

NOTICE INVITING TENDER

**FOR PROVIDING HOUSEKEEPING SERVICES AT IIIT TIRUCHIRAPPALLI CAMPUS,
SETHURAPATTI, TIRUCHIRAPPALLI**



Indian Institute Information Technology Tiruchirappalli,
Sethurapatti, Trichy-Madurai Highway,
Tiruchirappalli-620012,
Tamil Nadu.

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Tender Notice



IIIT Tiruchirappalli.

Ref. No.: IIIT TIRUCHIRAPPALLI/ESTATE/HOUSEKEEPING_SERVICES/2024 DATE: 04.03.2024

Tenders are hereby invited from reputed registered Firms/ Agencies/Contractors/Suppliers for providing the following services at IIIT Tiruchirappalli, Sethurapatti, Trichy-Madurai Highway, Tiruchirappalli – 620012, Tamil Nadu.

“Tender for providing housekeeping services at IIIT Tiruchirappalli Campus”

Tender Schedules can be downloaded from IIIT Tiruchirappalli website from **04 / 03 / 2024** .
Bidders need to submit hard copy with relevant documents.

The last date for submission of tenders is 25/03/2024.

For further details regarding Tender notification & specifications, please visit www.iiitt.ac.in

Date: 04.03.2024

**REGISTRAR(I/C),
IIIT Tiruchirappalli.**

Time Schedule of various tender related events
(For providing housekeeping services at IIIT Tiruchirappalli Campus)

Bid Document downloading Start date	04.03.2024
Bid Document downloading End Date	25.03.2024
Last Date and Time for the receipt of Bids	25.03.2024, 03.00 PM
Technical Bid Opening Date /Time	Will be intimated later
Financial Bid Opening Date / Time	Will be intimated later
Contact Person	The Registrar(i/c) , <u>IIIT Tiruchirappalli.</u>
Reference No:	IIIT TIRUCHIRAPPALLI /ADMIN/HOUSEKEEPING_SERVICES/2024

Signature of the Bidder with stamp

CLARIFICATIONS

Queries, if any, can be made through e-mail only to **registrar@iiitt.ac.in** on or before 24.03.2024. Queries received via any mode other than e-mail id mentioned above shall not be entertained. The queries should only be sent in the following format on the official letter head of the company.

S. No.	Page No. (Tender Ref.)	Clause (Tender Ref.)	Description (Tender Ref.)	Query

If there is any addendum/corrigendum related to tender, it shall only be published on **IIIT-Tiruchirappalli website** (www.iiitt.ac.in). The Bidders are advised to check **IIIT Tiruchirappalli website** regularly. No other mode of communication will be given.

The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made, if any. Bidders are totally responsible for incorporating/complying the changes/amendments issued, if any, during pre-bid meeting in their bid.

If the last date of receiving/opening of the bids coincides with a holiday, then the next working day shall be the receiving/opening date.

The Technical Bid along with relevant documents should be attached with original EMD and Tender processing fee. Physical submission of Price bid only shall be considered.

**REGISTRAR (i/c)
IIIT Tiruchirappalli**

BID

Ref. No.: IIIT TIRUCHIRAPPALLI/ADMIN/HOUSEKEEPING_SERVICES/2024

Dated: 04.03.2024

Subject: Tender for providing housekeeping services at IIIT Tiruchirappalli Campus.

Sir/Madam,

Bids are invited on the Open Tender platform from the reputed Registered Firms Agencies/Contractors/Suppliers for Housekeeping Services. The details of bidding conditions and other terms can be downloaded from the IIIT Tiruchirappalli Website.

The attested copies of all the documents of Technical bid, signed undertaking of Bidder should be submitted offline mode only to the Director, IIIT Tiruchirappalli Campus.

The participating Bidder/s shall have to pay tender processing fee (non-refundable) and EMD for the amounts specified in the Statement related to bids, in the form of DD drawn in favour of The Director, IIIT Tiruchirappalli.

Further, the Successful Bidder shall furnish a part of a bid as Performance Guarantee specified in the Statement related to bids, to be paid in the form of Bank Guarantee (BG) as mentioned in the Tender Schedule.

IIIT Tiruchirappalli will not accept the tenders from blacklisted companies or undependable suppliers, whose past performance with IIIT Tiruchirappalli was found poor due to delayed and/or erratic supplies and those with frequent product failures, and also against whom there have been adverse reports of sub-standard quality/poor services, as defined in the other parts of the bidding documents.

Signature of the Bidder with stamp

STATEMENT RELATED TO BIDS

Bid Document Fee/Processing Fee (Non-refundable)	Rs. 12,000/- by way of DD from any Nationalized bank drawn in favor of the Director IIIT Tiruchirappalli, Payable at Tiruchirappalli. <i>Exemption is applicable to the bidders as per norms of GOI, (GFR).</i>
EMD	Rs.50,000/- by way of DD from any Nationalized bank drawn in favor of the Director IIIT Tiruchirappalli, Payable at Tiruchirappalli. <i>EMD exemption is applicable to the bidders as per norms of GOI, (GFR).</i>
Bid Validity Period	90 days from the date of opening of Financial bid
EMD Validity Period	90 days from the date of opening of Financial bid
Contract Agreement	One year from the date of giving work order
Period of furnishing Performance Guarantee	Within 7days from date of receipt of LOA
Performance Guarantee Value	3% on the work order value (in the form of BG)
Performance Guarantee Validity Period	14 Months from the date of commencement of services
Period for signing the order of acceptance	Within 14 days from date of receipt of LOA
Payment Terms (after Commencement of work)	Monthly payment after receiving the previous month allotted work schedule details and attendance particulars certified by the concerned authority

Signature of the Bidder with stamp

TENDER SCHEDULE

PREMEABLE:

Indian Institute information of Technology Tiruchirappalli, is one among the chain of IIITs started by the Government of India. IIIT Tiruchirappalli was established in the state of Tamil Nadu in the academic year 2013 – 2014.

IIIT Tiruchirappalli, Tamil Nadu invites sealed tenders under two bid system i.e. Technical bid and Financial bid from reputed agencies / companies (no brokers, intermediaries or aggregators) for providing Housekeeping Services at its campus, based on the eligibility criteria and general terms and conditions mentioned in this document.

REQUIREMENTS IIIT TIRUCHIRAPPALLI:

- a) Details of the scope of work is given in Annexure - I

PERIOD OF CONTRACT:

The contract shall be initially for a period of **one year**, subject to satisfactory performance of services and compliance of all terms and conditions of the agreement. The contract is extendable by one more year based on satisfactory performance and as per the norms of Government of India. The Competent Authority may allot the contract in full or a part of such contract to the next firm(s) out of the panel available with it at any time in the event of non-compliance or breach of any terms and conditions of this contract by the awarded Bidder or otherwise, if it is deemed fit to do so in the interest of the Institution, in order to ensure effective supply/supervision of these services by more than one Bidder even after the award of contract.

If the Successful Bidder has an existing contract with IIIT Tiruchirappalli, for Housekeeping services, it shall stand automatically terminated and the new contract will commence.

Signature of the Bidder with stamp

ELIGIBILITY CRITERIA:

1. Bidder must be a firm/ proprietary / company that should be registered with appropriate authorities on or before **01/09/2017** and attested copy of registration should be attached.
2. The bidder should have Service tax certificate on or before 01/09/2017 and GST certificate as on **31/12/2023**.
3. Bidder must have EPF and ESI* registration with competent authority as on **31/12/2023**.
4. Bidder must have Valid Labour license as on **31/12/2023**.
5. Bidder must have PAN Card.
6. The firm should have Latest ISO Certification.
(enclose self-attested copies of all of the above certificates)
7. The Agency shall have **minimum 3 years of experience** in housekeeping and sanitation services or similar work in Institutional / Industrial /Higher Educational Institute on or before **31.12.2023** with anyone of the following.
 - a. Three similar works, each costing not less than the amount equal to **0.25 crore (25 lakhs)**.
 - b. Two similar works, each costing not less than the amount equal to **0.4 crore (40 lakhs)**.
 - c. One similar work of aggregate cost not less than the amount equal to **0.75 crores (75 lakhs)**.

The following documents must be submitted in supporting the experience claimed.

 - a. Should submit relevant work order(s), work completion and satisfactory certificates.
8. The Average annual Financial turnover during the **last 3 years** ending **31st March 2023** should not be less than **one (01) crores**, with a minimum of **25 lakhs** in each financial year and the same has to be certified with Chartered Accountant along with UDIN number. Without UDIN number the document is treated as Invalid.
9. Should submit income tax returns of the assessment years **2020-21, 21-22, 22-23** along with Audited financial statements, Profit and Loss Account, Balance sheets, Form26A and 3CA&3CB.
10. A declaration undertaking on the letter head of the Bidder/Agency that all the terms and conditions as given in the tender document are acceptable and the Agency has not been blacklisted by any of the organization at any point of time and no criminal case is pending against the said firm/agency (as per Annexure II) should be given
11. Each page of the tender document along with all other submitted documents must be duly signed by Authorized signatory with Bidder's company seal and initial, otherwise the document will be invalid.

Note:- The bidders should submit all the required documents for the above listed eligibility criteria, failing which their bid will be treated as invalid or Cancelled.

Name and Signature of bidder with seal

TENDER PROCESSING FEE, EARNEST MONEY DEPOSIT (EMD) AND PERFORMANCE GUARANTEE:

1. Interested Bidders are required to pay a non-refundable **Tender processing fee** of **Rs. 12,000/- (Rupees Twelve thousand only)** in the form of DD, drawn from any nationalized bank in favour of The Director, IIIT Tiruchirappalli.
2. In addition, interested Bidders are required to pay a refundable amount of **Rs 50,000/- (Rupees Fifty Thousand only)** towards **EMD** and it should remain valid for a period of 90 days beyond the final tender validity period.
3. Bids received without EMD and Tender processing fee shall be summarily rejected.
4. Tender processing fee and EMD must be attached to the Technical Bid only and NOT to the Financial Bid.
5. The Successful Bidder shall furnish a **Performance Guarantee of an amount equivalent to 3% on work order value**, in the form of bank guarantee from any Nationalized bank. Also, the Bank Guarantee shall be renewed by the Agency from time to time, if contract is extended.
6. EMD of Bidder shall be forfeited, if the Bidder withdraws or amends its bid or impairs or derogated from the bid in any respect within the period of validity of its bid.
7. Further, if the Successful Bidder fails to furnish the Performance Guarantee within the specified period, his/her EMD shall be forfeited.
8. In case the Bidders / successful Bidder(s) are found in breach of any condition(s) at any stage of the tender, EMD / Performance Guarantee shall be forfeited.
9. EMD will be returned to both Successful and Unsuccessful Bidders without any interest whatsoever, after allotment of Letter of Award.

METHOD OF SUBMISSION OF BIDS:

1. The bid documents can be downloaded from the Institute website <https://www.iiitt.ac.in/main/tender>.
2. The bids should be filled in two bid formats with all the required documents as enclosures in separate sealed covers i.e.: (a) Part-I Technical bid, (b) Part-II Financial bid
- (a) Two separate sealed covers should be specifically super-scribed as **(a) "Technical bid for Housekeeping services at IIIT TIRCHIRAPPALLI"** and **(b) "Financial bid for Housekeeping services at IIIT TIRCHIRAPPALLI"**. Both the sealed envelopes (a) and (b) are to be kept in another Master envelope, which should also be sealed and submitted. The Master envelope should be super-scribed with **"Tender for Housekeeping services at IIIT TIRCHIRAPPALLI"** and shall be addressed to The Tender Box, C/o Director, Indian Institute of Information Technology Tiruchirappalli, Sethurapatti, Trichy-Madurai Highway, Tiruchirappalli-620012, Tamil Nadu. .
3. **Last date for submission of bid documents is 25.03.2024.**
4. Bids received after the due date and time shall be summarily rejected.
5. Incomplete bids or bids not submitted in prescribed format are liable for rejection.
6. Institute will not be responsible for postal delay.

EVALUATION PROCEDURE:

1. At the first stage, the Technical Bids shall be opened in the presence of Bidders, who may like to be present (the date will be intimated) in **Administrative/ Purchase section** of IIIT-Tiruchirappalli.
2. A Committee duly constituted by the Competent Authority would evaluate the Technical bids submitted by the Bidders.
3. Prior to detailed evaluation, the Institute will determine the substantial responsiveness of each bid to the tender document. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document and is without any material defects and deviations. Deviations from, or objections or reservations to critical provisions such as those concerning qualification/eligibility criteria, availability of facilities and amenities as needed, availability of government/statutory approvals and clearances, ready and explicit willingness to accept and honor the terms and conditions of contract etc. will be deemed to be material deviations.
4. If a bid is not substantially responsive, it will be rejected by the Institute and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
5. Only those Bidders whose technical bids have been found to be substantially responsive would be evaluated.
6. The Financial bids of those Bidders only shall be opened who qualified in the Technical Evaluation. The Institute will award the contract to the Successful Bidder, whose Financial bid is the lowest price bid among all the quoted bids. The decision of the Director, IIIT-Tiruchirappalli, is final in this regard.
7. The Bidder should quote the price in the Financial bid in figures as well as in words.
8. The validity of the bids shall be for a minimum period of 90 days.
9. Tenders with revised/modified rates/offer after opening of the tenders shall be summarily rejected and the entire Earnest Money Deposit (EMD) submitted with the tender shall be forfeited.
10. The tender is not transferable under any circumstances.
11. Telegraphic, conditional or incomplete tenders shall not be accepted. Canvassing of any kind, direct or indirect, shall lead to disqualification of the Bidder.
12. Institute reserves the right to reject any or all the tenders at any stage or accept them in part or reject the lowest tender without assigning any reason thereof and the decision of the Institute in this respect shall be final.
13. The Institute reserves the right to cancel the tender process at any stage without assigning any reason.

Signature of the Bidder with stamp

TERMS AND CONDITIONS:

1. The Agency shall ensure weekly off in each week to each worker deployed in IIIT-Tiruchirappalli, without causing any dislocation to the services to the Institute.
2. The persons to be deployed by the Agency should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment.
3. The Agency shall ensure that the housekeeping staff deployed in the Institute are skilled labour, fit to perform the tasks and are not over the age of 45 years. The Agency shall not employ any person who has not completed eighteen years of age.
4. In the event of injury, illness or accidents to any worker, IIIT-Tiruchirappalli will not be liable to pay any compensation. The insurance cover shall include the liability under the Workmen Compensation Act.
5. The workers employed by the Agency shall be his/her sole employees. IIIT-Tiruchirappalli shall not have any relation whatsoever with employees of the Agency. He will be fully responsible for their acts, conduct and any other liability.
6. The Agency shall: -
 - a) Ensure Pest/Animal and Rodent free environment in the premises of IIIT-Tiruchirappalli and report to the officer in-charge for the necessary corrective action.
 - b) Ensure that supervisors are equipped with mobile phones and are available.
 - c) Only deploy the workforce that is on the Agency Company's payroll.
 - d) Plan, manage, and collect, segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The Agency will arrange for required resources, machinery which will be used by the house keeping staff.
 - e) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Agency to the housekeeping staff.
7. The Agency shall, at no extra cost to the Institute, supervise the performance of their staff and maintain such registers/forms as are necessary for the effective performance of their duties. These registers/forms will be provided by the Bidder. A duty register indicating the shift timings, names of the staff on duty shall be maintained and made available for inspection at any time as required by IIIT-Tiruchirappalli administration.
8. The Bidder shall carry out proper briefing, checking and training before the workers are posted at IIIT-Tiruchirappalli campus.
9. The Bidder shall not engage any person employed by the Institute.
10. The following shall be provided by the Bidder at his/her own cost within seven days of deploying the staff member at IIIT-Tiruchirappalli campus and also ensure that the staff shall report to duty properly dressed and turned out smartly in uniform:
 - a) Uniform
 - b) ID Cards
11. It is clearly understood that the housekeeping staff shall be under the absolute control of the Bidder. In the capacity of principal employer, the Bidder is liable to the Institute in respect of any act of omission or commission by them.
12. The duties of each staff member at every post should be detailed, in consultation with the Institute authority and one copy of the same shall be handed over to the authorized officer of the Institute.

13. The Agency's Field Officers during their visits and checks should meet the Institute's authorized officer and discuss problems and means to improve the efficiency of the services. They must meet and apprise the authorized officer of the Institute of any of the short comings. Their suggestions must be taken note of and acted upon by the Agency. Once in every week a responsible official from the Agency shall meet the authorized officer of the Institute for instructions.
14. In the event of any of the personnel of the Agency misbehaving with the visitors or with the employees of the Institute or found to be suffering from any infectious disease, the Institute shall have the right to ask the Agency not to deploy such person in the Institute and the Agency shall comply with same.
15. No accommodation and subsidized food or transport will be provided by the Institute to the personnel deployed by the Agency.
16. The Agency shall keep all valid statutory licenses especially with regard to Contract Labour (Regulation & Abolition) Act.
17. The Agency shall appear before Authorities / Courts in respect of any claim / dispute instituted by its employees deputed to the Institute and answer all such claims / disputes and shall always keep the Institute harmless and indemnified against any such claims or disputes required to be met by the Institute by order of any Authority / Court etc. The amount so paid by the Institute shall be recoverable from the amounts payable to the Agency and balance if any shall be recoverable as a debt to the Institute.
18. The Agency will be responsible for compliance of various statutory obligations like Minimum Wages Act, Workmen's Compensation Act and other laws as enacted from time to time. The Agency shall comply with each and every provision of the Contract Labour (Regulations & Abolition) Act, 1970, Contract Labour (Regulation & Abolition) Central Rules 1971, or any other Act/Rule Statute enacted by Govt. of India or Govt. of Tamil Nadu, from time to time.
19. The Agency at all times should indemnify IIIT-Tiruchirappalli against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. IIIT-Tiruchirappalli will not own any responsibility in this regard.
20. The Agency shall ensure that no item of the institute is taken out from the building / their place of duties / campus without proper gate pass issued by IIIT-Tiruchirappalli. The entry on this account is to be made in the register to be kept for this purpose.
21. The Agency will ensure 8 hourly duty strictly but not beyond 08 hours in a day by an individual. Duty chart should be given to the Officer of IIIT-Tiruchirappalli in-charge of housekeeping services.
22. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Agency by the officer in-charge from IIIT-Tiruchirappalli and if no action is taken within one hour, a penalty of Rs. 1000/- per complaint shall be imposed. The decision of IIIT-Tiruchirappalli shall be final in this regard. In case of repeated complaints of similar nature, IIIT-Tiruchirappalli reserves the right to impose suitable penalty as it deems fit.
23. The Agency should ensure to maintain adequate number of manpower and also arrange a pool of stand-by housekeeping staff. In case any housekeeping staff is absent from the duty, the reliever of equal status shall be provided by the Agency from an existing pool of housekeeping staff and ensure that work does not suffer. Payment will be made only for the number of staff who are on

duty. The housekeeping supervisor shall ensure that the attendance register is cross-verified by the officer in-charge from IIIT-Tiruchirappalli on a daily basis as payment will be made on the basis of the duly verified attendance register only.

24. Holidays will be based on the holidays of Central Labour Act, not the Agency company's holidays. However, deployed persons are eligible to take permissible leaves as per the leave policy of Central Labour Act. If Leave is required, it should be planned in advance and should inform the officer in-charge of the housekeeping services of IIIT-Tiruchirappalli. Attendance register will be maintained at IIIT-Tiruchirappalli site. Resources deployed shall be governed by HR policies of Central Labour Act.
25. All necessary reports and other information will be supplied by the Agency as per the direction of IIIT-Tiruchirappalli Administration. Agency and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Institute, and shall not lend to any person or company any of the effects or assets of the Institute, under its control.
26. In the event of loss/damage of equipment etc. at the premises of IIIT-Tiruchirappalli due to negligence/carelessness of Agency staff, the Agency shall compensate the loss to IIIT-Tiruchirappalli. The Agency or its representative/s shall meet Institute representative/s regularly to take feedback regarding the Housekeeping services.
27. The Agency will also maintain a suggestion book and a complaint register to be produced to the Institute administration on weekly basis.
28. The Agency shall, in performing its part of this Agreement, ensure the safety of the building, its equipment, furniture, fixtures and the persons working in or visiting IIIT-Tiruchirappalli premises and shall indemnify Institute, for any loss or damage caused by any act of the Agency or its employees or staff etc.
29. The housekeeping staff shall be regularly trained on behavioral aspects and ethics.

GENERAL TERMS AND CONDITIONS:

1. The Bidder shall bear all costs associated with the preparation and submission of the bid and the institute will no case be responsible or liable for these costs regardless of the conduct or the outcome of the bidding process.
2. The selected Bidder/ Agency shall submit Bio-data with photograph and contact numbers of all the personnel deployed in the Institute within seven (7) days of the award of the contract or start date of the contract whichever is earlier. The Agency shall give a certificate stating that persons deployed in the Institute have been police verified and do not have any adverse antecedents.
3. The personnel should be conversant in Hindi apart from Tamil. Supervisors, Class room / office assistants should have knowledge of English as well.
4. The Agency shall comply with all the statutory and legal provisions as laid down under various Labour Laws in force from time to time at his/her own cost. In case of violation of any statutory provisions or any other applicable laws, IIIT-Tiruchirappalli will not be held responsible.
5. The Agency must ensure that the deployed personnel are not under the influence of alcohol or other intoxicants while performing their duties for the Institute. Smoking is also not permitted while on duty.
6. The Court of Tiruchirappalli alone will have jurisdiction to try any matter/dispute or reference between the parties arising out of this agreement/contract.

7. The Bidders, who do not meet the eligibility criteria; or do not submit all the necessary documents in support of the eligibility criteria; or do not submit documents that are complete and valid or do not pay the requisite amount, shall be disqualified.
8. The Agency shall maintain a health card for all personnel. The general health condition like BP, sugar and Eye sight should be checked every quarter for all personnel by the Agency at their cost and the record shall be preserved and submitted to the institute.
9. The Bidder is expected to read and understand all instructions, terms and specifications given in this tender document. Failure to furnish all information required or to submit a bid not substantially responsive to the tender document in every respect will be at the Bidder's risk and may result in rejection of the bid.
10. The Agency shall pay monthly wages plus statutory charges (EPF/ESI) to all its employees as per the Gov. of India norms. If any, amendments made from time to time, including all charges, GST if applicable, no extra claim on this account will in any case be entertained. The Agency shall provide full information in respect of the wages etc. paid to its employees so deployed in conformity with the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and Rules, made there under.
11. Copy of the acquaintance, PF and ESI remittance challan shall be produced from second monthly bill onwards.
12. IIIT-Tiruchirappalli will not pay any deposits or advance to the Agency.

REPORT:

1. The contractor or his/her representative shall daily report to the Administrative Section, IIIT-Tiruchirappalli to supervise the work under the contract and take instructions every day from him for the work on a Book/Register maintained by the contractor exclusively for the purpose. He/She shall preserve the said book and produce the same as and when required. For Hostel areas the contractor or his/her representative shall daily report to the Hostel Office to take instructions every day. Daily report will be taken by the Hostel office against the account of work given.
2. The contractor will prepare a schedule of the works to be carried out in the areas of works allotted before commencement of actual works.
3. The contractor will prepare a list of protocol and daily checks for housekeeping works and display the same on all areas of work to be carried out.
4. The contractor or his/her representative should approach the Administrative Section, if he needs any instructions/help or has any difficulties.
5. The contractor or his/her representative should all the time be available at work site during the course of his/her work.
6. Sufficient number of staff shall be posted by the contractor to attend the works on two shift basis and shifting of materials / instruments from one place to other, loading and unloading of materials / instruments from truck with in IIIT-Tiruchirappalli as and when required in the exigencies of work without any additional payment.
7. **Shift timings** are 07:30 AM to 04:00 PM, with half an hour lunch recess from 12:30 PM to 01:00 PM. In Hostel shift timings are 08:30 AM to 5:00 PM with half an hour lunch recess from 1:30 PM to 02:00 PM.

PAYMENT TERMS:

The payment will be made every month after submission of the bills in duplicate in the last working day of previous month with the attendance reports of outsourced manpower and upon proof of payment made towards all applicable statutory bodies.

1. The monthly payment shall become payable only if the service performance as measured by the Institute is found satisfactory, utilizing the "Feedback Mechanism" duly **signed by the representative of IIIT Tiruchirappalli**. The feedback instrument for measuring the quality of services must be at least satisfactory for release of payment of the month in question.
2. The performance of the Agency in the above housekeeping services will be assessed every month by a Committee constituted for the purpose with the Institute Staff, and payment of bills by the Institute will be in accordance with the performance index on a 10-point scale.
3. Income Tax as applicable on the total amount disbursed by the Institute to the Agency will be deducted at source by the Institute under the provision of Indian Income Tax Act. Payment will be made through bank transfer after deducting TDS and any other taxes as applicable as per Government rules.
4. In case of any increase in the taxes and levies implemented by the Govt. during the contract period, the same shall be paid by IIIT-Tiruchirappalli at actuals, on production of Govt. notification and proof of payment. Similarly, in case of any reduction in taxes and levies, the same must be passed on to IIIT-Tiruchirappalli.

DETAILS OF PENALTIES

S.NO	DEFAULT	PENALTY
1	Failure to maintain sanitation and cleanliness and failure to dispose waste/littering in or around the toilet blocks.	Rs.500 per day for each toilet block.
2	Choked sewer connections resulting into water logging stagnation.	Rs.1,000 for 1st day and Rs.1,500 for subsequent days.
3	Employees not wearing uniform.	Rs.500 per day per person.
4	Consumable not available in the toilets blocks as required for cleaning/maintaining such as soaps, Brooms, soft brush, chock removers, Disinfectants, Naphthalene balls etc.	Rs.100 per day per Toilet.
5	Failure to supply branded sanitary consumables as listed in clause 18, Section-II.	Twice the MRP rate of the branded product.

6	Failure to keep the site clean.	Apart from the penalty prescribed, the Registrar (Admin) shall have the right to get this work done at the cost of the agency either departmentally or through any other agency. The expenses so incurred would be intimated to the agency by Registrar (Admin) and the requisite amount would be deducted from the monthly bills of the agency for the services rendered by it.
7	Failure to provide the required quantity of resources in proper serviceable condition as agreed in clause 16, Section-II with operational staff.	Rs.5,000 per resource that is short in requirement as per Section-V Scope of Work.
8	Non-payment/disbursement of wages in the bank account of the labourers before stipulated date i.e. 10th date of every succeeding month.	5% of total monthly bill amount will be deducted for each delayed day in disbursement of wages to the labourers.

RESOLUTION OF DISPUTES:

In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Director, IIIT-Tiruchirappalli or any other officer nominated by the Director, IIIT-Tiruchirappalli, for arbitration whose decision shall be final and binding on both the parties. The Agency agrees that the arbitrator could be an employee of the Institute and shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.

TERMINATION OF THE CONTRACT:

The contract may be terminated in any of the following contingencies: -

- a. On giving three months' notice by the Agency **OR**
- b. On the expiry of the contract, without any notice **OR**
- c. On giving one month notice by the Institute, at any time during the tenancy of contract, in case the services rendered by the Agency are not found satisfactory and in conformity with the terms and conditions of the contract and the standard prescribed for this services **OR**
- d. On Agency being declared insolvent by the competent Court of Law, without any notice **OR**
- e. On assigning of the contract or any part thereof or any benefit or interest therein or there under by the Agency to any third party or for sub-letting the whole or a part of the contract to any third party, without any notice. Provided that, during the notice period for termination of the contract, in the situation contemplated above, the Agency shall keep on discharging his/her duties as before till the expiry of notice period.

In case of termination of contract on the grounds mentioned at **Sr. No (c)** above OR in case the Agency decides to conclude the contract before the expiry of 12 months contract period without giving three months' notice as mentioned at **Sr. No (a)** above, the Agency shall forfeit the Performance guarantee held with the Institute and the Agency shall not have any claim/right against the Institute in satisfaction of this condition.

MODE OF ISSUE OF NOTICE: Any notice sent by Speed post only by either party to the addresses recorded in the contract shall be deemed to have been properly served for any of the purposes mentioned herein.

COMMENCEMENT OF WORK:

The Successful Bidder should start the work with effect from the date of commencement of Agreement by mutual consent. In case, it is found that the work has not been taken up from the date of commencement of Agreement, the IIIT-Tiruchirappalli, at its sole discretion may cancel the work order and the Performance guarantee shall be forfeited without any further reference to the Bidder. Further, the work order will be awarded to next least quoted Bidder with the same terms and conditions.

DISCLAIMER:

Even though adequate care has been taken in the preparation of this Tender Schedule the Bidder should satisfy himself that the Schedule is complete in all respects.

Neither IIIT-Tiruchirappalli nor their employees make any representation or warranty as to the accuracy, reliability or completeness of the information in this Tender Schedule and it is not possible for the IIIT-Tiruchirappalli to consider the investment objective, financial situation and particular needs of each party who reads or uses the Tenders Schedule. Certain prospective Bidders may have a better knowledge of the scope of work than others. Each prospective Bidder should conduct his/her own investigations and analysis and check the accuracy, reliability and completeness of the information in the Tender Schedule and obtain independence advice from appropriate sources.

The Registrar, IIIT-Tiruchirappalli reserves the right to change any or all of the provisions of this request for Proposal. Such changes would be intimated to all parties procuring this request for Proposal.

The Registrar, IIIT-Tiruchirappalli reserves the right to reject any or all the Bids submitted in response to this request for Proposal at any stage without assigning any reasons whatsoever.

Signature of the Bidder with stamp

SCOPE OF WORK**Area of work:**

The works include Supply of **Manpower, Machinery and material required** for 23493 sq.m and other essential area of the IIIT-Tiruchirappalli, by the Agency to carry out the housekeeping services.

This section describes, but does not limit itself to, the services required by IIIT-Tiruchirappalli for upkeep of its premises. The Bidder needs to consider and envisage all services that would be required in the maintenance of campus. Hence, Bidders are advised to do a thorough assessment of these requirements by planning a visit to IIIT-Tiruchirappalli campus. The Technical and the financial bids should be based on assessment of IIIT-Tiruchirappalli need in the following areas that may be assessed through the pre-bid engagements.

Every care has been taken to cover all important aspects, areas requiring Housekeeping services. These are however not exhaustive. IIIT-Tiruchirappalli may include additional scope of work within the premises, for which no additional payment will be made.

Note: IIIT- Tiruchirappalli shall provide the cleaning materials to execute thiscontract*.

The tentative requirement details are given in the following table.

SI. No	Manpower	Approximate Numbers
1	Skilled/clerical, semi-skilled, unskilled, highly skilled, HK*	45-50

* Depending on the requirement of the institute.

1. Cleaning Services:

The area includes Boys Hostel (4405 Sq.m), Girls Hostel (1183 Sq.m), Dining Hall (1551 Sq.m) and Admin & academic block (16016 Sq.m), Substation (338 Sq.m) and CC roads of Institute (1.5 Km Stretch) & The Contractor should provide housekeeping Unskilled manpower (Including Sanitation Workers) and housekeeping semi-skilled manpower.

The aim and objective are to provide a high level of clean and presentable look to the Boys hostel, Girls hostel, academic & admin block, substation, roads, drains, etc. The Agency and his/her management team shall supervise the work and take necessary steps for efficient management of housekeeping services resulting in neat campus.

(A) Daily Services:

Housekeeping / cleaning services should be provided on all days including holidays, so that all areas are clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.00 AM in office rooms, class rooms, meeting & Conference halls.

- Cleaning, scrubbing and properly disinfecting all the bathrooms, toilets, wash basins, sanitary fittings, glasses, toilets, floors etc. of all the areas/departments should be done on hourly basis or as needed or as per requirement/direction.
- Refill Hand Wash / sanitizer in all the Toilets /Rest Rooms three times a day or as needed.
- Cleaning, sweeping, mopping with disinfectant, stair cases, cabins, lobbies, reception, pantry, cafeteria, corridors, office rooms, Meeting halls every two hours or as per requirement/direction.
- Vacuum cleaning of all corridors, stair cases, carpets and upholstered furniture once in a day or as per requirement/direction.

- e) Washing and scrubbing of floor with automatic machines with required cleaning material.
- f) Cleaning, removing cobwebs, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, TVs, doors, windows, furniture, window glasses, grills, railings, curtains etc.
- g) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times or as per requirement/direction.
- h) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
- i) Refilling, replacing and emptying of containers at all workstations and other locations.
- j) Remove trash from office dustbins and change the trash liner every evening before closing hours.
- k) The offices shall be dry dusted and swept after the closing hours.
- l) The worktables shall be cleaned every morning.
- m) The office shall be mopped with soap solution in the morning.
- n) Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.
- o) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily checks in the morning, afternoons and on need basis during day time.
- p) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. or as per requirement/direction.

(B) Weekly Services

The deep cleaning of the entire area will be done by the Agency once a week as under: -

- a) Dusting of entire area including windows / window panes/ doors / ledges / elevation frames etc.
- b) Cleaning of ceilings and high walls, removal of wash / spit stains on walls, cleaning of roofs, porches etc.
- c) Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
- d) Cleaning of all window glasses and grills with detergent / cleaning agents.
- e) Lawns, paths etc. with High Pressure Jet machine or as per requirement/direction.
- f) Polishing of steel and other metal surfaces.
- g) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- h) The Agency will make a cleaning program and submit to Officer-In-Charge of housekeeping of IIIT-Tiruchirappalli for weekly cleaning so that IIIT-Tiruchirappalli concerned official/ In-charge for the particular area can be informed on the day of cleaning to make the area available.
- i) The Agency shall cover all the areas in the campus.

(C) Monthly Services:

- a) Sweeping and cleaning of service ducts, Service Rooms, Service Shafts and all drainage pipes including those of toilets.
- b) *Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.*
- c) Washing of building from outside with prior permission from Supervisor/Officer in-charge.
- d) The Agency shall maintain a record of all activities done daily / weekly / monthly and make it available for inspection by IIIT-Tiruchirappalli.

(D) Rodent Control Services

- a) The Agency shall take effective measures for Rodent control and Disinfection Services including fogging etc. in the area under contract.
- b) The Agency shall use chemicals that are harmless to humans and machines and treated area.
- c) The Agency will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Agency.
- d) The Agency will submit a detailed plan for carrying out the Rodent Control Services for the approval of IIIT Tiruchirappalli. Frequency of the services will be as per the requirement or as decided by the Administration of the Institute.

2. CLEANING OF CLASS ROOMS AND OTHER CRITICAL AREAS

- a) All the furniture should be in proper order.
- b) Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
- c) The floor shall be thoroughly mopped with a specialized soap solution.
- d) The entire Class room's area shall be scrubbed at least twice in a week.
- e) To reduce the risk of slipping on the floors, always keep them clean and dry.

3. GARBAGE DISPOSAL

- a) Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
- b) Covered Trolleys should be used for transportation. Before final disposal/treatment, waste should be kept in specified location and in specific liners and containers.
- c) The Agency shall collect garbage in specified bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area as directed by the Administration.

4. UNDERGROUND & OVERHEAD WATER TANKS

The Agency shall clean & disinfect the Underground & Overhead Tanks periodically after emptying the water from the tanks as per the instructions of IIIT-Tiruchirappalli.

5. TERRACE CLEANING

The Agency shall clean the terrace periodically as per the instructions of IIIT-Tiruchirappalli.

6. Housekeeping Monitoring and Control

For Housekeeping Monitoring and Control, the following monitoring mechanism shall be adopted by the Agency:

a) Toilets Checklist

This is to be affixed on the back of the toilet door. It is to be filled up by supervisor/Housekeeping staff on hourly basis.

b) Management / Housekeeping Service Requirements/Complaints Report

This is to be filled up by the management and administrative staff of the Agency who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Agency will be registered at site and should be reported to the officer in-charge from IIIT-Tiruchirappalli.

c) Housekeeping Services Complaint Register

This register is to be filled on the basis of information received by the Housekeeping Supervisor from IIIT-Tiruchirappalli officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/e-mail, verbal complaints from IIIT-Tiruchirappalli etc. and necessary action taken for each of the complaint should be registered.

7. SUPERVISING

The Supervisor employed by the Contractor shall be responsible to extract work, manage work, maintenance of accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the complex. He should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of Officer In-charge or higher authorities. The Supervisor shall also be responsible to allocate duties and extract the work from the workers. The Supervisor shall be of a graduate level person having qualified in cosmetic maintenance course, fluent in English and regional language, both writing and spoken. Knowledge of Hindi is desirable. **The agency should provide the proper check list (housekeeping works), note books (security staff), whistle, torch light, uniform and other essentials regularly for the staffs.**

8. Documents to be submitted / maintained on the award of contract:

- Organizational structure and the line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipment used
- Description for each category of housekeeping
- Maintaining records / details of
 - a. Complaint Book
 - b. Duty Roster / Deployment Sheet of Housekeeping Staff
 - c. Inventory of Stores
 - d. Accident / theft Register
 - e. Logs and checklists

9. Additional Requirement:

- Additional manpower should be provided based on Institute requirements on-call basis.
- The service charge for additional manpower *should follow the same quoted for the regular work.*

Signature of the Bidder with stamp

GENERAL INFORMATION

- 1) For every 20 Unskilled workers, 1 Supervisor should be employed.
- 2) Housekeeping & sanitation workers Gender ratio should be 70% (Female): 30% (Male)

Note:

a. Age limit of workers: **18-50 years**

b. The Institute reserves the right to increase or decrease the numbers based on its requirements, but rate for each person / post will remain the same as agreed in the financial bid.

Signature

Name and Address of the Bidder with stamp

Place

Date

Part-A (Technical BID) (Envelope-a)

All the commercial conditions shall also be indicated in this part. Deviations, if any, to our specifications shall be brought out very clearly. Bidders shall mention point-wise confirmation with regard to technical specifications given in our Enquiry.

S No.	Particulars	Details
1	Bidder's name	
2	Registered Office and address	
3	Working Place of the office	
4	Year of Establishment	
5	Type of Firm (Ownership, Partnership, Pvt Ltd or Ltd Co.	
6	Details of ownership (Name and Address of the Board of Director, Partners etc)	
7	Name of the authorized signatory who is authorized to sign all the relevant documents (power of attorney, if any to be submitted)	
8	Contact Details	
	Name of the contact person	
	Designation	
	Telephone Number (Office)	
	Mobile Number	
	Email Id	
9	Address for communication	
10	Registration Numbers:	
	Firm Registration No.	
	GST No.	
	EPF No.	
	ESI No.	
	Labour License No.	
	Any other registration which is mandatory for such agencies stipulated by Concerned authorities:	
11	Latest ISO Certified company	YES/NO
12	PAN Number	

13	Total Annual Turnover for last three years	2020-21: Rs 2021-22: Rs 2022-23: Rs
14	Whether Agency has been blacklisted by any Govt or Semi-Govt. organization or any other organization? If yes, provide details	YES/NO
15	Do you accept all terms and conditions of tender document and signed the tender document?	YES/NO
16	Do you have necessary license to provide Housekeeping services? If yes, provide details	YES/NO
17	Do you agree to provide Housekeeping services as per the Institute's requirement?	YES/NO
18	No. of years of experience in the field of providing Housekeeping services	
19	Have you submitted the details of Govt Depts, Govt Undertakings, PUSs, Public Sector Banks to whom the similar services accomplished for the last 3 years? (Attach a separate sheet, if necessary)	YES/NO
20	Have you submitted the previous work order(s), work completion certificate(s), audited accounts statement / bank statement?	YES/NO
21	DD Number, Amount and Date of EMD submitted	
22	Bank Particulars	
	Account name	
	Type of A/C: (SB/CA/CC)	
	A/C No.	
	IFS code	
	Name of the Bank	
	Branch	

Enclose all certificates in support of the above statements.

Date:

Authorized Signatory

Name:

Place:

Designation:

Company:

Contact No.

Company Seal

DECLARATION

(To be provided on letter head of the Bidder)

I / We_____do hereby certify that our firm is not blacklisted and no enquiries / cases are pending against us by Govt. of India / Govt. of Tamil Nadu or by any State Board Universities, since inception of the firm / company.

All the terms and conditions given in the tender draft with **Ref. No.: IIIT TIRUCHIRAPALLI/ADMIN/HOUSEKEEPING_SERVICES/2024, DATED: 04.03.2024, “for providing housekeeping services at IIIT Tiruchirappalli Campus”** issued by IIIT-Tiruchirappalli, are acceptable to us.

I / We also certify that the information mentioned in the submitted documents is true and complete in any every respect and explicitly agree that in case at a later date it is found out by the Institute (IIIT-Tiruchirappalli) that any details provided herein by us are incomplete/incorrect, any contract given to us may summarily be terminated forthwith, our firm may be blacklisted, and that the Institute may also initiate any other legal/penal proceedings, as deemed fit by it.

Date:

Place:

Authorized Signatory

Name:

Designation:

Company:

Contact No.

Company Seal:

Proforma for Bank Guarantee

To

WHEREAS _____ (Name of Bidder) (hereinafter called "the Bidder " has submitted its BID dated _____ (Date) for the supply of (Name of Contract and/ or description of the goods) _____ (hereinafter called "the BID") in favour of _____ (hereinafter called the " Client ");

KNOW ALL MEN by these presents that we, _____ Bank, having its Registered Office at _____ (address of bank) (hereinafter called "the Bank") are bound unto _____ (name of the Client) for the sum of Rs _____ (Rupees _____ only) for which payment will and truly to be made to the said Client, the Bank binds itself, its successors and assigns by these presents; Sealed with the common seal of the said Bank this _____ day of _____ 20_.

THE CONDITIONS of this obligation are:

- 1) If the Bidder withdraws its BID during the period of BID validity specified in the BID Form; or Does not accept the correction of errors in accordance with the bidding documents;
- 2) If the Bidder having been notified of the acceptance of his/her BID by the Client during the period of BID validity;
 - a) Fails or refuses to execute the contract, if required; or
 - b) Fails or refuses to furnish the performance Guarantee or security Deposit, in accordance with of Terms and Conditions of this BID.

We undertake to pay to the Client up to the above amount upon receipt of his/her first written demand without the Client having to substantiate his/her demand, provided that in his/her demand the Client will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein,
our liability under this Bank Guarantee shall not exceed Rs_ (Rupees _____ only).

The Bank Guarantee is valid upto _____ and we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____ (mention period of the Guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 20 ____.

SEAL & SIGNATURE OF THE BANK

CHECKLIST

(The Bidder may use the checklist below, to ensure that the tender submitted is complete in all respects)

S. No	Particulars	Yes	No
1	Copy of original tender draft downloaded from the IIIT-Tiruchirappalli website.		
2	Crossed Demand Draft from National Bank towards Tender Processing Fee		
3	Crossed Demand Draft from National Bank towards EMD		
4	Copy of firm registration		
5	Copy of Service Tax certificate		
6	Copy of GST registration		
7	Copy of EPF registration		
8	Copy of ESI registration		
9	Copy of Valid labour License		
10	Copy of PAN card		
11	Copy of Latest ISO Certification		
12	Copy of relevant work order(s)		
13	Copy of work completion certificate(s)		
14	Copy of Work satisfactory certificate(s)		
15	Copy of Financial turnover certificate issued from Chartered Accountant with UDIN on his/her letter head.		
16	Copies of Income Tax Saral form>Returns along with Audited financial statements, Profit and Loss Account, Balance sheets, Form26AS and 3CA&3CB for last 3 years subjected to financial statement submitted to firm/proprietary/company.		
17	Declaration in the format given by the Institute		
18	Financial bid cover		
19	Form 26 AS must be submitted for the period of experience claimed (for each year also).		
20	PF statement challan for last 5 years.		

Note: All the pages of the original bid document along with other hard copies should be serially numbered and attested by the Bidder.

Signature of the Bidder with stamp

PART-2. FINANCIAL BID (On Firm Letter head)

(for providing Housekeeping services at IIIT- Tiruchirappalli)

Ref. No.: IIIT TIRUCHIRAPALLI/ADMIN/HOUSEKEEPING_SERVICES/2024 DATE: 04.03.2024

SERVICE CHARGE (in %) _____ %

(In words

_____)

Of total monthly gross wages of an employee.

NOTE:

- a. TDS &TDS on GST as per applicability shall be deducted monthly from the gross billed amount to be paid to the contractor.
- b. As per the Ministry of Finance OM No. 29()/2014- PPD, dated 28-01-14, bids quoted NIL service charges shall be treated as non-responsive.
- c. The minimum service charges to be quoted per person shall not be Less than **2.36%** of the base minimum wage. The bid shall summarily be rejected.
- d. The maximum service charges to be quoted per person shall not be greater than **5%** of the base minimum wage. The bid shall be summarily rejected.
- e. The service charge shall remain same during the contract period even if the basic wages are revised by the Govt. of India.
- f. If there is a discrepancy between the Service charge quoted in words and in figures, the charges in words shall prevail.
- g. The contract shall be awarded to the bidder whose service charge is lowest among all the submitted bidders.

Date:

Signature of the Bidder with seal

Place:

Name:

Address: