

BID NOTIFICATION
FOR
SELECTION OF SERVICE PROVIDER FOR
HOUSEKEEPING SERVICES

JULY 2025

FOR

CENTRE FOR GOOD GOVERNANCE
SURVEY NO.91, ORR X ROAD, GACHIBOWLI
HYDERABAD 500 032 TELANGANA
INDIA

NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES FOR CENTRE FOR GOOD GOVERNANCE OF TELANGANA

Introduction:

The Centre for Good Governance (CGG) is a Government of Telangana Organization registered as a society with the mandate to provide governance, administrative reforms and eGovernance support to the departments.

Objective of the Bid

CGG of Telangana through this Bid invites proposals from qualified and reputed Service Providers for providing Housekeeping Services to its sprawling campus located at Road No. 25 Jubilee Hills, Hyderabad and Survey no.91, ORR X Road, Gachibowli, Hyderabad **for a period of 1 year.**

Time Schedule of various Bid related events

Bid calling date	22.07.2025
Bid closing Date & Time	05.08.2025 5.00 p.m.
Technical Bid Opening Date & Time	06.08.2025 at 3.00 p.m.
Financial Bid opening Date & Time	13.08.2025 at 3.00 p.m.
Bid Document Fee	Rs. 5,000/-

Submission of Bid:

Bids shall be submitted in sealed box in CGG Gachibowli Campus.

- The bidders who are desirous of participating in this bid shall submit their technical bids, financial bids as per the standard formats available in bid.
- The bidder shall sign on all the statements, documents, certificates provided by them, owning responsibility for their correctness/authenticity.
- The financial bid must be submitted as a physical copy in a separate sealed cover must be dropped in the drop box.

Other Conditions:

- After filling in the documents, the copies of the statements, certificates, documents and original Demand Drafts in respect of EMD and bid fee are to be submitted to the office of CGG.
- Failure to furnish any of the documents, certificates, will be entitled in rejection of the bid. The CGG shall not hold any risk because of postal delay. Similarly, if any of the certificates, documents, etc., furnished by bidder are

found to be false/fabricated/bogus, the bidder will be disqualified, blacklisted and action will be initiated as deemed fit and the bid Security/EMD will be forfeited.

- c. CGG will not hold any risk and responsibility regulating non-visibility of the scanned and submitted documents.

Terms & Conditions:

1. All the required documents should be submitted in sealed cover. If any document is found missing, concerned bid will be rejected and considered as non-qualified for financial bid.
2. Rs.5000/- DD is mandatory (Hardcopy) towards bid cost drawn on any nationalised/scheduled commercial banks payable at Hyderabad.
3. This awarded contract should not be transferred to any subcontract under any circumstances.
4. Bidder registered/corporate office should be at the consignee location/ Hyderabad.
5. Scope of work should be executed as mentioned in the tender document.
6. Self-certification on company letter head of vendor that they are following all the terms & conditions of this tender document.

Notice Inviting Tender and schedule of Events

Centre for Good Governance of Telangana, Hyderabad invites tenders under two bid systems (Technical Bid and Financial Bid) for the following work:

Name of the Work	Providing Housekeeping Service for CGG, Hyderabad
Tender No.	Tender No.: CGG/Admin/002/2025 Tender-for Housekeeping Services Dt: 22.07.2025
Bid Document Fee (Non-refundable)	Rs. 5,000/- (Rupees Five Thousand Only) by Demand Draft in favour of M/s Centre for Good Governance of Telangana. This amount is non-refundable.
EMD	Rs.3,00,000.00 (Rupees Three Lakhs Only) by demand draft in favour of Centre for Good Governance
Estimated volume of business	Rs.5,05,413.29 per month/ & Rs.60,64,959.48 per annum as detailed in the Tender document (Excluding GST & Service charges)
Contract Period	The period of contract will be One year with a built-in scheme for review of the performance at the end of each year. The contract may be extended by another one year on the basis of performance.
Issue of Tender	The Tender document can be downloaded from the CGG website (www.cgg.gov.in) for reference. Interested bidders shall pay an amount of Rs. 5,000/- (Rupees Five Thousand only) towards the bid document fee in the form of a Demand Draft (DD) and enclose the same along with the Technical Bid. The DD shall be drawn in favour of "Centre for Good Governance", payable at Hyderabad.
Submission of Tender	Submission of Tender document should be in sealed tender box and Hard copies should be submitted as per the schedule
Opening of Tender	Part-A Technical Bid [along with Rs. 5000/- DD] The technical Tender documents shall be opened on 06.08.2025 at 3:00 p.m.
	Part-B Financial Bid Financial Bid of the technically qualified bidders as recommended by the Tender Committee shall be opened on 13.08.2025 at 3:00 PM
Contact Person (for any clarification)	Centre for Good Governance, Survey No.91, ORR X Road, Gachibowli, Hyderabad, Telangana – 500032, Phone:040-23130300
Bank Guarantee towards Security deposit	10% of contract value

PART - A

IMPORTANT INSTRUCTIONS

The service providers who wish to participate in the bidding are hereby informed that the cost of consumables & machineries, Manpower is included in the estimated cost given in this tender document.

1. Read the tender documents carefully before filling.
2. Sign each page with seal.
3. PART "A" should contain–
 - a) Technical Bid with all relevant signed documents as mentioned in Terms and Conditions (hard copies).
 - b) EMD in the form of DD payable at Hyderabad.
 - c) Proof of Bid document fee of Rs.5,000/-
 - d) Sealed envelope containing hard copies of tender documents with superscribe "TENDER FOR HOUSEKEEPING SERVICES FOR CGG" - PART "A"
4. Put a, b, c above in separate sealed covers and put all the sealed covers in one cover addressed to "The Associate Director (HR & Legal), Centre for Good Governance, Survey No.91, ORR X Road, Gachibowli, Hyderabad, Telangana – 500032, Phone: 040-23130300 with superscribe on the cover as "TENDER FOR HOUSE KEEPING SERVICES FOR CGG and send to the under mentioned address on or before 4.00pm., on 05.08.2025. **"The Associate Director (HR & Legal), Centre for Good Governance, Survey No.91, ORR X Road, Gachibowli, Hyderabad, Telangana-500032.**
5. The Tender document fee is non-refundable.
6. Bid Application without the prescribed fee and EMD will not be considered
7. CGG accepts no responsibility for any loss/delay/non-receipt of Hard copies not submitted. Hard copies received late/incomplete will be summarily rejected.
8. The technical bid will be opened at 3.00 pm on 06.08.2025
9. The financial bids of only those Tenders whose technical qualified Tenders by Tender Committee will be opened.
10. During the opening of the two-bid tender the name of Tenderers who have submitted their bids along with Earnest Money Deposit will only be read out and no other information/details whatsoever, will be shared at this stage
11. The offer of the tender shall be valid for 6(Six) months from the last date of submission of Tender.
12. In deciding upon the selection of agency for the work, great emphasis will be put on the ability and competence of agency to provide high quality services according to the time schedule.
13. The Tender should be complete in all respects and should be duly signed. Late and delayed tenders due to any reason including postal delays shall not be considered at all. Offer sent through fax/e-mail will not be accepted.

14. Hypothetical, conditional, incomplete bid will not be accepted & will be summarily rejected.
15. The period of contract would be for One Year from the date of award of the contract, and it may be further extended for another one year on satisfactory performance of service provider. The performance of the service provider will be evaluated on yearly basis
16. Please keep visiting our website for any corrigendum /amendments and submit the bid documents accordingly. Separate advertisement will NOT be published in newspaper for any corrigendum/extension/clarification, etc.
17. The CGG reserves the right to modify the conditions of the tender, at any time, without assigning any reasons for the same.
18. CGG reserves the right to accept/reject any tender in part or full, without assigning any reason whatsoever.
19. If the last date of receiving/opening of the tenders coincides with a holiday, then the next working day shall be the receiving/opening date.

TENDER DOCUMENTS CONSIST OF THE FOLLOWING

- I. Eligibility criteria
- II. General Instructions to Tenders
- III. Details of Nature & Scope of Work
- IV. General Conditions of Contract
- V. Technical Bid
- VI. Checklist of the documents
- VII. Financial Bid (In separate Sealed cover only Super scribing Financial Bid for House Keeping Services)

I. ELIGIBILITY CRITERIA

1. Tenders should have at least Five (5) years of continuing experience upto date of Bid Publication in providing housekeeping services satisfactorily to reputed organizations including Hotels (3-star and above whether Government or private) / Corporate Hospitals, Corporate Offices, Multinational Companies. This should be supported by documentary evidence (such as, work order/work completion certificate). Certificates of satisfactory performance from at least three clients are also to be submitted along with the tender. Bidder should have managed atleast 300 rooms in previous contracts. Preference will be given to ISO certified agencies
2. The tender should be a registered company/proprietorship/ partnership firm.
3. Should have an annual turnover of at least 2crores from house-keeping services in the past 5 years (2020-21 to 2024-25).
4. Should have at least
 - a) One similar ongoing work contract of 80 lacs or more per annum.

OR

- b) Two similar ongoing work contracts of 50 lacs or more per annum. Proof of the same (work order) to be furnished along with contact details of the concerned firms.
5. Should be registered with the following statutory authorities in Telangana and must furnish attested copies of supporting documents:
- Commissioner of GST (GST-Category Housekeeping Services)
 - Employees State Insurance Corporation
 - Employees Provident Fund Commissioner
 - Income Tax Department (PAN Card to be attached)
 - Labour department (Registration certificate from labour Department) of Govt. Of Telangana
 - Any other registrations in respect of House Keeping Services.
6. The following documents must be submitted along with tender. -
- a. Audited balance sheets and profit and loss account & audit report of five years (2020-2021 to 2024-2025)
 - b. Income tax returns of five years (2020-2021 to 2024-2025)
7. The Tenderer should have sufficient number of employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical bid. Document in support of GST, ESI, EPF deductions and details of the health and safety measures the tender takes for his workers should also be attached with the technical bid.
8. The Tenderer should enclose with the Technical Bid an Earnest Money Deposit **(EMD)** of **Rs.3,00,000/- (Rupees Three Lakhs Only)** in the form of Demand Draft, drawn in favour of Centre for Good Governance, Hyderabad", Tender forms not accompanied by the EMD shall be summarily rejected. This amount will be returned interest- free to the unsuccessful tenderers after three months from the closing date of the Tender or after one month of the award of the contract, whichever is earlier.

No interest will be paid on the EMD under any circumstances.

II. GENERAL INSTRUCTIONS TO TENDERERS

1. Eligible and willing agencies are advised to visit the organisation to get an on-site assessment of the work on any working day between 10.00 AM to 04.00PM after taking permission from the Associate Director (HR & Legal), CGG.
2. The Tenders are to be submitted as per two bid system i.e., technical bid and financial bid
 - a. The technical bid should contain the papers to fulfil all the eligibility criteria, certificates of experience, satisfactory performance certificates, undertaking as per instructions, work plan and list of the equipment, tools and tackles required for the job.
 - b. Financial bid should contain the rates quoted for the services to be provided as per the instructions given in this tender document.

Technical bids should be submitted in sealed envelope super-scribed as "Technical Bid for House Keeping Services"

3. The Earnest Money Deposit will be refunded to the unsuccessful tenderer only after finalization of the contract. No interest will be paid on the EMD. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
4. The bid shall be valid for 180 days from the date of opening of tender. No tenderer will be allowed to withdraw his tender after submission during the bid validity period (180 days). In case the tenderer does not honour his bid, the EMD submitted by the tendering firm would stand forfeited.
5. **The tender form should be complete in all respects giving** correct and relevant data. All entries in the tender form should be legible and filled clearly. Any over writing or correction which is unavoidable has to be signed by the authorized signatory.
6. Incomplete tenders/tenderers not complying with the terms and conditions of the tender document, tenders received after the closing date, suppression/falsification of information/ influencing or intimidating other tenderers shall entail **disqualification of the tender. Similarly, conditional Tenders will also be rejected.**
7. The **tender document must be signed** by the authorised signatory or by a person holding a power of attorney authorising him/her to do so, **each page of the tender should bear the signature**, date, name and title of the person signing the tender and affixing a rubber stamp indicating the name of the firm and enclosed with Technical Bid.
8. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as agency.
9. **A performance security deposit equal to 10 % of the total contract value** in the form of Bank guarantee of any scheduled bank, drawn in favour of "Centre for Good Governance" is to be submitted by the successful bidder and commence the work within 7days of acceptance of the tender. Otherwise, the contract maybe cancelled and EMD forfeited. The EMD amount paid by the successful bidder could be adjusted against the required performance security deposit of 10% by depositing the differential amount between EMD and the 10% performance security deposit amount.
10. The CGG Estimated Value is kept at **Rs. 5,05,413.00 (Rupees five Lakhs five Thousand four Hundred and thirteen only)** per month, which is inclusive of manpower wages, ESI & EPF for 28 members employer share, consumables, and maintenance of equipment, etc.
11. The Tenderers should submit their **quote per month** only, inclusive of wages as per Minimum Wages Act of Government of Telangana, with enhancement from time to time, ESI & EPF payable, cost of material, and maintenance of machinery etc working out to **Rs.4,45,248/-**
12. The Tenderer should not quote less than the quote per month amount of Rs.4,45,248/-. Tenders quoted below this amount will be rejected.

Note : **Tie in Financial Bids:** In the event that two or more technically qualified bidders quote the same financial value (L1), and quoting below the fixed minimum price is not permitted, the L1 bidder shall be selected through a lottery system in accordance with Standard procedures. This draw will be conducted transparently in the presence of the Tender Evaluation Committee, and the outcome will be final and binding.

III. DETAILS OF NATURE AND SCOPE OF WORK.

1. This is a service contract. The services to be provided under the contract areas shown below.
 - a) Cleaning, sweeping, mopping, dusting and assisting the Gardener etc., in the different places of the campus as shown in schedule
 - c) Maintain the inventory of every room in the Office, operate a checklist and submit maintenance requirements to the management as part of preventive maintenance in a timely manner for all other rooms (office, conference halls, Meeting rooms, Discussion room, Conference room, Board room etc.), Inventory is to be maintained and appropriate action is to be taken.
 - d) The concerned supervisor shall check the rooms before vacation along with the inventory and the linen items provided. Losses/ damages if any (either in Meeting rooms or any other rooms/halls) shall be immediately reported to Associate Director (HR) /nominee/In-charge for further necessary action.
 - e) The keys given for housekeeping purpose shall be maintained properly, In their respective keyboards with room numbers clearly written on the tags and in the keyboards.

2. **DELIVERABLES**

CGG intends to engage a Service Provider to provide housekeeping services at three locations:

The floor areas are as mentioned below (Plinth area in Sft.):

Building	Floor	Area in Sq ft.
Main Building, JH	Gr. Floor	6853.70
	First Floor	6420.25
	Second Floor	6420.25
	Total	19694.20
E Development Cell, JH	Gr. Floor	3553.00
	First Floor	3553.00
	Total	7106.00
CGG, Gachibowli	Basement	8960.00
	Gr. Floor	7720.00
	First Floor	8700.00
	Second Floor	8200.00
	Third Floor	8200.00
	Fourth Floor	8200.00
	Fifth Floor	8200.00
	Sixth Floor	8200.00
	Total	66380.00

3. **Housekeeping Material:** One month stock of all housekeeping material shall be always maintained. Preferably Johnson Diversey shall be used by the agency.

4. **Sanitation Material:** Taski R1, R2, R3, R4, R5, R6, R8, R9, TR 101, TR 103, D7, D5 shall be used. Dettol hand-wash liquid, Naphthalene balls, Odonil, Room Freshener auto Spray machine, Hard Broom Sticks, Soft Broom Sticks, Wipers etc., should be used.
5. **Tools & Equipment:** The agency should purchase and hold all the required Housekeeping Equipment at his own cost listed below.

Sl. No.	Machinery Details	Quantity	Remarks
1	Single disk Machine	02 Nos	
2	Wet & Dry Vacuum Machines	03 Nos	
3	Scrubber Drier	01 No.	
4	High Jet Pressure pump	01 No.	
5	Chair Shampooing Machine	01 No.	

6	Carpet Shampooing Machine	01 No.	
7	Ladders – 3 feet	01 No.	
8	Ladders – 5 feet	01 No.	
9	Ladders – 10 feet	01 No.	
10	Telescopic Rods	02 Nos	
11	Mop Trolleys Double Bucket	10 Nos	
12	Mop Trolleys Single Bucket	05 Nos	
13	Janitor Trolley	03 Nos	
14	Any other equipment as required at the time of execution of work		

6. The persons deployed by the agency should be adequate in numbers and properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment. As per the requirement of the office work force have been categorized as following
 - i) Supervisor -02 (Skilled)
 - iii) Operators-26 Men/Women

The wages of required work force will be applicable as per the minimum wages act of Government of Telangana.

The successful tenderers should furnish the details of staff deployed to CGG

The personnel provided under Housekeeping Services shall work in upon requirement in CGG.
7. **Discipline, good conduct, behaviour & personal hygiene:** All Housekeeping staff deployed should be of good conduct & behaviour, observe strict personal hygiene and be, free from any chronic/contagious diseases.
8. **Uniforms & Identity cards to staff:** All workers shall be provided identity cards, two pairs of uniforms with aprons, shoes and gloves at the cost of Agency.
9. **Thefts:** The agency is responsible for the safe custody of Organisation property assigned. The agency is responsible to make good of the losses due to thefts/damages to the organisation.
10. Detailed Housekeeping schedule is included as **Annexure** to this document and has to be followed strictly.
11. Information regarding the latest time of cleaning along with signature of supervisor shall be displayed in all rooms, toilets and corridors.
12. House-keeping staff is prohibited from demanding or accepting tips.
13. One Supervisor shall be deployed on the campus for overall supervision of the work in the organisation and coordinating/ assigning duties to the staff concerned.
14. Once the house keeping staff is allotted an area of work he or she will be under supervision of the Manager (Facilities)/ his authorised representatives and in addition to the instructions issued by the agency side they must follow all instructions and orders given by [the CGG Manager](#)

(Facilities)/his authorised representatives. These instructions should be considered as within scope of work.

O. Staff to be deployed in two locations as per below schedule

Sl.No	Name of staff	Jublie hills	Gachibowli	Total
1	Skilled Supervisor	1	1	2
2	Unskilled Staff	9	16	25
3	Semi-skilled Gardner	-	1	1
	Total Persons	10	18	28

Floors	Skilled Supervisor	Unskilled Staff	Scavenger	Gardener	
Jubilee Hills – Main Building					
Ground	1	1	1	-	
First		2			
Second		2			
Total	1	5	1	-	7
Jubilee Hills – eDevelopment Cell					
Ground		1	1	-	
First		1			
Total		2	1	-	3
Total Jubilee Hills					10
Gachibowli					
Ground	1	2	2	1	
First		2			
Second		3			
Third		2			
Fourth		2			
Fifth		2			
Sixth		1			
Total	1	14	2	1	18

IV GENERAL CONDITIONS OF CONTRACT (GCC)

- 1.** The period of contract will be One year extendable by one year on satisfactory performance at the end of each year. The organisation will not entertain any request for revision of rates. Revision of Minimum wages of manpower will be applicable as per rules of Govt. of Telangana, Minimum Wages Act, and Department of Labour & Employment. Such revision is sole responsibility of the agency.
- 2.** CGG reserves the right to terminate the contract by serving one month's notice, in writing, if the services of the agency are not found satisfactory. The agency may also ask for the same by giving three months' notice.
- 3.** The agency will have to provide standard liveries as approved by CGG at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the agency for the approval of competent authority within seven days from the date of entering into the agreement with the Uniform should have company logo and CGG Logo.
- 4.** The agency will arrange all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipment, etc. After biometric attendance, CGG will provide the space for setting up a control room for the agency in the premises of the organisation from where the agency and his own supervisory or office staff can manage the house keeping staff working in the Organisation.
- 5.** CGG will provide space for a storeroom to the agency in the office premises. The housekeeping supervisor will store all their liveries, materials, equipment in the storeroom and maintain a record of the stores which shall be open to inspection by the Office.
- 6.** The agency should ensure the health and safety of his/her employees. CGG office may also conduct health check-up of the Staff deployed at regular intervals.
- 7.** The agency will be responsible for supply/ installation/ refilling/ maintenance of all consumables, items and equipment used in all areas of the CGG Campus for housekeeping purpose.
- 8.** The agency must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action will be taken under Indian Penal Code also.
- 9.** The agency shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The agency shall be fully responsible for the conduct of his staff.
- 10.** The agency at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employers 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. CGG will not own any responsibility in this regard.
- 11.** Under any circumstances, whatsoever, the manpower deployed shall be paid wages not below the Minimum wages act by Govt. of Telangana. A

record of that should be kept in a register, which may be made available for examination to CGG as and when demanded. The wages shall be revised based on the revision of minimum wages as notified by Govt. of Telangana from time to time at the responsibility of the agency.

12. In the event of injury, illness or accidents to any worker, CGG will not be liable to pay any compensation. The insurance cover shall include the liability under the Workmen Compensation Act.
13. The workers employed by the agency shall be his sole employees and CGG shall not have any relation whatsoever with employees of the agency. He will be fully responsible for their acts, conduct and any other liability.
14. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Agency will be liable to be forfeited by CGG besides annulment of the contract.
15. **Omission, neglect or failure on the part of the tenderer** to obtain requisite reliable and full information on any matter affecting his tender, shall not relieve the Tenderer, from any liability in respect of the contract.
16. **The agency shall: -**
 - a) Only deploy the work force that is on his payroll.
 - b) Provide all items and consumables to his housekeeping staff as per requirement
 - c) Ensure that their supervisors are equipped with mobile phones
 - d) Provide for waste (non-biomedical) management including all equipment, containers, trolleys, etc.
 - e) Arrange for all required other equipment required for segregation and disposal of waste in a professional manner.
 - f) Plan, manage, and collect, mechanically screen and segregate dry and wet garbage in the ear marked 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, including manpower, machinery, disposables etc., which is used by the house-keeping staff.
 - g) 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.
17. The agency has to assess the manpower needs and engage men, equipment and material to provide services of high standards.
18. The agency **or its authorised representative is authorized to raise bills after clearing the payments to the staff working in Housekeeping at both sites of CGG** and to receive the payments. Payments shall always be made in the name of the company in the form of NEFT. No payments shall be made in cash.
19. Income-tax and all other **applicable taxes shall be deducted by** the organisation **at source** at the rate notified by the Government from time to time. However, GST, any other mandatory taxes as applicable shall be paid by the agency directly to the concerned authorities and submit proof of the same to the organisation on a monthly basis along with the claim for the subsequent month.
20. The agency is responsible to **maintain upto date** all the **statutory documents/registers** that are liable to be inspected from time to time

by the organisation or any other concerned Govt. Official authorised to inspect the same. The organisation shall in no way be responsible for the lapses, violations and **non-compliance** if any.

21. The **stock-taking of the items** under the control of Housekeeping Agency shall be carried out at periodic intervals and the Housekeeping Agency must pay for the missing items cost on actual basis.
22. Any **loss of items due to the fault of the organisation staff/participant** shall be brought to the notice of the authorised representative of the Organisation immediately and the charges for loss of such items shall not be charged to the Housekeeping Agency.
23. **The contract term for providing Housekeeping Services shall be initially for a period of One year.** If the Telangana Government issues Orders duly revising the basic wage rates payable to the Housekeeping Personnel the same shall be followed by the agency only, and CGG is not responsible. However, based on satisfactory performance by the Agency the **organisation on its own discretion can extend the contract period for providing Housekeeping Services for the subsequent year.** The discretion of the Organisation shall be final and binding on the successful Tender in this regard.
24. The tenderer whose tender is accepted for providing Housekeeping Services should indemnify the **Office against any claim by any authority.** In the event of the organisation having to pay any individual, statutory body or any agency for reasons directly or indirectly attributing this contract. The firm organizations should pay such claim/damages and even if the Organisation is called upon to pay such damages, the Firm/organization who is providing Housekeeping Services must reimburse the same immediately.
25. The contract either in full or in part **shall not be sublet** or assigned by the tenderer to others under any circumstances.
26. The housekeeping schedule given in this tender should be strictly adhered to. Any deviation or non-compliance leading to unhygienic/unhealthy damaging the structure or instrument or tool of this Organisation shall be viewed very seriously. The officer/committee authorised to inspect shall assess the performance of the work and his/their recommendation shall be followed in levying the penalty. Any dispute in this regard shall be referred to the DG, Centre for Good Governance and his decision shall be final.
27. The agency or their authorized representative **shall attend meetings** organized from time to time, for discussion, evaluation or performance of the contract, and compliance of statutory regulations etc.
28. All personnel shall be paid their wages by the agency through respective Bank accounts on or before 1st working day of every month. The firm/agency shall pay the statutory payments such as PF, ESI in time for the staff employed to provide the service to the organisation and the proof should be submitted while clearing subsequent monthly bills.
29. The Housekeeping Agency shall be deemed responsible for all **legal and contractual purposes**, as the employer of the staff employed for carrying out the contract, and such persons will not have any claim for employment in the organisation now or at a future date.
30. The agency shall obtain adequate **insurance policy** for all his staff to be

engaged for the work, towards meeting the liability of compensation arising out of death/Injury/disablement at work etc. He shall show proof of this to the organisation authorities and submit photocopies of the same.

31. The agency or his employees shall not use the premises allotted to him/her for any purpose other than the purposes defined and shall not act in any manner as to cause any **nuisance or annoyance** to the organisation or the participants of the organisation.
32. The agency would have to provide additional manpower as the work demands. The agency will also have to **provide substitutes** if regular staffs proceed on leave, etc.
33. **Penalties & Recoveries:**
 - a) Penalties shall be levied on account of poor quality of service; complaints received from guests/ employees. A designated officer/committee of the office may inspect from time to time to assess and evaluate the quality of services and where necessary may recommend for imposing suitable penalty.
 - b) For every poor quality of work reported by staff/designated officer/committee a penalty of upto 10% of the monthly bills shall be imposed, which will be deducted from the monthly bills claimed by the agency.
 - c) If delay in service / any pending works, penalty of 5% from monthly bills will be imposed.
34. **Termination of contract:** The contract may be terminated by giving one month's notice, by the organisation, if any of the stipulated conditions are not met or service not satisfactory. However, the organisation also reserves the right to terminate the contract at any time, without giving any notice in case of gross violation of the stipulated terms and conditions. The agency may terminate his services after serving 3 months prior notice to the organisation, addressed to the Director General, CGG in writing.
37. For all disputes arising out of non-adherence of any terms stipulated above, Director General, CGG, is the appellate authority and his decision shall be final. However, the legal jurisdiction for all matters would be Hyderabad city only.
35. **Site particulars:** Centre for Good Governance is situated in Road No.25, Jubilee Hills, Hyderabad & Survey No.91, ORR X Road, Gachibowli. The tenderer is advised to visit & examine the site of works & its surroundings at his own cost. No claim for financial or any other adjustments to contract price on account of lack of clarity will be entertained.

Place: CGG, Hyderabad

Date:

Annexure**House Keeping Schedule****(a) Daily Schedule**

Sl.No.	Item of Work	Scheduled Time
1	Road Sweeping	Twice a day at 8am & 3pm
2	Dust bins clearance	Daily at 8.00am
3	Litter pickup surrounding the organisation buildings	Daily once at 2:pm
4	Stains/Spots cleaning on the glasses at the entrance of each building	Daily 10am
5	Sweeping, mopping, cleaning the staircases, railings, glass part and steel handles etc.,	Daily 10am
6	Sweeping and moping the corridors	Daily thrice: 8.30am, 12.00 noon & 4.00pm
7	Sweeping and moping the organisation building portico areas	Admin block thrice: 8.30am, 12.00 noon & 4.00 pm Hostels: 8.00 am & 4.00 pm
8	Dusting and cleaning of guest lobby areas, balconies, area of building including reception	Daily twice: 8.00am & 3.00pm
9	Dust cleaning & mopping of all the rooms of Organisation buildings	Daily once with preference to start work in occupied rooms
10	Cleaning all telephone with Dettol liquid	All days of the week
11	Cleaning of general toilets of organisation buildings and whole day deployment to certain toilets where senior officers are going on	Daily 3 times & on necessity persons to be deployed for whole day
12	Dust cleaning of all conference halls, auditorium and office rooms etc.	Daily 8.00 A.M otherwise on specified time
13	Cleaning /Clearing of stagnated water and plants/ weeds on the rooftops & cleaning Chajjas and rooftops of Organisation building.	Daily once in rainy season & more specifically on rainy days and whenever required.
14	Cleaning all room window glasses	Daily once
15	Changing of water cans when required	8 am & 6pm
16	Cleaning of water dispensers	Daily morning at 7.00am
17	Dust cleaning the telephones, TVs etc	Daily morning at 7.00am
18	Dust cleaning the Gym/toilets	Daily 9am & 3pm
19	Dust cleaning of medical dispensary	7am & 5pm
20	If necessary required furniture to be shifted to needy places	Whenever needed
21	Clean the sports complex (Table Tennis courts, shuttle court, volley-ball court, etc.)	Daily at 3.00PM
22	Cleaning of lift & lift interiors	8.00am & 3.00pm
23	Replenishment of supplies in toilets, Hand-wash (Dettol/ Savlon/ Lifebuoy), Hand tissues and toilet roller	According to the requirement
24	Scrubbing of all bathroom toilet bowls, WC and wash basins in the organisation Buildings	Daily
25	All housekeeping staff to work at garden nearly one hour to remove unwanted plants, grass and fallen leaves under trees or after trimming of trees/plants etc along with gardener.	Daily

(b) Weekly Cleaning Schedule:

Sl.No.	Item of Work	Scheduled Time
1	Polish all furniture including SS railing & sign boards	Thursday
2	Removal of chewing gums from furniture	Monday
3	Vacuuming the office, Boardroom, Meeting room, Discussion Room, conference, sofas, curtains etc.,	Monday
4	Dusting and cleaning of all computers monitor keyboards etc.	Monday
5	Cleaning all room doors, bathroom doors with wet and dry cloths	Tuesday
6	Clean all corridor and room skirting	Tuesday
7	Thorough cleaning of window glasses, door glasses by using cleaning material	Wednesday
8	Terraces of all buildings	Wednesday
9	Scrubbing of all bathrooms in the organisation buildings	Thursday and Tuesday
10	Cleaning of all sofas in common areas	Friday
11	Cleaning all pantry rooms	Saturday and Wednesday
12	Scrubbing of all staircases and elevators of the organisation Buildings	Saturday and Wednesday
13	Dusting all walls and removal of cobwebs	Sunday

(c) Fortnightly Cleaning Schedule:

Sl.No	Item of Work	Scheduled Time
1	Cleaning all building roof areas	1 st of every month
2	Cleaning all lift rooms	2 nd of every month
3	Clean all dustbins, buckets, mug sand stools	3 rd of every month
4	Scrub showers taps	4 th of every month
5	Scrub all toilet wall tiles	5 th to 6 th of every month
6	Scrub all rooms and corridors	8 th to 12 th of every month
7	Scrub all corridor and room skirting	8 th to 12 th of every month
8	Scrub all room floors all building	13 th to 20 th of every month
9	Clean all electrical fixers frames etc.	21 st to 22 nd of every month
10	Clean generator rooms, electrical sub-station and telephone EPABX-rooms, Fire extinguishers in the presence of electrician	23 rd of every month
11	Polishing all steel and brass material	10 th and 20 th of every month
12	Removal by plucking the plants near or on water tanks/on all buildings etc.	26 th of every month
13	Shampooing all sofas & Auditorium –Conference Hall chairs, in rooms in all common areas	28 th to 30 th every month
14	Glass Dust cleaning (Ventilation)	8 th to 12 th of every month

V. TECHNICAL BID

PROFILE OF THE COMPANY/AGENCY

1	How is your company /Agency constituted? Indicate the Year of Establishment	
2	If registered as a Company enclose copy of certificate of incorporation giving following details	
	(a) Furnish the names of Chairman/ Managing Director	
	(b) Names of Directors their Occupation and address	
	(c) Is the company/agency ISO certified? If yes, enclose a copy of its Certificate.	
3	Is your Company /Agency carrying out any other trade/business? If yes, furnish particulars of the other trade/business.	
4	Location and address of the Registered / Main Office/ Local Office.	
5	What is the annual Turnover of the Agency from Housekeeping Services for the financial years 2020-21 to 2024-25 Attach I.T returns, audited balance sheets, profit & Loss Accounts, certified by a chartered accountant for the last five years	
6	Please provide the details of permanent Account Number of the company/Proprietor / Managing Director issued by Income Tax authorities.	
7	Name & address of your Company's Bank with the type of facility provided by the bank.	
8	No. of Years of experience in the field Enclose certified copies of experience from last five years	
9	Details of ongoing contracts (referred at point 2, under Eligibility criteria)	
STATUTORY REQUIREMENTS		
10	Have you registered under ESI Act? Enclose copy of Registration.	
11	Have you registered under Employees Provident Fund. Enclose copy Registration	
12	Registration with GST Department. Enclose copy	
13	Details of labour license obtained from competent authority (copy to be enclosed)	
14	Any other registration which is mandatory for such agencies stipulated by concerned authorities (copy to be enclosed).	

General Details		
15	Copies of certificates from clients regarding satisfactory performance and duration of the services rendered, during the last five years. Original certificates are required to be produced for verification as and when required.	
16	Any other information. Document which may help CGG in assessing your Company's capabilities, may be enclosed	
17	Details of bank draft for Rs.3,00,000/- (Rupees Three Lakhs Only) as EMD enclosed	
18	List out all tools & equipment available with the contract 1. 5. 9. 2. 6. 10. 3. 7. 4. 8.	
19	Testimonials from current and last two service providers Enclose the following for each of the current and last two service providers: <ul style="list-style-type: none"> • Testimonials regarding quality of services rendered • Turnover details (change of manpower over time) • ESI disbursement proof. 	

Note: The enclosures if any should be serially page numbered. Against each column wherever they are quoting "enclosed" should indicate page number at which that information is available

DECLARATION

I certify that all the information furnished above is true to the best of my knowledge. I have no objection to Centre for Good Governance to verify any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the Tender document and in agreeing for the same, I am signing this document as an authorised signatory in the capacity of

Date: _____

Signature:

Place: _____

Name:

Designation: (With Seal)

VI. Checklist of the documents to be submitted with the tender

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

S.No.	Items	Unit
1	a) Bid Document fee b) Earnest money deposit	
2	Tender form with complete technical bid With all pages serially numbered, signed and stamped on each page	
3	Audited balance sheet of last Five years with details of annual turnover, profit & loss account etc.,	
4	Income tax returns of last Five years	
5	Attested photocopy of PAN card	
6	ESI registration certificate copy with last three years payment details	
7	EPF registration certificate copy with last three years payment details	
8	GST registration certificate with details of the last payment	
9	Registration certificate under labour department. Copy of valid labour licence	
10	Minimum wages payment / clearance certificate	
11	Documentation support of contracts fulfilled in last 5 years along with their values in support of experience and financial credibility	
12	Satisfactory completion of contract certificate from previous organizations (minimum three required)	
13	Break up of labour according to minimum wage act	
14	List of employees along with details & at point no.7 of eligibility criteria	
15	Documentation regarding on going contracts as required.	
16	Provide self-certification on company letter head that, they will not transfer this contract to any subcontract	
17	Work experience (Similar work) certificate (5 years) and work order for on-going contracts	

Signature of Authorized person

FullName:

Date:

Place: Company's seal

Form F-1

**VII. FINANCIAL BID
(In Sealed Tender Box)**

S. No.	Item	Unit	Rate per month (Rs.) Both in figures and words
1	Quote per month only on Estimated amount For Rs.4,45,248/-This includes Wages for 28 Persons with cost of consumables and maintenance of their equipment per Month. (Cleaning, Housekeeping and related services in the premises of CGG, as prescribed in the Scope of Work, as per the Daily/ Weekly / Fortnightly Schedule and the General Instructions and General Conditions of this tender.) Areas: As prescribed in the Scope of Work. Manpower: as per the scope of work.	Percentage commission on total wages including consumables per month (Excluding Employer EPF, ESI and GST)	

Note: In case of discrepancies between words and figures, the bid which is least of the two versions shall be taken into consideration for evaluation.

Place:

Date:

Signature of the bidder & Seal

*****End of the document*****