	<p>Work experience certificate issued by the Employer/ Client (Supported by a Copy of the Labour Licence)</p> <p>If experience certificates are from the private sector/organisation/ firm, the same should be accompanied by a TDS certificate.</p> <p>Please note that Work Orders/ agreement copies shall not be considered as an experience certificate. Any certificate not supported by a Labour Licence shall not be treated as a valid document. A satisfactory performance certificate, along with the number of manpower deployed, is to be uploaded.</p> <p>(Format as in Annexure-3A and 3E)</p>
12	Details of similar works in hand in the last 5 FYs as on the tender publishing date.	Details to be uploaded (Format as in Annexure-3B)
13	The agency must have a minimum of 500 workers in its Register of Payroll each month from April 2024 to March 2025.	Format as in the Tender document Annexure-3C
14	The average annual financial turnover for similar services of the agency should not be less than <u>₹8 Crore</u> during the last three financial years. (i.e. during 2022-23, 2023-24, 2024-25).	The Bidder should upload a copy of the Turnover sheet, Balance sheet, and Profit & Loss Account for the last 3 years, i.e., 2022-23, 2023-24, and 2024-25, certified by a Chartered Accountant.

		Format given in Annexure-3D
15	Financial soundness: The agency must furnish a solvency certificate for an amount of not less than ₹1 Crore from a scheduled bank, as per the format provided in the tender document. (should be dated on or after 01.04.2025)	As per the format provided in the tender document in Annexure-4B
16	The bidder should not have abandoned or suspended any awarded work of any organisation during the past three financial years. The bidder should not have been blacklisted/debarred for competing in a tender by any organisation during the past three financial years. The firm should not be under Liquidation, court Receivership, or similar proceedings, or be bankrupt.	Affidavit as per the format given in Annexure-4A should be uploaded.
17	Price Bid	The BoQ is to be downloaded, filled out, and then uploaded (Annexure-5). The order of preference must be indicated as in Table 7 (Annexure-5).
18	Justification for the service charge as quoted in Annexure-5	written clarifications from the bidder, including detailed price analyses of its bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bids document. The bidder has to demonstrate capability to deliver the contract at the quoted service charge.

NOTE:

1. The bidders are advised not to upload any documents that are not essential/ irrelevant, such as copies of agreements and work orders, to avoid uploading documents with bulky file sizes.
2. Not every page of the Tender document needs to be signed and uploaded. Only the Declaration of Acceptance of Tender Conditions, duly signed, needs to be uploaded.
3. Submission of a tender in the e-Procurement portal is deemed to be acceptance of all the terms and conditions mentioned in the tender document. The successful bidder will be required to sign these documents upon executing the agreement.
4. It is the bidder's responsibility to ensure that only relevant documents supporting the eligibility criteria are uploaded. Any representations received in offline mode or via email after the tender has been opened will not be considered.
5. Only the Performance Certificate in the format prescribed at Annexure-3E will be considered. The Performance Certificate must be issued after the tender publication date.

7. TERMS AND CONDITIONS FOR THE BIDDER

7.1 The tender is for providing Manpower and Housekeeping services, under which the contractor shall provide trained personnel and use their best endeavours to offer satisfactory services as per the requirements of NITKS Hostels Trust.

7.2 All statutory benefits to the manpower and housekeeping personnel supplied should be provided by the contractor, including leave, leave wages, and national/festival holidays as per statutory norms and related Labour Laws.

7.3 Verification of Character & Antecedents: The contractor shall obtain verification of the character and antecedents of all deployed manpower from the police authorities and submit an undertaking to this effect to the NITKS Hostels Trust.

7.4 The successful bidder shall provide group health insurance for manpower personnel who are not covered under ESI.

7.5 Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under the Laws of India. Such action will result in outright rejection of the bid, in addition to other punitive measures.

7.6 The tender shall remain valid for a period of 90 days from the end date of bid submission. Withdrawal of the tender during this validity period is not permitted. If a bidder withdraws the tender after submission, the Earnest Money Deposit (EMD) shall be forfeited in full, or action shall be taken as per the EMD Declaration, as applicable.

7.7 The tender of any bidder who does not accept the conditions contained in the tender document will be liable to rejection. Submission of tenders on the e-Procurement portal shall be deemed to mean that the bidder has accepted all the terms & conditions and clauses of the tender document.

7.8 All Statutory tax deductions at source (TDS) connected with the contract shall be made from the contractor's bill at the rates in force from time to time. Any tax omitted for deduction shall be deducted from the subsequent bills/security deposits.

7.9 The contractor shall be responsible for remittance of GST as applicable.

7.10 The price quoted by the bidder should be INCLUSIVE of all statutory obligations, but excluding only GST, as applicable. However, Bonus and gratuity to be paid as per the Code on Wages Act shall not be included in the price bid, which will be reimbursed separately after its verification (admissible payment after verification). The price is to be quoted as per Annexure-5.

7.11 The rate quoted by the bidder shall be firm throughout the contract period, and there shall be no upward revision of the rates quoted by the contractor for any reason whatsoever. However, any change in the Minimum wages and/or VDA during the contract period shall be considered for reimbursement as per the related clauses of the contract as applicable. It should be clearly understood that any claim for changes will not be entertained in any case once the tenders are opened.

7.12 The acceptance of tender shall be at the discretion of the NITKS Hostels Trust. The NITKS Hostels Trust reserves the right to reject any tender if discrepancies are found.

7.13 The NITKS Hostels Trust reserves the right to accept whole or any part of the tender, and the bidder shall be bound to perform the same at the quoted rates.

7.14 Upon acceptance of the tender, the contractor shall provide the name and contact details of the authorised representative who will supervise the work/services. The authorised representative shall be responsible for receiving instructions from NITKS Hostels Trust and ensuring proper execution of the work/services.

7.15 The decision of NITKS Hostels Trust regarding the quality/performance of the job shall be final and binding on the contractor.

7.16 One bid per bidder: Each bidder shall submit only one bid, either personally or through a representative of a firm.

7.17 Cost of bid: The bidder shall bear all costs associated with the preparation and submission of the bid. The NITKS Hostels Trust shall not be responsible or liable for any costs in this case.

7.18 Site Survey: Before quoting, the bidder, in their own interest, shall carry out a site visit to understand the site conditions and the full implications of the assignment. This will also help the bidder in properly assessing the work. Failure to do so will not absolve the bidder of his responsibility to carry out the work as specified in the Tender Document.

7.19 The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the tender document.

7.20 All bids and accompanying documents must be in English. If any accompanying documents are in languages other than English, they must be accompanied by an English translation. The English translation shall prevail in matters of interpretation.

7.21 A bidder signing the bid document must specify whether they sign as

- A sole proprietor of the firm or a constituted attorney of such proprietor.
- A partner/managing partner of a partnership firm. In this case, he must have apparent legal authority to sign on behalf of the firm.
- Constituted attorney, if for a Company.

7.22 If an individual makes the tender, the bid must be signed with their full name, and their complete address must be provided. If a partnership firm submits the tender, it shall be signed by all partners and include the names and addresses of each partner of the firm. It shall also attach a copy of the 'Power of Attorney' with the tender, authorising the signatory to sign on behalf of the other partners. A certified copy of the 'Registered Partnership Deed' shall also be submitted along with the tender. In the case of a tender made by or on behalf of a company incorporated under the Companies Act, 1956, it shall be signed by the Managing Director or one of the Directors duly authorised on their behalf and shall include a copy of the 'Power of Attorney' with the tender. A certified copy of the registered Deed shall also be submitted along with the tender.

7.23 The NITKS Hostels Trust will declare a firm/ bidder ineligible either indefinitely or for a specified period of time at the sole discretion of the NITKS Hostels Trust for the award of contract/ participating in the tender if, at any time, the NITKS Hostels Trust determines that it has furnished false information/ engaged in corrupt or fraudulent practices.

7.24 The price bid of bidders who have not qualified in the technical bid shall not be opened.

7.25 The service provider/contractor will not be entitled to any compensation for any loss suffered as a result of delays in commencing or executing the service/work, regardless of the cause of such delays.

7.26 Forfeiture of EMD & SD: The EMD & SD shall be liable to be forfeited in case of any breach of the terms and conditions of the contract.

7.27 Release of SD: The SD of the contractor shall be returned without any interest on or before 6 MONTHS from the date of completion of the contract period after adjusting any dues, receiving a "No objection Certificate/ No dues Certificate" from the Assistant Labour Commissioner (Central), Mangalore and on production of proof of payment of EPF and ESI premiums by contractor.

7.28 The NITKS Hostels Trust will not provide residential accommodation to any contractor's workers.

7.29 The NITKS Hostels Trust shall not be obligated to employ any of the contractor's employees or workers after the contract expires. The NITKS Hostels Trust does not recognise any employee-employer relationship with any of the contractor's workers.

7.30 If any overpayment is detected as a result of post-payment audit, it shall be recovered by the NITKS Hostels Trust from the agency/contractor out of their bills or deposits.

7.31 The contractor shall ensure full compliance with the tax laws of India regarding this contract and shall be solely responsible for such compliance. The contractor shall submit copies of

acknowledgements evidencing the filing of returns and shall keep NITKS Hostels Trust fully indemnified against any liability for tax, interest, penalty, or other similar charges that may arise in respect thereof. The NITKS Hostels Trust shall in no way be responsible for, or held accountable for, the statutory compliances of the Contractor. If the NITKS Hostels Trust is required by law to fulfil the obligations of the Contractor, the same shall be recovered from the Contractor out of their bills or deposits.

7.32 NITKS Hostels Trust will issue a Letter of Intent (LOI) to the successful bidders. This LOI includes the sum that NITKS Hostels Trust will pay the contractor in consideration of the execution of the work/service by the contractor as specified in the contract document (hereinafter referred to as the contract price). This LOI will form a part of the Contract.

7.33 On receipt of the LOI, the successful bidder (contractor) will have to execute an agreement. If the contractor fails to execute the agreement within the specified time, the EMD shall be forfeited to NITKS Hostels Trust, and the tender will be rejected. Any loss to NITKS Hostels Trust due to the tenderer's default shall be recovered from the successful bidder through a suitable course of action, including legal proceedings. The cost of the non-judicial stamp paper/ document paper required for the agreement shall be borne by the service provider/ contractor.

7.34 Amendment of tender document: At any time before the last date of receipt of bids, NITKS Hostels Trust may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender document by an amendment/corrigendum. The NITKS Hostels Trust reserves the right to extend the deadline for bid receipt or cancel the tender.

7.35 Determination of successful bidder: This is done as per the procedure outlined in section 3

7.36 The Price Bid of any bidder will be treated as Non-responsive and rejected:

i. If a bidder qualifies in the technical bid and if his price bid is found to be violating any of the provisions/ obligations of the bidders mentioned in section 3, then such price bid will be treated as "Non-responsive" and rejected.

OR

ii. The service charges must be on or above 3.85% of the Total (A) as mentioned in Annexure 5. If the service charges mentioned are below the prescribed percentage of minimum service charge, then such a price bid will be treated as "Non-responsive" and rejected.

OR

iii. Suppose the total value of the bill payment to the contractor after deduction of TDS is less than the total Wage Payment to the Housekeeping workers [including EPF and ESI contribution of the Employer]. In that case, such a price bid will be treated as "non-responsive" and rejected. To calculate this, the Category and number of workers shall be taken as mentioned in annexure-5.

7.37 The Courts at Mangaluru shall have exclusive jurisdiction to trial any disputes arising out of this contract between the parties.

8. JOB SPECIFICATIONS AND SCOPE OF WORK OF THE CONTRACT

8.1 The contractor shall deploy the personnel engaged under this contract at various hostel blocks/ offices/ messes of NITKS Hostels Trust as per the directions of the concerned authority. The contractor is responsible for supervising such workers to ensure their proper behaviour and the proper discharge of their assigned duties.

8.2 The personnel thus deployed in various hostel blocks/offices/messes shall work according to the office timings/ working time of those hostel blocks/offices/messes.

8.3 The contractor shall not assign any overtime duties to personnel engaged under this contract.

8.4 The contractor shall maintain all necessary Registers and Records as required under statutory norms and Labour laws, and shall keep an Attendance Register of workers engaged under this contract.

8.5 The contractor shall arrange for the biometric attendance of the manpower and housekeeping workers. NITKS Hostels Trust shall have access to the daily attendance record. The contractor shall bear the cost of the biometric instrument. The printouts of the attendance shall be submitted along with the bill, taking into account the following points.

- i. The minimum working hours per shift are 8 hours.
- ii. Morning Reporting Time: The staff shall record their attendance through biometric thumb/face recognition between 8:30 a.m. and 9:00 a.m. Any punch after 9:00 a.m. up to 9:15 a.m. will be considered late and will be marked accordingly. Not more than three late punches within a month will be permitted.
- iii. Evening Exit Time: All staff are required to punch out between 5:00 p.m. and 5:30 p.m. only. Any exit punch before 5:00 p.m. is treated as absent.
- iv. Afternoon Punch Timing: The afternoon punch is compulsory between 1:30 p.m. and 2:00 p.m.
- v. Any attendance recorded before 8:30 a.m. and after 5:30 p.m. shall not be considered valid for the general shift.
- vi. The staff working on a shift basis shall follow the following timings: First Shift – 6:00 a.m. to 2:00 p.m., Second Shift – 2:00 p.m. to 10:00 p.m., and Third Shift- 10:00 p.m. to 6:00 a.m.
- vii. Weekly Off: The weekly off for each worker shall be scheduled on different days to ensure that housekeeping services are available on all days of the month without interruption.

8.6 Uniforms and Identity Card: The Contractor shall provide each staff member with an Identity card and two pairs of standard uniforms. The staff must be in proper uniform at all times while on duty, with their identity cards prominently displayed. The Contractor shall submit samples of the proposed uniforms to the competent authority for approval within seven (7) days from the date of execution of the agreement. The uniform should display the contractor's logo or name. The contractor should provide good-quality gumboots and hand gloves for cleaners.

8.7 Materials required for the work: All the cleaning consumable, tools, tackles and chemicals required for executing the work shall be supplied by NITKS Hostels Trust. In case contractor is requested by NITKS Hostels Trust to supply the same, it has to be billed by the contractor on actuals on monthly basis. Billing on Consumables will be authenticated by the NITKS Hostels Trust authority after the verification of Opening and closing stock and bills.

8.8 The contractor should utilise the Machinery/Equipment provided by NITKS Hostels Trust, as listed in Table 3 below. The Machinery/Equipment will be provided based on the specific needs and requirements of each hostel block. The contractor shall be responsible for the operation, maintenance, and upkeep of the machinery/Equipment provided by NITKS Hostels Trust in a serviceable condition at all times. The maintenance expenses of the Machinery/Equipment shall be reimbursed to the contractor on actuals by NITKS Hostels Trust. The damage to the machinery/equipment due to misuse shall be the liability of the contractor and same to be made good by the contractor. The Machinery/Equipment to be returned back to the NITKS Hostels Trust post closure of the contract in working condition. The non return of the Machinery/Equipment will result in the cost of the equipment being recovered as per book value from the security deposit.

Table 3: Machinery provided by NITKS Hostels Trust

Sl.No	Machinery/Equipment
1	Walk Behind Floor Scrubber Drier
2	Wet and Dry Vacuum Cleaner
3	High-Pressure Jet Cleaner
4	Electric Extension Board
5	Folding Aluminium Ladder (24 feet / 12 feet)
6	Telescopic pole for high-rise buildings with a height range
7	Tricycle carts

8.9 The contractor will be responsible for ensuring that adequate training is provided regarding the safety of individual housekeepers and others during the performance of housekeeping services, as well as the proper use of necessary equipment, to ensure the quality of service is satisfactory.

8.10 If any person engaged by the contractor is found to be unsuitable or undesirable by the NITKS Hostels Trust, they should be immediately replaced.

8.11 Alcoholic drinks, cigarettes or other Statutory banned items/articles/ consumables shall not be consumed by the employees of the Contractor, nor shall they be under the influence of alcohol during duty hours. The workers must observe strict discipline.

8.12 Contractor shall obtain a License from the Assistant Labour Commissioner (Central), Mangaluru, before the commencement of the contract work and ensure its validity throughout the contract period.

8.13 Housekeeping services are required to be provided on all seven days of the week (i.e. Monday to Sunday) as mentioned in Table 4. All housekeeping staff are expected to perform all assigned housekeeping tasks.

8.14 It is the duty of the contractor to supply the required number of housekeeping staff on all days, including Sundays and holidays. If any worker is absent, the contractor must make alternative arrangements.

8.15 The Contractor shall address and resolve matters related to workers, ensuring that no such disputes/problems are referred to NITKS Hostels Trust.

8.16 Contractor staff shall always be disciplined, adequately dressed and presentable at all times during duty. The personnel deployed by the Contractor shall be appropriately trained and possess the requisite experience and skills to perform a wide variety of tasks. The Contractor shall be solely responsible for addressing any matters that arise if any of its staff deployed under this contract falls ill, is injured, or encounters any other circumstances while performing their duties. The Contractor shall indemnify NITKS Hostels Trust harmless in all respects under this contract.

8.17 In both private and public areas, the contractor's workers shall be liable to be frisked /checked by security personnel at NITKS Hostels Trust premises or on duty at any time during the performance of their duties.

8.18 A list of workers working in the hostel premises should be furnished to the NITKS Hostels Trust office immediately after the commencement of the manpower and housekeeping contract. Any changes thereafter to the list should be notified to the Hostel Trust office from time to time.

8.19 The contractor must submit a report on Friday of every week, providing details of the weekly task performed in the format (Annexure 7A), countersigned by four students staying in a particular block. If Friday happens to be a holiday to the NITKS Hostels Trust, the report shall be submitted on the next working day.

Table 4: Housekeeping Services

Seal and Signature of the bidder

Professor In-charge, Hostels

1	Toilet and urinals Cleaning, Bathroom Cleaning, Wash Basin Cleaning, Dustbin Cleaning, Mirror Cleaning, Floor Scrubbing	Monday to Sunday	Twice per day
2	Mopping corridors, verandah, common rooms, indoor sports rooms and Staircases	Monday to Sunday	Twice per day
3	Placing naphthalene balls in the toilet, cleaning the clogged toilet area, drainage choke up cleaning and spreading Bleaching powder	Monday to Sunday	As & when required
4	Deep cleaning of Urinals, commodes, Wash basins, doors, and walls. Disinfection - Toilet Fixtures	Sunday	Once a week
5	Cleaning of windows, window glasses, steel railings and Fans. Cobweb Removal	Saturday	Once a week
6	Removal of bushes on the roadside, Cleaning of hostel premises, planting and watering the plants.	Monday to Sunday	Once a day
7	Cleaning of Water coolers	-	Once a week
8	Cleaning of water storage tanks (both overhead and underground)	As per the schedule	Once every three months
9	Cleaning of Hostel Terrace	-	Monthly
10	Tree plantation and watering		As and when required
11	Mega Mess related activity- Cleaning of utensils, and cleaning the kitchen and dining area	As per the schedule	Daily
12	Sweeping and mopping inside the student's room using disinfectants	As per the Schedule	Every room once a week
13	Spraying of mosquito repellent chemicals and insecticides.	As per the Schedule	Twice a month
14	Waste screening/segregation and Disposal	Monday to Sunday	Once a day

8.20 The cleaning schedule outlined in Table 4 above should be followed strictly.

8.21 Cleaning of Hostel Surroundings: all areas surrounding the hostel block, including the footpath on the front side, back side, and cleaning of roads. Removing plastic litter, paper litter, and grass using an agricultural spade, shovels, and a Gorgonite pickaxe, as well as a grass cutting machine, and removing bushes and shrubs as they grow. If plants and shrubs grow on the walls, roof, etc., they should be uprooted accordingly as directed by the Hostel authorities.

8.22 Cleaning of Small Open Channels: The primary duties and responsibilities include routine drain cleaning, removing litter and solid waste, reporting defects and blockages, clearing blockages to ensure the smooth passage of rainwater, and any other work /service that may arise. Any issue, such as blockage in water closets, urinals, washbasins, and bathrooms, should be solved by the contractor.

8.23 Spraying of insecticides for outside and inside use, as per the manufacturer's specification, twice a month. A competent, trained person should be deployed for this purpose.

8.24 Spraying of mosquito repellent chemicals by use of a fogging machine using King fog as per the manufacturer's specification, twice a month, either in the early morning or after sunset. A competent, trained person should be deployed for this purpose.

8.25 The drains should be cleaned according to the requirements. Bleaching powder should be spread on the surrounding surface of drains twice a month or as directed.

8.26 Only the lady supervisor and housekeeping staff will be allowed in all the Ladies Hostels and other places where girl students are accommodated.

8.27 Plantation and Watering: To do plantation around the hostels, like Fruits, ornamental, flowering and Indoor plants, etc. and also watering all the plants.

8.28 Waste Disposal Management: The bidder will ensure collection and mechanised screening/segregation of dry and wet garbage in the earmarked area. The Contractor will also provide the segregation of biodegradable and non-biodegradable garbage. Finally, the Contractor should arrange for the daily disposal of waste through the Municipal Corporation. In the event of delays, the contractor should communicate with Manguluru Municipal Corporation (MCC) officials to ensure the timely disposal of waste. Contractors should also obey guidelines issued by MCC from time to time regarding waste disposal.

8.29 Any other service/work that might arise, depending upon contingency.

8.30 Any willful damage to NITKS Hostels Trust property caused by contract worker(s) shall be the responsibility of the concerned Contract Employee or Contractor. Appropriate recovery or disciplinary action may be initiated as deemed necessary.

9. GENERAL CLAUSES OF CONTRACT

9.1 The contractor/service provider is the employer of all workers/employees engaged under this contract. The housekeeping and manpower personnel should be employed in accordance with or selected by NITKS Hostels Trust after an interview. They shall not be treated as employees of the NITKS Hostels Trust. The NITKS Hostels Trust does not recognise any employee-employer relationship with any of the workers/ employees of the contractor. All statutory payments in connection with the employment of the workmen under this contract shall be borne by the Contractor/ service provider. The contractor/service provider should obtain all required registrations and pay premiums correctly to labour welfare funds, ESI, EPF, etc., as constituted by the Union Government and the Government of Karnataka from time to time. As estimated, a total of 50 to 80 manpower and housekeeping personnel are required per day under each group. These numbers are only indicative. These numbers may vary depending on the actual requirement. Additional manpower, if needed, shall be arranged by the contractor at the contract rate. All statutory benefits to the housekeeping personnel supplied should be provided to them by the contractor, including leave, leave wages, and a weekly off, as per statutory norms.

The variation for engaging manpower and housekeeping personnel under the contract is at the sole discretion of NITKS Hostels Trust and will be intimated to the contractor from time to time. The age criteria are as follows.

- i. Age of appointment: The contractor must ensure that the minimum age of employees is 18 years, as per the relevant labour Acts and Rules enforced by the Central Government from time to time.
- ii. Age of retirement: The Age of retirement or superannuation shall be on completion of 60 years of age by the workmen.

9.2 Period of validity of tender:

The tender shall remain valid for acceptance for a period of 90 days from the end date of submission of the tender. Suppose any bidder withdraws their tender before the completion of the contract period or makes any modifications to the terms and conditions of the tender. In that case, NITKS Hostels Trust reserves the right to forfeit the Earnest Money Deposit/ take action as per the EMD Declaration.

9.3 Disbursement of payment: The wages of employees/workers engaged under this contract shall be paid only through bank transfers to the worker's bank account or account payee cheques, after verification by the concerned section of NITKS Hostels Trust. Wages shall not be disbursed in cash payment. The wages shall be disbursed by the contractor within the time limit stipulated under Section 17 of the Code on Wages Act, even if payment is not received from NITKS Hostels Trust.

9.4 Sub-letting: No part of the contract shall be sublet to any other subcontractor/agent to carry out the contract work. It means that the present work contract is non-transferable in nature. Contractor shall not transfer the agreement to any other third party by "Power of Attorney" authorising others to carry out the work.

9.5 Sub-contracting: The Contractor/Service Provider shall not subcontract any part of the Work/Service.

9.6 Duration of contract: The contract shall be awarded for an initial period of three years. If the performance is satisfactory in the opinion of the NITKS Hostels Trust, it may be extended for a further period of one year in writing. NITKS Hostels Trust reserves the right to revise the terms and conditions of the contract during the extension period. If the performance is not satisfactory during the contract period, the NITKS Hostels Trust shall have the right to terminate the contract, providing two months' notice.

9.7 Insurance: The successful bidder, upon signing the contract, shall provide group health insurance for non-ESI-covered manpower personnel to meet the obligations under the Workmen's Compensation Act.

9.8 Indemnity bond: The Contractor/service provider shall indemnify NITKS Hostels Trust against all claims for loss, damages, or compensation resulting from the negligence of the Contractor in performing its responsibilities and duties, as well as any claims made by its employees, users, or third parties. The Contractor/ service provider shall indemnify against all losses and claims for injuries, death or damages to any person or property whatsoever which may arise out of or in consequence of the contractor's work and against all claims, demands, proceedings, damages, costs, charges, expenses, whatsoever in respect thereof in relation thereto.

9.9 Removal of workmen: The " NITKS Hostels Trust " shall be at liberty to object to and enquire the Contractor to remove forthwith from the Work any person employed by the Contractor in or about the operation or maintenance of the Work who in the opinion of the " NITKS Hostels Trust " misconducts himself/herself or is incompetent or negligent in the proper performance of the duties or whose employment is otherwise considered by the " NITKS Hostels Trust " to be undesirable and such person shall be replaced by the Contractor without delay by a competent substitute approved by the " NITKS Hostels Trust ".

9.10 Communication to be in writing: All references, communications, and correspondences made by the "NITKS Hostels Trust"/ the NITKS Hostels Trust's representative or the Contractor in connection with the Work shall be in writing, and no reference, communication, or complaint which is not in writing shall be recognised.

9.11 Use of premises: The Contractor shall not occupy any land, building belonging to or in the possession of the "NITKS Hostels Trust" without prior approval of the NITKS Hostels Trust.

9.12 Labour rules: In respect of all labourers (directly or indirectly) employed by the Contractor, the Contractor shall comply with the provisions of the Contract Labour (Regulation and Abolition) Act 1970 and latest amendments, Contract Labour (Regulation and Abolition) Rules 1971 and latest amendments. Minimum Wages Act - 1948, Payments of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972 and any amendments thereof and all legislation and rules of the State and/or Central Government or other local authorities, framed from time to time, governing the protection of health, sanitary arrangements, wages, welfare and

safety for the labourers employed on Work and for bonus, EPF retirement benefits, retrenchment/lay off, compensation etc.

The rules and other statutory obligations regarding minimum wages, welfare and safety measures, and the maintenance of a register, etc., will be deemed to be part of the Contract. Violation of any of these shall be deemed a violation of the clause/ clauses of this contract.

The contractor shall abide by and comply with all relevant laws and statutory requirements covered under the Child Labour (Prohibition and Regulation) Act, 1986, the Minimum Wages Act, the EPF, and the ESI, among others.

It shall be the responsibility of the contractor to provide the NITKS Hostels Trust and the Labour Department with the details of the manpower they have engaged. Reimbursement of EPF Contribution and ESI Contribution of Employer (NITKS Hostels Trust) is payable on the maximum wage limit as stipulated by the PF and ESI Authorities, from time to time.

9.13 Submission of payment details: The contractor shall submit to the NITKS Hostels Trust every month, along with the bill, a copy of documents evidencing the disbursement of wages, along with copy of acknowledgment of wage receipt, acknowledgements of premiums remitted to EPF, ESI, Insurance, and any other document that may be insisted for verifying the veracity of submittals, of previous month for the NITKS Hostels Trust's record purpose. In no case shall the wage given be less than the minimum wage prescribed by the Government from time to time. Failure to comply with this agreement may result in termination without notice.

9.14 Safety and reporting accidents: The Contractor shall be responsible for the safety of all employees and/or Workers employed or engaged by him/her and shall forthwith report all cases of accidents to any of them, however caused and whenever occurring, to the " NITKS Hostels Trust " and shall make every arrangement to render all possible assistance and aid to the victims of the accident.

9.15 Accident or injury to the workers of the contractor: The " NITKS Hostels Trust" shall not be liable for any damages to the contractor's workers or compensation payable in consequence of an accident, injury, or death of workers engaged by the contractor due to the contractor's negligence in performing their responsibilities or otherwise.

9.16 Preservation of peace: The Contractor shall take requisite precautions to prevent any riotous or unlawful behaviour by or amongst the workmen and/or others, for the preservation of peace and protection of the inhabitants, manpower and property.

9.17 Termination of contract: The Contract can be terminated by giving two months' prior notice on either side. But prior notice is not required for the termination of the contract if the contractor violates any of the terms and conditions of the agreement. NITKS Hostels Trust may, by written notice, terminate the contract in any of the following situations, regardless of whether the completion date has elapsed:

- i. **Non-compliance after notice:** If, after receiving a written notice from NITKS Hostels Trust to rectify, improve service quality, or replace any worker due to inefficient, improper, or unsatisfactory performance, the contractor fails to comply within seven (7) days, the contractor will be deemed to have failed to comply.
- ii. **Insolvency or winding up:** If the contractor being a company shall pass a resolution or the court shall make an order that the company shall be wound up or if a receiver or a manager on behalf of a creditor shall be appointed or if circumstances arise which entitle the court or the creditor to appoint a receiver or a manager or which entitle the court to make a winding up order.
- iii. **Lack of diligence or suspension of work:** If the contractor, without reasonable cause, suspends the work or fails to carry it out diligently to such an extent that, in the opinion of NITKS Hostels Trust (which shall be final and binding), the contractor will be unable to

- fulfill the contract properly, and does not rectify the situation within seven (7) days after written notice.
- iv. Persistent default or negligence: If the contractor persistently neglects contractual obligations or defaults on any terms and conditions, and fails to remedy or take effective corrective steps within seven (7) days of written notice from NITKS Hostels Trust.
- v. Failure to commence work: If the contractor fails to start the work within the period specified in the work order.

9.18 When the contractor has made himself/herself liable for action under any of the cases aforesaid, the NITKS Hostels Trust shall have powers:

- i. To determine or rescind the contract as aforesaid (of which termination or rescission notice in writing to the contractor under the hand of the competent authority of the NITKS Hostels Trust shall be conclusive evidence). Upon such determination or rescission, the Security Deposit shall be forfeited and shall be absolutely at the disposal of the NITKS Hostels Trust.
- ii. To take any legal action against the contractor.

In the event of above clause (s) being adopted by the NITKS Hostels Trust, the contractor shall have no claim to compensation for any loss sustained by him/her by reason of his/her having purchased or procured any materials or entered into any engagements or made any advances on account or with a view to the execution of the contract or the performance of the contract.

9.19 Payment of bills: Billing will be processed every month. The Contractor shall submit the bill in duplicate before the 1st working day of every month pertaining to the previous month, to the NITKS Hostels Trust along with the copy of all related documents such as (i) copy of attendance (print out of biometric) of the month concerned duly certified by the Officer-in charge and wage slip; and other documents as specified under Clause 9.13. The bill shall be cleared by the 5th day of the month, whenever possible. However, for any delay in clearing the bill, no interest shall be paid. If the 1st day and 5th day of any month fall on non-working days, the next working day will be considered the day in lieu of the non-working days. The NITKS Hostels Trust shall reimburse the contractor for the payment towards the bill. The contractor should pay the workers according to the time stipulated in the Labour Laws, without waiting for payment from NITKS Hostels Trust. Payment to employees/workers engaged shall be made based on the actual attendance of workers deployed, as certified by the Officer-in-charge from NITKS Hostels Trust.

9.20 Bonus to workers: The contractor shall pay a bonus to the manpower and housekeeping personnel engaged under the contractor, as admissible under the Code on Wages Act and the rules framed thereunder, and as amended from time to time. The bonus thus paid shall be reimbursed to the contractor upon production of documentary proof, after the NITKS Hostels Trust auditors have verified it. Any bonus paid, if found to be inadmissible, shall not be reimbursed.

9.21 Statutory benefits to workers: The Gratuity payment, as applicable under 'The Code on Social Security'. The contractor must pay all applicable statutory benefits to the worker.

9.22 Leave benefits: The contractor shall allow their manpower and housekeeping personnel to avail themselves of leave/s specified in the relevant Labour Rules/Code on Social Security, as applicable to the establishment. If any leave with wage is admissible and had to be paid by the contractor, the leave wage paid shall be reimbursed to the contractor on production of documentary proof (such as leave letter from the workmen, approval of the leave by the contractor, copy of rule under which the leave with wage was approved, and any other related document as insisted by the NITKS Hostels Trust) after getting it verified by NITKS Hostels Trust. Any wage paid, if found to be inadmissible, shall not be reimbursed.

9.23 Weekly day off: The contractor shall allow the manpower and housekeeping personnel a day of rest (the rest day) for every six days of work, as admissible under the relevant Labour Rules. The rest day shall not necessarily be Sunday and shall not be treated as a leave day. The workers will be assigned on a rotation basis on a 6-day cycle. Please note that some workers may be required to work on Sundays as part of their rotation."

9.24 Recovery of statutory payment liability: In case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) Act, 1970; Contract Labour (Regulation and Abolition) Central Rules, 1971; Minimum Wages Act – 1948; Payments of Wages Act 1936; Payment of Bonus Act 1965; Payment of Gratuity Act 1972; Employees' Provident Funds and Miscellaneous Provisions Act – 1952 and Amendment Act 1988; Employees State Insurance Act – 1948 and Amendment Act – 1989 & 2010; related Rules framed under these Acts; other Statutory obligations on the part of the contractor, NITKS Hostels Trust is obliged or made to pay or happens to pay any amount or wages to personnel employed by the contractor in execution of the work/ service, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Acts, or under the Rules framed by Government from time to time for the protection of health and sanitary arrangements for workers employed by the contractor, then the NITKS Hostels Trust will recover from the contractor the amount of wages so paid or the amount of expenditure so incurred. Without prejudice to the right/s of the NITKS Hostels Trust under sub-section (2) of Section 20, and sub-section (4) of Section 21 of the Contract Labour (Regulation and Abolition) Act, 1970, NITKS Hostels Trust shall be at liberty to recover such amount or any part thereof by deducting it from the manpower deposit or from any sum due by the NITKS Hostels Trust to the contractor whether under this contract or otherwise. The NITKS Hostels Trust shall not be bound to contest any claim made against it under sub-section (1) of Section 20, sub-section (4) of Section 21, of the said Act, except on the written request of the contractor and upon his/her giving to the NITKS Hostels Trust full manpower for all costs for which the Institute might become liable in contesting such claim.

9.25 Labour licence: The contractor shall obtain a valid licence from the Assistant Labour Commissioner (C) under the Contract Labour (Regulation & Abolition) Act 1970, and the Contract Labour (Regulation and Abolition) Central Rules 1971, before the commencement of the service work, and continue to have a valid license until the completion of the contract, whenever applicable. The contractor shall also abide by the provisions of the Child Labour (Prohibition and Regulation) Act, 1986. Any failure to fulfil this requirement shall be subject to the penal provisions of this contract, including termination of the contract.

9.26 Penalty for the contractor: Penalties as per the following details (Table 5) would be levied in case of non-compliance with the terms & conditions mentioned in the tender. In the event of any default, such as damage to the NITKS Hostels Trust property due to the contractor's negligence in performing the obligations under this contract, non-adherence to instructions, or similar default, the contractor shall be liable to pay a penalty at the rate mentioned below. The penalty shall be recovered by NITKS Hostels Trust out of the amounts payable to the Contractor or from the Security deposits, if not paid by the Contractor. The penalty so collected is not refundable.

Table 5 Penalty clauses for the contractor

Sl. No	Nature of Default	Penalty
1	Failing to provide uniform (2 pairs)/safety shoes/gloves/ID Card within one month from the award of the contract.	₹50,000/- for the contractor

2	Failing to take action against the complaint raised by NITKS Hostels Trust on non-performance within 48 hours	₹5000/- per day per complaint
3	Not wearing uniforms or not having safety shoes while at work	₹500 per incident/worker
4	Not performing housekeeping duties	₹2000 per incident/worker
5	In case of damage to any NITKS Hostels Trust property	₹1000 per incident + cost of repair/replacement as decided by the NITKS Hostels Trust
6	Non-adherence to the Instructions of the Hostel Supervisor/ Wardens,/ Hostel Authorities	₹1000 per incident
7	Non-compliance of statutory obligations like the deposit of EPF/ESI into the respective accounts of the manpower/any other default	₹5,000/- per default

9.27 Settlement of disputes/arbitration: As far as possible, disputes shall be settled mutually. In case of any conflict or difference (unsettled mutually) in relation to this tender or agreement, the same shall be decided by an Arbitrator appointed through consent or through the High Court under the Arbitration and Conciliation Act, 1996 (26 of 1996). The venue of arbitration shall be in Surathkal/Mangaluru. The requirements of the Arbitration and Conciliation Act, 1996 (26 of 1996) and any further statutory modifications or re-enactment thereof and the rules made thereunder and for the time being in force, shall be applicable. It is also a term of the contract that if any fees are payable to the arbitrator, these shall be paid equally by both parties.

9.28 Force Majeure: Any delay in or failure of the performance of either part hereto shall not constitute default hereunder or give rise to any claims for damage, if any, to the extent such delays or failure of performance is caused by occurrences such as Acts of God or an enemy, expropriation or confiscation of facilities by Government authorities, acts of war, rebellion, sabotage or fires, floods, explosions, riots, or strikes. The Contractor shall keep records of the circumstances referred to above and bring these to the notice of the NITKS Hostels Trust in writing immediately on such occurrences.

9.29 Increase in minimum wages during the contract period: If the Government by an order increases the Minimum wage or the VDA during the contract period and by virtue of this increase, if the contractor happens to pay extra wages over and above the rate (minimum wage) quoted by him, then the difference of such incremental wage and applicable other statutory payments (without considering other establishment charges of the contractor, other overheads or his/her profit thereon) shall be reimbursed to the contractor on application along with supporting documents. However, if the rate (minimum wage) already quoted covers the incremental wage, then the contractor must bear the increased wage, and NITKS Hostels Trust will not reimburse it.

9.30 Jurisdiction of the court: The Courts at Mangaluru shall have exclusive jurisdiction to trial disputes, if any, arising out of this contract between the parties.

9.31 Category of Workers: The category of housekeeping staff and manpower is as mentioned in Table 6.

Table 6: Categories of housekeeping staff and manpower

Category	Designation
Unskilled	Housekeeping staff
Semi-Skilled	Literate Assistant (SSLC/ PUC) Electrician/Plumber/Technician/Carpenter/Painter (ITI / Certificate Course) Supervisor/ Care Taker (SSLC/PUC)
Skilled	Supervisor/Manager (ITI/Diploma/Graduate) Literate Assistant/Clerk (Graduate) Electrician/Plumber /Carpenter/ Technician (ITI/Diploma/ Certificate Course/Graduate) Gym Staff (Physical Education Graduate/Certificate Course)
Highly Skilled	Senior Supervisor/Manager (Post Graduate) Accounts/ Finance (Post Graduate) Engineer (Diploma/ Engineering) Student Counsellor (Post Graduate)

ANNEXURE-1A**TENDER CONDITIONS ACCEPTANCE LETTER**

No. 9 /NITKSH/ Housekeeping Services/2025-26/B2

Date:

To:

The Professor In-charge, Hostels
NITK, Surathkal Hostels,
Srinivasnagar Post,
Mangaluru – 575025.

Sir,

Sub: Acceptance of Terms & Conditions of Tender – Submission of declaration letter - Reg.

Tender Notification No:	9 /NITKSH/ Housekeeping Services /2025-26/B2, Dated: 18-12-2025
Name of Tender/Work:	Providing Housekeeping and Manpower services at NITKS Hostels Trust

1. I/We have downloaded/obtained the tender document(s) for the above-mentioned 'Tender/Work' from the website(s) (<https://eprocure.gov.in/eprocure/app>), as per your advertisement, which was posted on the website mentioned above.
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement, and I/We shall hereby abide by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organisation have also been taken into consideration while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of the above-mentioned tender document(s) / corrigendum(s) in totality/entirely. I/We hereby declare that I/We will sign the entire tender document upon signing the contract if the work is awarded.
5. I/We do hereby declare that our Firm has not been blacklisted/ debarred by any Government department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and, in the event that the information is found to be incorrect/untrue or found to be violated, then NITKS Hostels Trust, without giving any notice or reason, shall summarily reject the bid or terminate the contract in case tender is awarded, without prejudice to any other rights or remedy.
7. I / we hereby certify that I am/ we are authorised to sign this declaration. The original of this letter shall be submitted to NITKS Hostels Trust upon signing the contract, in the event the work is awarded.

Yours faithfully,

(Signature of the Bidder, with Seal)

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-1B: FORMAT OF LETTER OF TRANSMITTAL CUM UNDERTAKING

To:

The Professor In-charge, Hostels
NITK, Surathkal,
Srinivasnagar Post,
Mangaluru – 575 025.

Sir,

Sub: Tender for providing Housekeeping and Manpower services at NITKS Hostels Trust.

Having examined and understood the details given in the Notice inviting tender and the tender document for the above service, I/we hereby submit our tender with the following declaration:

1. I/ we hereby declare that all the statements made by me/ us in the tender document are true and correct to the best of my/our knowledge and belief.
2. We have furnished all the necessary information and details herewith. We have no further pertinent information to provide.
3. I/ we declare that before uploading this bid, I/ we have read and fully understood all the terms and conditions, instructions contained therein and undertake myself/ ourselves to abide by the said terms and conditions.
4. We also agree that NITKS Hostels Trust can approach individuals, departments, employees, or firms mentioned in our statements, or any other firms/ agencies/ departments, to verify our competence and general reputation.
5. I/we agree that the price bid quoted by me/us is valid for 90 days from the date of submission of the bid for its acceptance. I/we further agree that I/we will not make any changes to our financial bid after its submission or withdraw it (However, revision of the minimum wage shall be considered by NITKS Hostels Trust separately under the related Clause of the contract).
6. I/ we declare that we have considered all related Acts and Rules framed there-under such as Minimum Wages Act2019; Contract Labour (R&A) – Act and its amendments; and other statutory obligations/provisions and its amendments; Workmen Compensation Act, and its amendments; Payment of Gratuity Act 1972 and its amendments; Employees' Provident Funds and Miscellaneous Provisions Act – 1952 and Amendment Act 1988 and its amendments; Employees State Insurance Act – 1948 and Amendment Act – 1989 & 2010 and its amendments while deriving our financial quote. I/ we further declare that I/we abide by the said Acts and Rules.
7. We hereby agree to provide group health insurance to our workers/employees.
8. I/We hereby declare that I/We have visited, inspected, and examined the site and its surroundings, and have satisfied ourselves about the nature of the work, the facilities that may be required, and obtained the necessary information about working conditions, risk contingencies, etc., which may influence our bid.

Yours faithfully,

Date:

Seal & signature of Authorised signatory

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE 2A: BIDDER's GENERAL INFORMATION

The bidder should provide the following information, accompanied by self-attested photocopies of supporting documents.

1.	Name of Firm/Agency/Contractor	
2.	Number of Years in Operation	
3.	Address under which registered	
4.	Operational address, if different from above	
5.	Telephone No. (Landline)	
6.	Tele Fax No., if any	
7.	Mobile No.	
8.	Official Email address	
9.	Name & address of branch, if any	
10.	Type of organisation (whether private limited/ partnership/ sole proprietorship; proof to be attached)	
11.	Name of Proprietor/ partners/ Designated partners/ Directors of the Organisation/ Firm)	
12.	ISO Certification, if any (If yes, please furnish details)	

(Signature of Bidder with Seal)

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE- 2B: FORMAT FOR SUBMISSION OF BANK ACCOUNT DETAILS:

The bidders are requested to furnish their bank details to make payment / return the EMD of unsuccessful bidders through RTGS, in the following format: (May be typed as per the format given, scanned and uploaded)

Format for submission of details of the bank account of the bidder:

Name of the account holder (bidder)	
Complete address	
Contact number	
Email address	

Bank Account details:

Bank name	
Branch name	
MICR number	
Account type	
Account Number	
Please retype the Account number again.	
IFSC code of the Bank	

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all due to incomplete or incorrect information, I would not hold NITKS Hostels Trust responsible for this.

Seal and signature of the bidder.

Certification from the banker:

Certified that the particulars furnished above are correct as per our records.

Seal and signature of the authorised officer of the bank.

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-3A DETAILS OF SIMILAR WORK COMPLETED

Format for details of establishment for which the Agency had CARRIED OUT similar services during the previous five financial years - To be submitted year-wise in a separate sheet typed neatly, scanned and uploaded with supporting documents.

During the year 2020-21 to 2024-25

Sl. No.	Name of the Organisation and address	Work Order Reference Number	Contact person, designation and phone number	Duration of the contract	Number of manpower provided

(SIGNATURE OF BIDDER WITH SEAL)

ANNEXURE-3B DETAILS OF SIMILAR WORK IN HAND

Format for details of similar service contracts IN HAND as on Tender Publishing Date, to be submitted year-wise in a separate sheet, typed neatly (Submit a copy of the work order also), to be scanned and uploaded with supporting documents.

Sl. No.	Name of the Organisation and address	Work Order Reference No.	Contact person, designation and phone number	Contract period up to	Number of personnel engaged

(Signature of Bidder with Seal)

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-3C: FORMAT FOR SUBMISSION OF DETAILS OF MANPOWER ON ROLL

(Please refer to the eligibility criteria)

(To be submitted in a separate sheet typed neatly – preferably in alphabetic order, scanned and uploaded)

Sl. No.	Name of the worker	Category	Joining date	Availability on Payroll as of April 2024 To March 2025 (Yes/ No) (For each month)	EPF subscription number	ESI subscription number

(Signature of Bidder with Seal)

ANNEXURE-3D: FORMAT FOR SUBMISSION OF FINANCIAL TURNOVER

Details of Annual Financial Turnover on Similar Work- last 3 FYs

(To be submitted in a separate sheet typed neatly – preferably in alphabetic order -scanned and uploaded.)

ANNUAL FINANCIAL TURN OVER	
YEAR	Annual Turnover as per Audited Balance Sheet (in ₹.)
2022-23	
2023-24	
2024-25	
Average Annual Turnover	

Note: The above data is to be supported by “Audited* Balance Sheets

Seal and signature of the bidder

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE 3E: PERFORMANCE CERTIFICATE
 (To be issued by the client on their official letterhead)

Name of the Service Provider (Agency)					
Name of the organisation where the service is provided					
Location(s) of Service Provided					
Work / Service Order No. and Date					
Description / Scope of Work					
Number of manpower (Minimum 100)					
Period of Contract	From To				
Total Contract Value (INR)	₹				
Name and contact no. of the person in the organisation for verification.					
Email ID of the organisation					

Feedback on performance:

(1: Poor 2: Satisfactory 3: Good 4: Very good 5: Excellent)

S1 No	Parameter	1	2	3	4	5
1	Timeliness / Punctuality of Services					
2	Adequacy of Manpower Deployed					
3	Availability of Supervisor(s) and Responsiveness					
4	Overall Performance					

Certificate:

This is to certify that M/s _____ has successfully provided housekeeping services for the above-mentioned period to our satisfaction.

Authorized Signatory

Name:

Designation:

Signature:

Seal of the Organisation

Date:

NOTE:

1. The Performance Certificate should be provided on the letterhead of the Institute/CFTI/ Organisation obtained after the date of notification of tender.
2. The Performance certificate should be as per Annexure 3E format; any other format will not be considered.

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-4A: FORMAT OF AFFIDAVIT (NOT Blacklisted)

[Refer to Eligibility Criteria Section 2]

[On a stamp paper of ₹100, duly sworn before the Public Notary/ Oath Commissioner]

Name of work/ service: Providing (i) Manpower and (ii) Housekeeping services at NITKS Hostels Trust.

Affidavit of Mr./Ms. _____, S/o/ of Mr. _____ aged about _____ years, resident of _____, working as ----- (designation) for ----- (name and address of the bidding agency).

I, the deponent named above, solemnly affirm and state as under:

1. That I am working as ----- /proprietor of the ----- (name of the firm) and authorised to sign this affidavit.
2. That the firm M/s---- (complete address of the firm) has not abandoned or suspended any manpower service contract/contracts of any organisation/ department from 01-04-2021 to till the date of tender publishing. *[* strike out if not applicable]*
3. That the firm M/s---- (complete address of the firm) has not been blacklisted/ debarred for competing in tenders for manpower services by any organisation/ department from 01-04-2021 to till the date of tender publishing. *[* strike out if not applicable]*
4. The firm is not under Liquidation or Court Receivership or similar proceedings or bankruptcy.
5. I solemnly verify that the facts stated above are true and nothing material has been concealed.

Seal and signature of deponent

Identified by:

Solemnly affirmed and signed before me by the Deponent after the contents of this affidavit were read over to him, and stated by him to be true and correct on this ---- day of ----- 2025, at ---
-----.

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-4B

FORMAT OF SOLVENCY CERTIFICATE FROM A NATIONALISED OR A SCHEDULED
BANK

(On the Letterhead of the Bank)

This is to certify that to the best of our knowledge and information, M/s _____, having their registered office at _____, a customer of our bank, is a reputed company with a good financial standing and can be treated as solvent to the extent of Rs._____ (Rupees-----). This certificate is issued without any guarantee or risk and responsibility on the Bank or any of its officers.

Date:

Signature with date
Name, address & Seal of the Bank/ Branch

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-5

PRICE BID FORMAT – ONLY INDICATIVE - Rate to be quoted in the CPP portal only

Name of work: Providing Housekeeping and Manpower services at NITKS Hostels Trust.

I am/ we are hereby offering our quote as follows:

Sl. No.	Category of manpower & Housekeeping	Total wage, including VDA per person per day	Total wage, including VDA per person per month (26 days)	EPF contribution of the Employer	ESI Contribution of the Employer	The total amount per month (without GST)
			a *26	b *13 %	b *3.25%	
		a	b	c	d	e=b+c+d
1.	Un-Skilled	674	17524	1950	569.53	20043.53
2	Semi-skilled personnel	760	19760	1950	642.20	22352.20
3	Skilled Personnel	893	23218	1950	0	25168.00
4	Highly Skilled Personnel	981	25506	1950	0	27456.00
				Total (A)		95,019.73
	Bidder's service charge in percentage (%, up to 2 decimal places) of Total (A) without GST (The service charge includes uniform, ID card & other incidental expenses)				To be filled by the bidder	
	Bidder service charge in Rupees (B)				Auto-filled (not to be edited)	
	Grand Total (C= A+B)				Auto-filled (not to be edited)	

(Note: Approximate number of Manpower mentioned in Table 1)

While quoting the price bid, please refer to the price bid evaluation criteria as specified in Sections 4 and 5.

Note:

1. The Gratuity payment, as applicable under 'The Code on Social Security', shall be included in the Price Bid offer itself under the component Bidder's Overheads. The NITKS Hostels Trust will not incur any additional expenses due to the contractor's liability for payment of gratuity to their employees.
2. Reimbursement of EPF Contribution and ESI Contribution of Employer (NITK-Surathkal) is payable on the maximum wage limit as stipulated by the EPF and ESI Authorities, from time to time.
3. Abnormally low quoted bids shall be rejected, subject to the decision of NITKS Hostels Trust.
4. Rate to be quoted on a per-worker-per-month basis.
5. Basic wage and Variable Dearness Allowance (VDA) should not be less than the Minimum Wage for the Central Sphere. NITK, Surathkal, is situated within the Mangaluru City

Seal and Signature of the bidder

Professor In-charge, Hostels

Corporation limits, classified as a 'B' category city under the CLC notification of the Government of India.

6. GST is extra as applicable.
7. The bidder must indicate a distinct order of preference for each Hostel group in Table 7. This has to be signed by the bidder and uploaded along with the price bid.

Table 7- Order of preference for Hostel Group

Hostel group	Hostels	Order of preference <To be indicated by the bidder> as one, two and three. One is highly preferred.
Group1	Girls Blocks (GH1-Ganga, GH2-Kaveri, GH3-Yamuna, GH4-Sharavati GH5-Nethravati and GH6-Godavari), Ladies staff for Mega Mess – Chaitanya	
Group 2	Boys Blocks (Block 1-Karavali, Block 2-Aravali, Block 3-Vindhya, Block 4-Satpura, Block 5-Nilgiri, Block6-Pushpagiri, Block 7-Sahyadri, Block 10-Brahmagiri and Block 11-Shivalik)	
Group 3	Boys Blocks (MT1-Everest, MT2-Himalaya, MT3-Kailash, Block 8-Trishul), Gents Staff for Mega mess-Chaitanya	

Seal & Signature of the bidder

Name and Address of the bidder

Seal and Signature of the bidder

Professor In-charge, Hostels

Annexure-6A: FORMAT OF INDEMNITY BOND (Applicable after award of contract)

(TO BE NOTORISED ON A STAMP PAPER OF APPROPRIATE VALUE)
(Only by the successful bidder on intimation)

Name of the service: Providing Housekeeping services at NITKS Hostels Trust.

KNOW all men by these presents that M/s ----- (name and address of the agency) do hereby execute an Indemnity bond in favour of National Institute of Technology Karnataka Surathkal Hostels, Mangaluru-575 025 on this ----- day of -----

THIS DEED WITNESSETH as follows:

We (Name and address of the contractor) do hereby indemnify and save harmless NITKS Hostels Trust, Mangaluru – 575 025 from:

1. Any third-party claims, civil or criminal complaints/ liabilities/ site mishaps and other accidents or disputes; and/ or damages occurring or arising out of any mishap due to my/ our negligence in performing the contract for ----- (Name of work);
2. Any damages, loss or expenses due to or resulting from any negligence or breach of duty on the part of me/ us or my employees;
3. Any claims by housekeeping personnel/man power of mine/ ours or sub-contractors if any, under the Workman Compensation Act or Employees Liability Act or Minimum Wages Act or any other Act/ Law/ Rules and regulations in force from time to time under any Law in respect of injuries to persons or property arising out of in the course of execution of contract and/ or arising out of in the course of employment of any workman/ employee;
4. Any act or omission of mine/ ours which involves any loss or damage or liability or civil or criminal action.

IN WITNESS WHEREOF, the above-named has set his signature on this day-----

Signed and delivered by the aforesaid in the presence of a witness:

- 1.
- 2.

Seal and Signature of the bidder

Professor In-charge, Hostels

Annexure-6B: FORMAT OF LETTER OF INTENT (Applicable after award of contract)

No. -----/B2

Date:

To:

(Name, address of the agency)

Sir,

Sub.: Providing Housekeeping and Manpower services at NITKS Hostels Trust –
Letter of Intent – Reg.

Ref.: 1. Notice inviting tender No _____
2. Your tender dated ----- in the Two Cover system

This is to inform you that, subject to the terms and conditions of Notice inviting tender No----- and the tender document, your tender under reference (2) above for providing the above services at NITK, Surathkal Hostels is accepted as follows:

Details of the accepted price bid

You are requested to submit a Security deposit of Rs 15 lakh (Rupees Fifteen lakh) by means of RTGS/ crossed Demand Draft/PBG from any scheduled bank drawn in favour of the NITK, Surathkal Hostels Trust, payable at Surathkal/ Mangaluru within three days from the date of issue of this letter.

You are also requested to attend this office within three days from the date of issue of this letter, along with a non-judicial stamp paper/document paper of Rs 500 for executing an agreement. You are further requested to submit a self-attested copy of the documents uploaded to CPPP and the original affidavit.

Subject to the fulfilment of the terms and conditions of the tender/ contract documents, the contract shall be for a period of two years, commencing from -----. Hence, you are requested to take all needful action to deploy the personnel from -----, 2026.

Yours sincerely,

Professor In-Charge, Hostels
NITKS Hostels Trust.

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-6C: FORMAT OF AGREEMENT (for successful bidder)
AGREEMENT FOR PROVIDING HOUSEKEEPING AND MANPOWER SERVICES AT
NITKS HOSTELS TRUST

THIS AGREEMENT is made on the -----day----- by and between NITKS Hostels Trust, represented by its Professor in Charge, Hostels, of the ONE PART (NITKS Hostels Trust shall include its successors, assigns or transferees)

And

(Name and address of the agency) represented by -----, hereinafter called the contractor/ manpower agency/ service provider, which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives of the OTHER PART.

WHEREAS the NITKS Hostels Trust has called tenders for providing Housekeeping and Manpower services at NITKS Hostels, vide Notice Inviting Tender No.-----dated-----

WHEREAS among several other bidders, M/s ----- have also submitted their offer in response to the said notification. Among several agencies who have offered their bid, the NITKS Hostels Trust found the tender offered by ----- (Name of the agency) is acceptable and hence offered to grant the contract of providing Housekeeping and Manpower services to them vide Letter of Intent No.----- dated-----
Whereas M/s ----- (Name of the agency) has accepted the award of the contract. Hence, this agreement.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement, words and expressions shall have the same meanings as are respectively assigned to them in the tender document.
2. The following documents shall be deemed to form and be read and construed as part of this agreement, namely.
 - (i) Notice inviting Tender No.-----dated -----.
 - (ii) Tender document containing --- pages.
 - (iii) Documents submitted by the contractor along with his tender(containing pages)
 - (iv) Letter of Intent No. -----
 - (v) Work order
 - (vi) All future correspondence between the parties
3. In consideration of the payments to be made by NITKS Hostels Trust, the contractor hereby covenants with NITKS Hostels Trust and agrees to provide housekeeping and manpower services, effective from -----, as per the provisions of the contract.
4. That the Contractor hereby agrees to adhere to all related statutory requirements/ related Acts & Rules, and statutory provisions in employing personnel required in providing housekeeping and manpower services.
5. That the Contractor hereby agrees to deploy housekeeping and manpower personnel as per the directions of the NITKS Hostels Trust during the contract period.
6. The NITKS Hostels Trust hereby covenants to pay the contractor, in consideration of the services rendered by the contractor, the amount specified in the tender document/ price bid as accepted in the letter of intent.

IN WITNESS WHEREOF the parties hereto have signed the agreement the date and year first above mentioned.

Contractor

NITKS Hostels Trust

Witness:

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-6D: FORMAT OF WORK ORDER

No. -----

Date:

To:

(Name and address of the agency)

Sir,

Sub.: Providing housekeeping and manpower services at NITKS Hostels Trust –
Work order – Reg.

Ref.: 1. This office letter of Intent No. ----- dated -----.
2. Agreement dated -----

The agreement dated ----- for providing the above service at NITKS Hostels Trust is accepted. A copy of the agreement is enclosed. You are requested to contact the NITKS Hostels Trust Office for further instructions and deployment of housekeeping and manpower personnel.

Subject to satisfactory performance and subject to terms and conditions of the agreement, the contract is for two years starting from -----, 2026.

The payment charge payable under this contract is as follows:

Details of the accepted price bid

You shall pay all the statutory benefits to the employees engaged under this contract and submit the remittance details to the NITKS Hostels Trust from time to time.

You are requested to obtain a Labour Licence from the Assistant Labour Commissioner (C) as per the Contract Labour (Regulation and abolition) Act 1970, and the Central Rules framed thereunder, and submit a copy of the same to this office for record purposes. Form No. 3 required in this connection is enclosed herewith.

You are further requested to submit an Indemnity bond as per the terms of the agreement (format enclosed)

Yours sincerely,

Professor In-charge, Hostels
NITKS Hostels Trust

Encl: As above, with a copy of the Agreement

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-7A: WEEKLY REPORTS OF TASKS PERFORMED

Sl. No.	Tasks	Buildings/locations where carried out
1.	Cleaning of Toilets, Washbasins, Urinals, Bathrooms, etc.	
2.	Sweeping of common floor areas	
3.	Cleaning of cob-webs	
4.	Mopping the floors of all common areas	
5.	Cleaning of Doors / Windows / Sunshades/ Lofts	

Sl. No.	Name/Contact details of Student	Signature
1		
2		
3		
4		
5		
6		

Sl. No.	Name/Contact details of contract labour	Signature
1		
2		
3		

The report shall be submitted in duplicate, with one copy to the Hostel office and another copy to the Hostel Block Warden and Q&M Warden.

Signature of Block Supervisor

Signature of Block warden/Q&M Warden

Date:

Place:

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-7B: MONTHLY REPORT FOR HOUSEKEEPING SERVICE

Certified that Sri / M/shas carried out the following works for Hostel, during the month of

Works to be carried out / actually carried out details:

Sl. No	Item of work	The frequency at which it is required to be carried out	The frequency at which it is actually carried out
1.	Sweeping and mopping of the common floor area on all floors.	Daily	
2.	Cob web removal work	Twice in a week	
3.	Cleaning/washing of toilets (floors and walls up to dado height), steel railings and sanitary Installations like wash basins, water closets, urinals, etc., with disinfectants and sprinkling phenyl on the floor	Four times a day	

General remarks

Signature of Hostel GMC

Signature of Block Supervisor

Signature of Block/Q&M Warden

Seal and Signature of the bidder

Professor In-charge, Hostels

ANNEXURE-7C: SPECIMEN COPY OF WEEKLY FEEDBACK CERTIFICATE FROM HOSTELS

NAME OF HOUSEKEEPING CONTRACTOR:

S. No	Particulars (Type of Service)	Cleaning Schedule	Excellent	Very Good	Good	Average	Poor
	Points		5	4	3	2	1
1	Cleaning /Washing of all Toilets, Bathrooms, Wash basins and Urinals	Daily					
2	Cleaning of Walls and partitions in Bathrooms and Toilets)	Daily					
3	Scrubbing of Floors	Daily					
4	Removing of blockage in water closets, urinals, wash basins, toilets and bathrooms	Daily					
5	Any other Comments						

Sl. No.	Student Representative	Block Supervisor	Block /Q&M Warden
1			
2			
3			
4			

Seal and Signature of the bidder

Professor In-charge, Hostels

NITK Hostels Location Map

