

(MDIG/IS/2025-26/dated 13 September 2025)

TENDER DOCUMENT

for

**“Providing Housekeeping Services at
Management Development Institute Gurgaon”**

Last Date for submission of filled tender to MDI Gurgaon: 03 October 2025 by 3 PM

Pre-Bid meeting on 18 September 2025 (Thursday) at 2:30 PM at MDI Gurgaon

(Tender document is to be submitted in original in sealed covers, duly filled and signed in blue/black colour ink on all pages by Authorized Signatory/Proprietor with Company's seal stamped on each page).

Management Development Institute Gurgaon

Mehrauli Road, Sukhrali, Gurugram-122007

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The bidders are requested to enclose an Index Table on first page of the Technical Bid along with enclosures giving details about - Sl. No., Particulars, and Page Nos. from-to, so that during scrutiny of the documents no document is left overlooked by the Institute.

PART-I

NOTICE INVITING TENDER

FOR

PROVIDING HOUSEKEEPING SERVICES AT MANAGEMENT DEVELOPEMENT

INSTITUTE GURGAON

Management Development Institute (MDI) Gurgaon, (hereinafter referred to as the "Institute") established in 1972, is a top-ranking business school in India with the vision to be a 'Global Business School', a center of excellence in management education, high-quality research, executive management development programmes, and value-added consultancy. The institute integrates knowledge, research, industry experience and international exposure to offer comprehensive programs.

MDI Gurgaon endeavors to be a plastic free campus. Also, MDI Gurgaon follows the waste segregation at source as per the directions of Govt. of India from time to time and vendor has to necessarily adopt the same.

The Institute invites bids from the interested eligible and reputed vendors in "**Two Bid System**" consisting of "**Technical Bid and Financial Bid**" as mentioned hereunder, strictly in the format attached, for engaging agency for "**PROVIDING HOUSEKEEPING SERVICES AT MDI GURGAON**" for **approx. 6,46,528 Sq. ft. Carpet Area** and for a period of three years from the date of commencement of services. As several new buildings are under construction now the Carpet area shall increase in near future. The modified Carpet area will be intimated to the agency accordingly. Pro-rata charges will be applicable. However, the vendor's performance during the year will be evaluated/ assessed on completion of each year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year. However, the Institute, at its discretion, at any time can alter/reduce/modify the scope of work without citing any reasons to the bidder/vendor. Experience and use of mechanized cleaning and sweeper machines shall be required.

Interested eligible bidders may submit bids in two separate envelopes duly super-scribed as "**Technical Bid**" and "**Financial Bid**". Both these bids should be put in one big envelope superscribed "**TENDER FOR PROVIDING HOUSEKEEPING SERVICES AT MDI GURGAON**".

Tender form can be downloaded from Management Development Institute Gurgaon website: <https://mdi.ac.in> from **13 September 2025** onwards and the same is duly filled along with enclosures be submitted in physical form through speed post / Registered Post/by hand latest by **03 October 2025 up to 3:00 PM**. Any bid received after the last date and time for bid submission will not be accepted and will be summarily rejected.

PART-II

IMPORTANT INFORMATION RELATED TO TENDER

Sl. No.	Information	Dates
1.	Date/Time of Publishing of Tender	13 September 2025, 11 a.m. onwards https://www.mdi.ac.in/tenders .
2.	Date/Time of Pre-Bid Meeting (for Clarification)	18 September 2025 / 2:30PM (at MDI Gurgaon). Bidders are requested to depute only one person to attend the meeting.
3.	Date/Time of closing of Tender	03 October 2025 / 3:00 PM
4.	EMD Amount (Refundable to unsuccessful Bidder)	Rs. 5,00,000/- is to be paid through a Demand Draft in favour of "Management Development Institute Society", payable at Gurgaon. The DD has to be attached with the application form, without which the bid would not be considered valid.
5.	Period of validity of Tender	180 days from the date of closing of Tender
6.	Address for pre-bid and communication	Deputy Administrative Officer (Institutional Service), Management Development Institute Mehrauli Road, Sukhrali, Gurgaon-122007 (Haryana) Contact no.: 0124-4560545 (9.30 AM to 5.30 PM on working days Mon-Fri), e-mail is@mdi.ac.in .
7.	Term of Contract	The contract shall be valid for a total period of three years from the date of commencement of services. However, the vendor's performance during the year will be evaluated/ assessed on completion of each year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year.

1. Sealed Bids are invited under two bid system from reputed, well established and financially sound HOUSEKEEPING service providers to provide housekeeping services at MDI Gurgaon for approx. 6,46,528 Sq. ft. area. The instruction for Bidders is enclosed as Part-III; Scope of work in Part-IV. Terms & Condition of the tender is enclosed as Part-V, Bidder's details format is enclosed as Part-VI. Format of Bid Price as Part-VII and Self Declaration by Bidder at Part-VIII.
2. The bids duly filled in all respect enclosing necessary documents may be addressed to Chief Administrative Officer (Institutional Services), Management Development Institute Mehrauli Road, Sukhrali, Gurgaon-122007 (Haryana) so as to reach on or before **03 October 2025 / 3:00 PM**.

3. The address and contact numbers for sending Bids or seeking clarifications regarding this Tender are given below:
 - a. **Bids queries to be addressed to:** Deputy Administrative Officer (Institutional Services), Management Development Institute Gurgaon
 - b. **Postal address for submitting the Bids:** Chief Administrative Officer (Institutional Services), Management Development Institute Gurgaon, Mehrauli Road, Sukhrali, Gurgaon-122007 Haryana
4. Tenders should be accompanied by Bid Security for an amount of Rs. 5,00,000/- (Rupees Five Lakh Only) submitted in the form of Demand Draft in favour of "Management Development Institute", payable at Gurgaon.
5. Tenders received after the last date and time (i.e. **03 October 2025** at 3 PM) will not be considered.
6. Bids received through ONLINE will not be entertained and summarily rejected.
7. MDI Gurgaon reserves the right to either accept or reject any or all of the tenders without assigning any reason whatsoever and decision of Director MDI Gurgaon shall be final and binding.

PART-III

INSTRUCTIONS FOR BIDDERS

1. **Scope of Services:** The Scope of Services is given in Part IV.
2. **Eligibility Criteria:**
 - a) Should be either registered as a Public Limited/Pvt. Limited company/LLP established under Companies Act or as a Registered Partnership Firm and should be in existence as such entity for not less than Five years before 31/03/2025. **Bids of tenderer's having the status of sole Proprietorship Firms/Unregistered partnership firm and Joint Ventures or Consortium are not eligible.**
 - b) Should be providing similar kind of quality housekeeping services, employing / using environmentally friendly techniques, for five years during the last five financial years in Regulatory bodies, Large Educational/ Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/ Undertakings, Autonomous Bodies, housing societies and commercial buildings etc.
 - c) Must have a valid license (as on bid submission date) for providing housekeeping services as stipulated in the relevant provisions.
 - d) Must have achieved Average Annual Turnover of Rs. 20 crores or more during F.Y. 2022-23, 2023-24, 2023-25 from similar housekeeping work only.
 - e) Should have their own Bank Account.
 - f) Should be registered with Income Tax and GST departments.
 - g) Should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other regulatory authorities including under the Contract Labour (Regulation and Abolition Act) and should be in compliance with applicable Act/laws. Should hold a valid License for running the housekeeping business/services.
 - h) The tendering agency or any of its partners /directors etc. should not have been black listed/ debarred by any of the government agencies/Private company or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including by PF/ESI authorities.
 - i) Tenderer should have minimum three years' i.e., F.Y. 2022-23, 2023-24, 2023-25 experience in doing similar nature of housekeeping work and have successfully completed the same. In support tenderer should submit copy of work orders along with satisfactory completion certificates issued by clients.
 - j) Should have successfully completed at least ONE similar work of value equal to **Rs. 2 Crores** or more from Regulatory bodies, Large Educational/ Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/ Undertakings, Autonomous Bodies, housing societies and commercial buildings etc. during the last three years. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments/Companies and Balance Sheet in support of requirement.
 - k) Agency should have its equipment's to deploy for mechanized cleaning and

sweeping services wherever possible inside the campus. In support the agency should submit the list of the equipment held for providing mechanized cleaning at MDI Gurgaon campus.

- l) Agency should have valid certificate – ISO 21001:2018, ISO 41011:2017, ISO 9001:2015, ISO 14001:2015, ISO 45001:2018.
- m) The bidder should be able to provide the downloaded MIS reports of the services on the mobile app and dashboards etc. on a periodic basis.

3. Documents required in support of eligibility and Qualification:

The Tenderer should submit the following documents along with Technical Bid:

- a) Self-Attested copy of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in such territory in the last 2 years. Copy of the bills/invoice of August 2023 and August 2025 should be enclosed.
- b) Self-attested copy of Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.
- c) Self-attested copy of valid license for providing housekeeping services.
- d) Self-attested copy of valid registration certificate of Labour Department/ EPFO/ ESIC etc., as may be required.
- e) Statement of average annual turnover of last three years, in support of eligibility criteria mentioned above, from a registered practicing Chartered Accountant.
- f) Audited Balance Sheet along with Profit & Loss Statement of last three financial years.
- g) EMD of required amount as specified in this tender document.
- h) Self-attested copy of GST registration certificate and PAN.
- i) Self-attested copies of work Orders and Client's Satisfactory Certificates.
- j) Declaration for not having been blacklisted by any State Government or by Government of India as per the format in this tender document.
- k) **List of the equipment to be deployed by the agency for providing mechanized cleaning at MDI Gurgaon campus.**

4. Tender Validity

The validity period of the bid will be 180 days from the date of opening of tender documents, which may be extended by the bidders for such period as may be requested by MDI Gurgaon. A proposal valid for a shorter period may be rejected as non-responsive.

5. Bid Security /Earnest Money Deposit (EMD)

- a. The interested bidders may submit the tender document complete in all respects along with earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees Five Lakh Only) in the form of a Demand Draft/Fixed Deposit Receipt from a commercial bank, in favour of "Management Development Institute Society", payable at Gurgaon".
- b. Any Tender not accompanied by Bid Security shall be summarily rejected and not considered at all.

- c. Bid Security of unsuccessful bidders will be returned without any interest within 30 days after finalization of tender.
- d. Bid Security of the successful bidder shall be returned on receipt of Performance Security Deposit, after signing the contract.
- e. Bid Security shall be forfeited if the bidder withdraws his bid during the validity period of Tender.
- f. The Earnest Money shall be forfeited if
 - (i) The Bidder/Tenderer withdraws his Tender during the validity period of Tender.
 - (ii) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.
 - (iii) The Successful Bidder/Tenderer fails to comply with the rules and regulations set forth by Government such as PF, ESI, Minimum Wages and other statutory requirements.

6. Preparation and Submission of Bids:

- a) Tenders are to be submitted as per two bid system i.e.- Technical Bid and Financial Bid.
- b) All entries in the tender form should be legible and filled clearly.
- c) Tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the tenderer, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.
- d) All documents/papers should be numbered, signed and sealed by the Tenderer on each page.
- e) Technical Bid should contain all the documents required and EMD as specified in relevant paras. Technical Bid should also contain Tender Form, Declaration Form, Manpower Details, Performance Statement, and Details of Staff available with the Agency.
- f) Financial Bid should only contain the Price Schedule duly filled as per format given in Part VII. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.
- g) The quoted rates shall be inclusive of all consumables (toiletries, cleaning materials, guest kits, linen, etc.) and equipment (mechanized cleaning machines, tools, etc.), and no additional charges shall be payable by MDI.
- h) Both the bids (Technical and Financial) separately sealed in envelopes superscribing as Technical Bid and Financial Bid, respectively. Both the sealed envelopes should be put in a third sealed envelope and should be super scribed as "Tender for Providing Housekeeping Services at MDI Gurgaon".

7. Bid Submission:

Sealed Tenders should be addressed and submitted along with requisite documents at **Chief Administrative Officer (Institutional Services), MDI Gurgaon, Mehrauli Road, Sukhrali, Gurgaon-122007** Haryana latest by **03 October 2025** before 3 P.M. through

Speed Post/Registered Post/By Hand only.

8. Late Bids:

Tender submitted or received after the closing date and time will not be considered. The bidders shall ensure that timelines are adhered to and any bids received later than the specified time and date shall not be entertained.

9. Evaluation of Tenders:

- a) The committee constituted by the competent authority of MDI Gurgaon shall evaluate the Technical Bids with reference to technical requirements and various other commercial criteria given in the Tender Document. All eligibility conditions have to be satisfied on the date of submission of bid and not later.
- b) The bid of the bidders who submit their bid in the proper format and with the required EMD will be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.
- c) Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.
- d) MDI Gurgaon may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may entail cancellation of the bid of such bidder. MDI Gurgaon Committee at its own discretion may visit any of the premises of the client(s) as per list provided by you and make quality assessment of the services provided, at its own expense.
- e) Only Technically qualified bids shall be further considered for opening and evaluation of financial bids.
- f) The metric for evaluation of Technical Bids on a scale of 60 marks shall be as follows subject to the requirement condition that the Minimum Qualifying Marks for Technical Bid would be 36 out of 60.

S. No	Technical Criteria	Tenderer to tick the appropriate column	Marks	Total Marks
1.	Average Annual Turnover of the Bidder during F.Y. 2022-23, 2023-24 & 2024-25 in providing similar housekeeping services (Provide proof in support)			
	(1) Turnover between Rs. 20 Crores to Rs. 25 Crores		06 Marks	10
	(2) Turnover above Rs. 25 Crores to Rs. 50 Crores		08 Marks	
	(3) Turnover above Rs. 50 Crores		10 Marks	
2.	Number of ongoing/completed contracts in each year (only Annual contract value of Rs 2 Crore or more) during F.Y. 2022-23, 2023-24 & 2024-25 in providing similar Housekeeping Services (Provide proof in support)			
	(1) 3 - 5 - similar works		06 Marks	10
	(2) 6 - 8 similar works		08 Marks	
	(3) > 8 similar works		10 Marks	

3.	Currently Providing Number of persons for Housekeeping Services in Regulatory bodies, Large Educational/ Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/ Undertakings, Autonomous Bodies, housing societies and commercial buildings etc. (Provide proof in support)		
	(1) Between 200 to 250		06 Marks
	(2) Above 250 to Less than 500		08 Marks
	(3) More than 500		10 Marks
4.	Housekeeping Quality Certification held by bidder : ISO 21001:2018, ISO 41011:2017, ISO 9001:2015, ISO 14001:2015, ISO 45001:2018. (Attach proof in support)		
	1-2 number of ISO Certificates		04 Marks
	3-4 number of ISO Certificates		08 Marks
	5 or more ISO Certificates		10 Marks
5.	Presentation by the bidder: - Maximum 15 minutes duration only (A) Implementation on dust control strategies proposed by the agency in respect of MDI Gurgaon (B) New Technology uses/ Innovation in Housekeeping services (C) Nature of complaints redressal system proposed for MDI Gurgaon (D) Manpower and machine deployment at MDI Gurgaon		20 marks

a. The metric for evaluation of financial bids on the scale of 40 marks shall be as follows:

Sl. No.	Financial Criteria	Total Marks
1.	L-1 (Lowest Bidder)	40
2.	L-2 (Bidder)	40 × (L1/L2)
3.	L-3 (Bidder)	40 × (L1/L3)
4.	L-4 (Bidder)	40 × (L1/L4)
5.	L-5 (Bidder)	40 × (L1/L5)

The successful bidder shall be declared on the basis of final marks (100) obtained in technical evolution (60) + financial evaluation (40 marks) to highest scorer.

10. Each Bidder/Tenderer shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder/tenderer or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected

11. Award of Contract:

- a. MDI Gurgaon may award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- b. MDI Gurgaon will communicate to the successful bidder that its proposal has been accepted. This letter (herein after and in the condition of contract called the "Letter of Award") shall prescribe the terms of payment to the agency in consideration of the execution of work / services by the agency as prescribed in the contract.
- c. The successful bidder will be required to execute an agreement with MDI Gurgaon.
- d. Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of bid security.

12. Performance Security Deposit and Award of Contract:

The successful bidder who is awarded the contract shall be required to deposit a Performance Security Deposit of Rs 20 lakh (Twenty Lakh) in the form of Bank Guarantee from any Scheduled Commercial Bank drawn in favour of "Management Development Institute Society" payable at Gurgaon covering the period of contract and 180 days beyond the contract period. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended/renewed by the successful housekeeping service agency. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of PBG within the stipulated time shall render the contract invalid at the discretion of MDI Gurgaon.

- (a) The successful Tenderer shall execute an agreement on a non-judicial stamp paper of value Rs. 100/- (stamp duty to be paid by the tenderer) within 15 days from the date of the intimation from Tender Inviting Authority informing that his tender has been accepted.
- (b) If the successful Tenderer fails to execute the agreement and / or to deposit the required Security deposit within the specified time or withdraw his tender, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the EMD deposited by him along with the tender shall stand forfeited by the Tender Inviting Authority.

13. Effectiveness and Duration of Contract

The contract shall come into effect on the date of signing the contract by both the parties. The contract shall be valid for a period of three years from the date of commencement of services. However, the vendor's performance during the year will be evaluated/ assessed on completion of each year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year. The contract can be extended for further period on the same terms and conditions if both the parties agreed to that.

14. Commencement of Services:

The Housekeeping Service Provider should commence the housekeeping services within 15 days of signing of contract or any other date mutually agreed by both the parties,

however the same can be further extended with the mutual consent of both the parties.

15. The Competent Authority of MDI Gurgaon reserves the right to cancel all bids or discontinue this tender process, without assigning any reason at any time prior to signing of agreement with the successful bidder.
16. The bidder will be bound by the details furnished by him/her to MDI Gurgaon while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable for legal action besides termination of contract.
17. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Housekeeping Service Provider described herein.
18. This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the Housekeeping Service Provider or be the sole basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall be assumed that there shall be no deviation or change in any of the herein mentioned information on the Housekeeping Service Provider. While this document has been prepared in good faith, neither MDI Gurgaon, nor any of their officers or subscribers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by MDI Gurgaon and any of their officers or subscribers even if any loss or damage is caused by any act or omission on the part of MDI Gurgaon or any of their officers or subscribers, whether negligent or otherwise.
19. By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of MDI Gurgaon. MDI Gurgaon and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.
20. This document constitutes no form of commitment on the part of MDI Gurgaon. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed Housekeeping Service Provider selection process.
21. When any proposal is submitted pursuant to this Tender, it shall be presumed by MDI Gurgaon that the bidder has fully ascertained and ensured about its eligibility to render service as a Housekeeping Service Provider, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such Housekeeping Service Provider and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.
22. MDI Gurgaon reserves the right to vary/alter/amend the eligibility criteria for the Housekeeping Service provider at any time, in its discretion, before the last date of submission of proposals.

- 23.** The Housekeeping Service providers shall comply with and abide by such directions that MDI Gurgaon may issue from time to time.
- 24.** The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated time shall become the property of MDI Gurgaon.
- 25.** The proposal shall be valid for a period of three months from the date of opening of proposals. A proposal valid for a shorter period may be rejected as non-responsive.
- 26.** Any matter relating to the appointment of Housekeeping Service Provider or the procedure for the appointment of Housekeeping Service Provider shall be governed by the Laws of Union of India and state of Haryana from time to time Disputes, if any arising under the said process shall be subject to the exclusive jurisdiction of courts at Gurgaon.

Part-IV

SCOPE OF WORK

1. The Institute has a Campus at Gurgaon – Haryana for imparting training to the post graduate students, the participants representing Government, Public and Private Sector organizations. The Institute is housed in the premises located at the Mehrauli – Gurgaon Road with facilities like Academic Block, Computer Centre, Library, Executives Hostel, Lecture / Conference Halls, Auditorium, Syndicate Room, Class Rooms, Director’s Bungalow, Residential Buildings along with open areas, Children Park, Student Hostels, Gym, common/open areas of the campus, Pump house, AC Plant, service stations, DG set rooms, Security Gates, Roads around Campus, Pathways along with roads, Playgrounds, Lawn Tennis/Badminton courts, Basketball Court, Car Parking Areas etc. Total Area for the purpose of making payment to the agency for housekeeping services is approx. 6,46,528 Sq. ft. As several new buildings are under construction now the Carpet area shall increase in near future. The modified Carpet area will be intimated to the agency accordingly.

Institute requires the services of Housekeeping, on job work and, on the terms, and Conditions, set out, hereinafter, for purposes of providing upkeep and housekeeping services at the Institute’s Campus. Agency should have deployed equipment for mechanized cleaning and sweeping services. (Please provide the list of equipment.)

The intended bidders are advised to undertake a survey of the Institute premises and satisfy themselves about the scope of work before submitting their rates in prescribed format enclosed as Annexure II. In general, intended bidders shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their quote. A quote once submitted shall be deemed to have been submitted with full knowledge of aforesaid factors.

2. Pricing of the maintenance and housekeeping services:

For the performance of obligation under the maintenance, upkeep and housekeeping service MDI invites quotes considering following heads (Annexure II).

Housekeeping Part I MDP HOSTEL & SUITES

Housekeeping Part II GRADUATE PROGRAMMES

Housekeeping Part III EXECUTIVE GRADUATE PROGRAM & DOCTROL PROGRAMME

Housekeeping Part IV Scholars, Academic Block, Library, Computer Centre, Director’s Bungalow, corridors and staircases of residential buildings – Samridhi & Sanskriti Buildings and C, D, E Type residential houses, Gym, Common/open areas of the campus, Auditorium, Pump house, AC Plant, service stations, DG set rooms, Security Gates, Playgrounds, Lawn Tennis, Badminton and Basketball Courts, Children Park, Car Parking Areas, Pathways, roads around campus, Green beds, Entry Gates etc.

3. The agency shall be responsible for the standard maintenance and hygienic, cleanliness of the academic halls, dining halls, kitchens, stores, toilets and the urinals attached to the kitchen, dining hall and the academic halls, stair cases, corridors, lobbies, all glass panes/panels, common passages, verandahs, stair cases, lifts and bathrooms attached to the hostel, children park, Playgrounds, all common/open areas, foot paths, Entry/Exit Gates along with limited area outside gates, green beds,

areas adjoining residences and hostels, cleaning/clearing drains and sewage lines, regular daily collection of door to door garbage from residential buildings etc.

4. The agency shall properly maintain the hostel rooms & bathrooms including furniture, fixture and mattresses, pillows, blankets, Bedroom and bathrooms linen for executive hostels. ii. The agency shall change linen for the rooms/suites etc. occupied by the MDP Participants/Special Invitees on alternative day or on arrival of new participants in the Campus as the case may be. Welcome Kit will be provided on every alternate day or whenever so required by the resident participants. Toilet paper rolls and sparkle clean towels will be provided in each lavatory/bath rooms and replaced by the agency for each room as and when required.
5. All the rooms/area will be cleaned and dusted daily with good quality cleaning material like soap powder, detergent, phenyl, floor cleaner etc. irrespective of the usage or occupancy of rooms/area. The vendor should provide adequate number of mechanized tools, machinery and equipment for cleaning, as may be required.
6.
 - i. The agency shall ensure proper upkeep & maintenance of lecture halls, common rooms, syndicate rooms, verandah, bathrooms attached to rooms and common lavatory, hostel rooms, corridors, open areas, lifts including the job related to providing and changing of bed sheets, replacement of pillow covers etc. to the satisfaction of MDI.
 - ii. The agency shall ensure that the toilets and urinals attached to the lecture halls are always kept in neat and clean and hygienic condition. **No laxity in the cleaning expects shall be entertained.**
 - iii. Hazardous & critical control practices should be adopted.
7. The safe custody of electrical fittings and fixtures like CFL, tube lights, fans and of plumbing like angle valve, bib cock, showers will be the responsibility of housekeeping agency.
8. The agency shall ensure that stair cases, lifts, corridors, lobby, all glass panels, all electrical equipment and fittings and other common passages are kept tidy and neatly cleaned. The agency shall be responsible for the standard maintenance and hygienic cleanliness of the Lecture halls, dining halls, offices, hostels, meeting rooms, syndicate rooms, library, common rooms, computer Center, pantries, stores, all toilets and the urinals/washrooms, Gym, stair cases, Corridors, verandahs, Lobbies, all glass panes/panels, common passages, verandahs, roof tops, furniture and fixtures, lifts and bathrooms attached to the hostel and offices, roads along with common areas of residential blocks and entire surroundings of the campus, green grass beds etc. Upkeep and maintenance of office including all the kind of maintenance like floor, tables, chairs, Amirah's, telephones, computers, AC Cabinets, walls, doors, drawers, foot rests, switch panels, shifting of furniture, shifting of the items/equipment's and providing water etc. and. Disinfectant/Flit spray etc. should be carried out at regular intervals in the premises. Deodorant spray should be applied after cleaning and washing.

9.1 SPECIFIC OBLIGATIONS IN RESPECT OF PART I - MDP HOSTELS & VIP SUITES (IN ADDITION TO THE GENERAL OBLIGATIONS)

- 9.1.1 The agency shall properly maintain the 80 Executive Hostel rooms, 6 VIP suites and 14 studio apartments including furniture, fixtures, mattresses, linens, bed covers, bed sheets, pillow covers, blankets, attached bathrooms etc.
- 9.1.2. The agency shall provide and change branded: -

- a. linen in the rooms occupied by the Participants/ allottees on alternate days or on arrival of new participants in the Campus as the case may be;
 - b. one large size and small size towel in the room daily;
 - c. pillow cover of high quality on alternate days;
 - d. bed covers once in a week;
 - e. A branded blanket to be dry cleaned quarterly in all MDP rooms and suites.
- 9.1.3. The agency shall provide small size bath soaps and liquid soaps on every alternate day or whenever so required by the resident participants. Toilet paper rolls will be provided in each lavatory and replaced by the agency for each room and suite as and when required by the resident participants.
- 9.1.3. The agency will have to provide staff technically qualified Diploma holders in Hotel Management to maintain the reception of the Parthenon building on 24 x 7 basis along with two bell boys to facilitate check-in/check out of the guests.
- 9.1.4. The agency will provide a kit consisting of branded talcum powder, shampoo, oil, razor, comb, tooth paste, shaving cream, sewing kit etc. duly approved by the institute, on the arrival of the guest and then on alternate days. These may be supplied as and when desired by the participants till his occupancy of the room, studio apartments and suites.
- 9.1.5. The agency will provide branded Linen. Towel-one large and one small, pillow covers, bed covers, blankets duly approved by the Institute.
- 9.1.6. All the rooms and suites will be cleaned and dusted daily with good quality cleaning material like soap powder, detergent, phenyl, floor cleaner etc. irrespective of the occupancy of rooms.
- 9.1.7. The agency will serve Bed Tea supplied by the caterer and newspaper in the individual MDP hostel rooms and suites.
- 9.1.8. The agency shall also provide white dry-cleaned cloth covers in all the MDP lecture halls, duly approved by the MDI.
- 9.1.9. The agency shall be responsible for all the items and equipment (includes remote controls provided in the hostel rooms and suites and will be accountable for any loss or unserviceability due to mishandling.

9.2 OBLIGATIONS IN RESPECT OF PART II- GRADUATE PROGRAMMES (IN ADDITION TO THE GENERAL OBLIGATIONS) (for Boy's & Girl's Students)

- 9.2.1. The agency shall properly maintain the hostel rooms & bathrooms, including furniture, fixture, mattresses, etc. daily.
- 9.2.2. The agency shall provide small size soaps every day or whenever so required in the common toilets. Toilet paper rolls will be provided in common lavatory and replaced by the agency as and when required.
- 9.3.3. All the rooms will be cleaned and dusted daily with good quality cleaning material like soap powder, detergent, phenyl, floor cleaner etc. irrespective of the occupancy of rooms. All the common toilets will be cleaned hygienically five to six times a day or additional as may be required.

9.3. OBLIGATIONS IN RESPECT OF PART III- EXECUTIVE GRADUATE PROGRAM & DOCTROL PROGRAMME (IN ADDITION TO THE GENERAL OBLIGATIONS) (For Boy's & Girl's Students)

- 9.3.1. The agency shall properly maintain the hostel rooms including furniture, fixture etc. daily.
- 9.3.2. All the rooms will be cleaned and dusted daily with good quality cleaning material like soap powder, detergent, phenyl, floor cleaner etc. irrespective of the occupancy of rooms. All the common toilets will be cleaned hygienically five to six times a day or additional as may be required.
- 9.3.3. The agency will serve Bed Tea supplied by the caterer to the students of executive graduate programme in their hostel rooms.

9.4 SPECIFIC OBLIGATIONS IN RESPECT OF HOUSEKEEPING PART IV –

The agency shall be responsible for the standard maintenance and hygienic cleanliness of the Scholars, Academic Block, Library, Computer Centre, Director's Bungalow, corridors and staircases of residential buildings – Samridhi and Sanskriti Buildings, C, D, E Type residential houses, Gym, Common/open areas of the campus, Auditorium, Pump house, AC Plant, service stations, DG set rooms, Security Gates, Playgrounds, Lawn Tennis, Badminton and Basketball Courts, Children Park, Car Parking Areas, Pathways and roads around campus etc. Entry/Exit Gates along with limited area outside gates, green grass beds, cleaning/clearing drains and sewage lines, regular daily collection of door-to-door garbage from residential buildings etc.

10. The agency shall provide all cleaning material at their cost and will ensure proper upkeep of the entire area mentioned hereinabove and herein after.
11. A check list shall be prepared in consultation with Institute for all the functions/areas e.g. for all rooms, common areas, meeting rooms, toilets/wash rooms, lecture halls, syndicate rooms, Auditorium etc. The supervisor will be required to sign daily the check list.
12. The agency shall abide by all the instructions given by the Institute or by its representative (s) and ensure that the following conditions are observed in connection with the grant of this job work:-

It shall be agency's responsibility to ensure that all the statutory obligations, those prevailing from time to time under the various statutory enactments, such as, Minimum Wages Act, Industrial Disputes Act, Workman's Compensation Act, Provident Fund Act, ESI Act, Contract Labor (Regulation & Abolition) Act, Gratuity Act, Bonus, Child Labor Act, Service Tax, Sales Tax, VAT, WCT etc are complied with by them in full and none of their employee or any person hired/engaged by them shall have any privy with the Institute. The agency shall ensure that payment shall be made of not less than Minimum Wages prescribed in Haryana State / NCR for the persons engaged/hired by them for any job / work.

13. Insurance by Agency

The Agency shall, at its own cost, obtain and maintain during the Term: (a) Workmen Compensation/Employee Compensation Insurance, (b) Third-Party/Public Liability Insurance (including bodily injury/death and property damage), and (c) Employee Fidelity/Crime Insurance covering theft or dishonesty of personnel. Policies shall be in the name of the Agency with MDI included as a co-insured where applicable. Proof of coverage and renewals shall be provided to MDI."

14. The agency should have its own adequate staff for ensuring effective thorough cleaning and housekeeping services round the year. At no point of time the institute will entertain any request from the agency for non-performance in cleaning and housekeeping services due to insufficient manpower available. Penalty will be imposed for poor performance.

The agency will submit a list of employees working on their behalf in the Institute (to the IS Department in a prescribed format). The agency will submit a certificate along with challan towards deposit of PF and ESI (subscription of employees & Contribution of the employer) to the statutory authority on monthly basis.
15. At any point of time, if in the execution of their work, any infraction / breach infringement of any law, rules/ bye – laws for the time being in force, takes place, the agency shall Indemnify the Institute and hold the Institute harmless against the consequence of any or all litigation/ prosecution in any matter connected with or arising out of the subject license including the result of any labor dispute and should any claim be made against the Institute of any authority / court bye laws of any award or decree including awards of any Labor Court and / or Arbitrator which might be enforced / sought against the Institute, the Institute shall be compensated by agency in toto in respect of all such claims / awards etc.
16. The quality of housekeeping services must be best and up to the satisfaction of the Institute. There can be no compromise on this issue. In case the standard of housekeeping services is not up to the satisfaction of the Institute, the Institute shall have the right to impose penalty and deduct the same from agency's bill, as might be deemed fit and appropriate by the Institute and that the agency will have no say in this matter.
17. MDI Gurgaon reserves the right to change/alter/modify/reduce the scope of work as per its discretion at any time before or during currency of the contract, without citing any reason whatsoever to the vendor.
18. The agency shall achieve the high standards of service for which they will arrange sufficient male & female staff, such as Supervisor(s), Helper(s), and Cleaner(s) for the House Keeping Services and paid by the agency which is included in the rates given hereinbefore in para above/in **Annexure II**. Ladies Supervisor/ adequate number of sweepers shall be provided to supervise/ clean the ladies' student hostels and dining hall toilets. Common rooms and student facilities are to be cleaned daily basis, as many times as may be required. Roof tops to be cleaned on alternate day.
19. Students' hostel rooms to be cleaned daily. If students are not available in their rooms, then as and when requested by them. Sweeping and cleaning of areas and roads in front of the entry and exit gates of hostels/ dining buildings and office etc. every day. Housekeeping services complaint record is to be maintained along with the record of action taken and produced as per instructions of the Institute.
20. The bidder will provide necessary cleaning machineries on his own cost as per required quantity to carry out day to day house-keeping activities including but not limited to Auto Scrubber, Single Disc. Scrubbing Machines, Vacuum Cleaners (Wet & Dry), High Jet Pressure, Sanitization machines, Wringer Trolleys, Normal dusting and sweeping tools etc.
21. The agency shall also be responsible for cleaning and proper maintenance of kitchen, dining hall, toilets, bathrooms as set out in the concerned para's of the document, shall use their cleaning/ washing materials and detergent so that the entire surrounding are hygienically well maintained.

Segregation of the waste for disposal should be as per instructions of the Govt. of India, issued from time to time.

22. The agency shall provide proper and neat uniforms to their staff. Staff without uniform shall not be allowed to work in the Institute premises.
23. The agency shall maintain high standard of services, hygiene, cleanliness and courtesy shall abide by the Supervision of the Institute.
24. The contract will be for a total period of three years from the date of commencement of services. However, the vendor's performance during the year will be evaluated/ assessed on completion of each year by MDI Gurgaon. Based on the satisfactory performance only the services will be continued in the next year.
25. It shall be the duty and responsibility of the agency to ensure that the employees engaged for the work are physically fit and free from all communicable contagious, infectious and other diseases. If any employee(s) is / are found to be suffering from any disease or if any employee(s) commit any misconduct or misbehavior, the agency shall be required to remove such employee(s) immediately at the request of the Institute, without demur and without questioning the decision in this respect and restrain the entry of such individuals in the Campus precincts.
26. Since the work is on job basis the agency shall submit to MDI housekeeping bill on monthly basis. The Institute shall make payment within 15 clear days after proper verification / scrutiny of the claims of the agency.
27. The agency shall indicate the name of representative / contact person for monitoring of the work on day to day basis.
28. The representative(s) of the agency must be present at the Institute round the clock so that the quality of maintenance services does not suffer at any time.
29. All the persons employed by the agency shall be required to undergo a medical test by the Institute's doctor once in three months from the date of employment at the cost of the agency.
30. If any dispute arising out of or in connection with this tender/contract shall be referred to arbitration in accordance with the Arbitration & Conciliation Act, 1996. The tribunal shall consist of a sole independent arbitrator jointly appointed by the Parties within 30 days of a written request to arbitrate. The seat and venue of arbitration shall be Gurgaon, Haryana. The language shall be English."
31. The rates quoted and accepted shall remain unchanged for a period of three years from the date of receipt of work order / taking over the operational charge.

No upward revision in rate on any ground whatsoever shall be allowed during currency of the contract.

Rate quoted should clearly mention all taxes and levies etc.

Income tax recovery as per rates prescribed by the Government of India from time to time will be made from each monthly bill.

Service Tax/ GST/Sales Tax / VAT / WCT, if payable, shall be paid as applicable from time to time but the agency should hold a valid license / registration number for the same.

32. In case of MDI being called upon by any statutory authority for any purpose relating to the matters of Housekeeping, the agency shall be solely responsible to bear all costs that MDI may

have to incur on account of such infringement by the agency or indemnify MDI for any such loss in total including the legal expenses incurred thereof.

MDI may set off from any amounts due to the Agency (or from the Performance Security) any penalties, liquidated damages, or statutory payments (including PF/ESI/GST) not paid by the Agency, or any other sums due from the Agency to MDI under the Contract.

PERFORMANCE SECURITY DEPOSIT

33. The agency shall be required to deposit an amount of Rs. 20,00,000/- (Rupees Twenty Lakh only) as Performance Security Deposit with MDI in the form of Bank Guarantee from any Scheduled Commercial Bank drawn in favour of Management Development Institute Society. The amount of Security Deposit will be retained by MDI free of interest for the entire period of engagement.

TERMINATION OF CONTRACT AGREEMENT

34. If for any reason the agency is not in a position to render the service as required under this Agreement or to maintain the service standard(s) required from the agency MDI Gurgaon shall be entitled to terminate the Agreement at any time by giving 90 days' written notice to the agency and the agency shall also have the right to terminate the arrangement by giving three months' notice in writing so as to enable the Institute to make alternative arrangement(s).

NOTICE AND ADDRESS

35. Any dispute arising out of or in connection with this tender/contract shall be referred to arbitration in accordance with the Arbitration & Conciliation Act, 1996. The tribunal shall consist of a sole independent arbitrator jointly appointed by the Parties within 30 days of a written request to arbitrate. The seat and venue of arbitration shall be Gurgaon, Haryana. The language shall be English.
36. The Institute reserves the right to reject any or all bids received without assigning any reason (s) thereof.

**Chief Administrative Officer
(Institutional Services)**

Part-V

TERMS AND CONDITIONS OF CONTRACT

The contract shall tentatively commence from 01 November 2025 and shall continue till 31 October 2028 unless, it is curtailed or terminated by MDI Gurgaon owing to deficiency of service OR sub-standard quality of housekeeping services, breach of contract, Non-compliance with any relevant labour laws, or change in requirements of MDI Gurgaon or for any other reasons as stipulated in the contract to be entered into with successful bidder. The housekeeping services are intended for approx. 6,46,528 Sq. ft. Area of the MDI Gurgaon campus, as per the details provided in the documents at appropriate places to the vendor. In future modifications in the area will be intimated to the agency and will be paid pro-rata basis.

1. Vendor's performance will be measured/ evaluated by MDI Gurgaon Committee on a regular basis in respect of quality and standards. If standard and quality are not met financial penalty, up to maximum 10% of the daily billing amount, will be levied.
2. Vendor, in person, will meet the Committee of the Institute for interaction and feedback related issues, minimum on a quarterly basis or as intimated.
3. Vendor will provide onsite three professionally qualified and dedicated site managers; having certified Housekeeping Certificates/Diploma/Degree and should be available round the clock basis.
4. The contracting Service provider shall not be allowed to transfer, assign, pledge or sub contract its rights and liabilities under this contract to any other agency without the prior written consent of MDI Gurgaon.
5. The quoted rates are inclusive of all consumables (toiletries, cleaning materials, guest kits, linen, etc.) and equipment (mechanized cleaning machines, tools, etc.), and no additional charges shall be payable by MDI.
6. The Agency and its personnel shall keep confidential all information relating to MDI's operations, premises, staff, students, guests, and systems obtained in the course of performance, and shall not disclose or use the same for any purpose other than performance of the Services.
7. MDI Gurgaon may terminate the Agreement for convenience at any time by giving 90 days' written notice, without assigning any reason. No compensation shall be payable except for services actually rendered up to the effective date of termination.
8. The Housekeeping agency shall not employ any person below the age of 18 yrs. and above the age of 50 years. Employment of child labour will lead to the termination of the contract.
9. The Housekeeping staff deployed shall be the employees of the housekeeping agency at all times and all statutory liabilities will be paid by the agency such as ESI, PF, Workmen's Compensation Act, etc. The Housekeeping staff deployed by the agency should be properly trained and have requisite experience and skills.
10. The agency shall engage only such staff and supervisors, whose antecedents and health have been thoroughly verified, including character and police verification and other formalities. The agency shall be fully responsible for the conduct of his staff.
11. The agency at all times should indemnify MDI Gurgaon against all claims, damages or

compensation under the provisions of payment of wages Act 1936, Minimum wages Act 1948, Employer's Liability Act 1938, Workmen Compensation Act 1923, Private Housekeeping Agencies (Regulation) Act 2005, Industrial Disputes Act 1947, Maternity Benefit Act 1961 or any modification thereof or any other law relating thereof and rules made hereunder from time to time in this regard. Payment of minimum wages, notified by the appropriate government, shall be ensured all the time.

12. The Agency shall, at its own cost, obtain and maintain during the Term: (a) Workmen Compensation/Employee Compensation Insurance, (b) Third-Party/Public Liability Insurance (including bodily injury/death and property damage), and (c) Employee Fidelity/Crime Insurance covering theft or dishonesty of personnel. Policies shall be in the name of the Agency with MDI included as a co-insured where applicable. Proof of coverage and renewals shall be provided to MDI.
13. The Agency shall indemnify and hold harmless MDI, its officers and employees, from and against all losses, claims, damages, liabilities, costs and expenses (including third-party claims, labour and statutory claims, property damage, bodily injury/death, theft/misconduct by Agency's personnel, and penalties for non-compliance with applicable laws) arising out of or in connection with the Services or the Agency's acts/omissions.
14. The agency will provide to the IS department of MDI Gurgaon a list of all personnel along with their credentials so deployed with permanent and present address along with their latest photographs
15. It shall be responsibility of the agency to issue the employment card/photo/identity card to the workers and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation & Abolition) Act. Agency has to ensure that all its employees deployed in MDI GURGAON invariably wear ID card during office hours.
16. The agency shall replace within twenty-four hours any of its personnel, if they are unacceptable to the Authority because of any risk, incompetence, conflict of interest and breach of confidentiality or misconduct on the part of the housekeeping staff of the agency, upon receiving written notice from the Authority. Notwithstanding the above, the Authority shall have the right to ask to change / replace the personnel at any point of time without assigning any reason.
17. MDI Gurgaon shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the agency.
18. The agency shall be responsible for any damages done to the property of the Authority by the personnel so deployed. MDI Gurgaon will be free to recover it from the Security deposit given by the agency or from any other dues or recover as per loss / damaged.
19. The agency's personnel working in the MDI should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of the MDI. The agency shall be responsible for any act of indiscipline on the part of persons deployed by him.
20. The Housekeeping staff deployed by agency in MDI Gurgaon shall not claim any benefit, compensation, absorption or regularization of their services in MDI Gurgaon either under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970. The agency shall have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the agency and shall submit the said undertaking to MDI Gurgaon. In the event of any litigation on the status of

the deployed persons, MDI Gurgaon shall not be a necessary party to such proceedings, however, in any event, either the deployed persons or to the order of the Court, MDI Gurgaon is made a party to such dispute, the agency shall take all steps to protect the interest of MDI Gurgaon and the agency shall reimburse the expenditure that would have been borne by MDI Gurgaon to defend itself, if so required.

MDI Gurgaon may set off from any amounts due to the Agency (or from the Performance Security) any penalties, liquidated damages, or statutory payments (including PF/ESI/GST) not paid by the Agency, or any other sums due from the Agency to MDI under the Contract.

21. The agency shall ensure that the person deployed are disciplined and shall enforce in prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering, use of mobile phones for entertainment purpose and shall not engage in gambling, satta or any immoral act.
22. The agency shall be solely responsible for making payment directly to the deployed housekeeping staff by 7th of each month.
23. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by MDI Gurgaon from the agency.
24. The Housekeeping personnel deployed by the agency shall work under overall supervision & direction of the agency.
25. The agency will properly maintain muster roll of the person employed / engaged in connection with the work at the premises of MDI Gurgaon.
26. The agency shall raise the bill along with PF and ESIC statements, as applicable, and submit the same to MDI Gurgaon in the succeeding month.
27. The agency will be solely responsible for making the payment directly to its deployed personnel; since there may be occasional delay in releasing payment by MDI Gurgaon to the agency due to contingencies, payment of wages to the deployed personnel by agency should not be linked with receiving of payment from MDI Gurgaon and shall be independent of the same.
28. Payment to such workers must be made by the agency through e-transfer only. To ensure this, agency will get a bank account opened for every engaged staff.
29. The agency will ensure that staff engaged by him must receive their entitled wages on time.
30. The agency will ensure that Segregation of the waste for disposal should be as per instructions of the Govt. of India, issued from time to time.
31. The entire financial liability in respect of staff of housekeeping services deployed in MDI Gurgaon shall be that of the agency and MDI Gurgaon will in no way be liable for the same.
32. For all intents and purposes, the agency shall be the "Employer" within the meaning of different labour Legislations in respect of housekeeping personnel deployed by it. There shall be no claim by such deployed persons of any employment in MDI Gurgaon. The persons deployed by the agency in MDI Gurgaon shall be the employees of agency at all times and not have any stake or claims like employer and employee relationship against MDI Gurgaon.
33. The agency shall be solely responsible for the redressal of grievances if any of its staff deployed in MDI Gurgaon. MDI Gurgaon shall, in no way, be responsible for settlement of

such issues whatsoever.

34. MDI Gurgaon shall not be responsible for any financial loss or any liabilities arising out of accident or death to any of the housekeeping staff deployed by agency in the course of their performing the functions / duties or for payment towards any compensation.
35. The agency will be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the persons deployed by them in MDI Gurgaon. MDI Gurgaon shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.
36. The agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to MDI Gurgaon to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.
37. The agency shall maintain all statutory registers under the Law and submit periodical returns and statements. The Service Provider shall produce the same, on demand, to the concerned authorities and to MDI Gurgaon or any other authority under Law.
38. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act / Rules, as amended from time to time and a certificate to this effect shall be provided to the agency by MDI Gurgaon.
39. In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof MDI Gurgaon is put to any loss / obligation, monetary or otherwise, MDI Gurgaon will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse. MDI may set off from any amounts due to the Agency (or from the Performance Security) any penalties, liquidated damages, or statutory payments (including PF/ESI/GST) not paid by the Agency, or any other sums due from the Agency to MDI under the Contract.
40. In case the agency does not provide/ fails to provide the housekeeping services of the desired level/ or does not provide housekeeping services at MDI Gurgaon during its terms of engagement at MDI Gurgaon, MDI Gurgaon shall engage the housekeeping services from another agency at the cost of the engaged housekeeping agency. Any such payment to make the alternate arrangements of housekeeping services will be deducted from the payment due to the agency and/or from the Performance Security deposited by the agency. In all such cases the engaged agency shall be responsible to make all such payments due to MDI Gurgaon. MDI Gurgaon will not be liable to provide any explanation to the engaged agency in such cases.
41. The agency shall submit proof of deposit of PF / ESI and of other statutory dues, payable by it in respect of its staff, deployed in MDI Gurgaon, which shall be a condition precedent for payment of its bills.
42. In the event of persistent/substantial breach, sub-standard services, fraud, or material non-compliance, MDI may terminate the contract, blacklist/debar the Agency from future tenders for an appropriate period, and forfeit the Performance Security in full or in part.
43. The successful bidder who is awarded the contract by MDI Gurgaon will retain all the documentary proof / papers deposited with the respective statutory bodies / Government departments, i.e., Employees State Insurance, Provident Fund and GST. All such documents / papers will be necessarily submitted within seven days by the housekeeping

agency as and when they are requisitioned by MDI Gurgaon, failing which a penalty of Rs. 100/- per day shall be deducted from the monthly bill of the agency.

44. MDI Gurgaon reserves the right to withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services.
45. MDI Gurgaon reserves the right to change/alter/modify/reduce the scope of work as per its discretion at any time before or during currency of the contract, without citing any reason whatsoever to the vendor.
46. Any delay or forbearance on the part of MDI Gurgaon or any waiver of its rights or condonation of any acts, on the part of MDI Gurgaon shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults.
47. **Service Level Agreement: -**

The following details are for responding and closure of the complaints by the housekeeping agency. These may be modified, if required, by the Competent Authority, MDI Gurgaon at any time.

Description of Complaints	Service required	Report	Complaint closure time
Minor issues	Rectification without any replacement by agency.	Immediately	2 hours
Major issues	Rectification / Replacement by the agency	Immediately	Consult with concerned Office to close the issue at the earliest

Service Level Requirement: -

Sl. No.	Service Level Requirement	Minimum Requirement	Non-Compliance Limit
1 (a)	Ensure routine cleanliness of Scholars, Academic Block, Library, Computer Centre, Director's Bungalow, corridors and staircases of residential buildings – Samridhi and Sanskriti Buildings and C, D, E Type residential houses, Gym, Common/open areas of the campus, Auditorium, Pump house, AC Plant, service stations, DG set rooms, Security Gates, Playgrounds, Children Park, Car Parking Areas, Pathways and roads around campus etc. Entry/Exit Gates along with limited area outside gates, green grass beds, cleaning/clearing drains and sewage lines, regular daily collection of door-to-door garbage from residential buildings etc.	2 Times/ Day or more, as may be required.	Compulsory

Sl. No.	Service Level Requirement	Minimum Requirement	Non-Compliance Limit
1(b)	Cleaning of washrooms attached with the dining halls, class rooms, lecture halls, MDP training rooms and Scholar blocks.	5-6 times a day or more, as may be required	Compulsory
2	Proper segregation and disposal of dry and wet waste including from residential flats on a daily basis.	3 times a day	Compulsory
3	Cleaning of dustbins / waste bins placed around the campus and disposing at the main container or garbage collection point.	2 Times / Day	Compulsory
4	To address the housekeeping related issues of training programme participants and students	Immediately	Compulsory
5	Housekeeping feedback system - to collect regular feedback and address the related issues arising from time to time	weekly	weekly
6	Any other related services as per the scope of work.		

Penalty(ies): -

Sl No.	Item	Penalty (Rs.)	Frequency
1	Non-effective cleanliness of Scholars - Academic Block, Library, Computer Centre, Director's Bungalow, corridors and staircases of residential buildings - Samridhi and Sanskriti Buildings and C, D, E Type residential houses, Gym, Common/open areas of the campus, Auditorium, Pump house, AC Plant, service stations, DG set rooms, Security Gates, Playgrounds, Children Park, Car Parking Areas, Pathways and roads around campus etc. Entry/Exit Gates along with limited area outside gates, green grass beds, cleaning/clearing drains and sewage lines, regular daily collection of door-to-door garbage from residential buildings etc.	Rs. 5,000/-	each occasion
2	Non-cleanliness/improper cleanliness of all electrical equipment e.g. tube lights, fans, electrical boards, fittings and fixtures, glass panes, window panes, washrooms attached with dining halls, class rooms, lecture halls, MDP training rooms, offices etc. on regular basis.	Rs. 25,000/-	each occasion
3	Three or more complaints of uncleanness not resolved by the bidder housekeeping agency.	Rs. 50,000/-	Per day basis
4	Use of non-medical/ non-approved brands/substandard of cleaning items by the housekeeping agency.	Rs 50,000/-	each occasion
5	Shortage of cleaning staff leading to non-cleanliness/improper cleanliness of the work awarded under Scope of Work.	Rs. 25,000/-	Per day basis

6	Non-adherence to the cleaning schedule	Rs. 5,000 /-	each day
7	Poor quality of cleaning and foul smell from common areas in and around the dining hall premises	Rs 50,000/-	each occasion
8	Failure to timely attend to the complaints received.	Number of complaints x Rs 500/- each	each day
9	Theft by housekeeping agency staff	Rs 1,00,000/-	each occasion

Note: Penalty(ies) amount will be deducted from the monthly bill payment to the agency. Intentional failure to comply/respond and closure of the complaints by the housekeeping agency may lead to cancellation of the contract by MDI Gurgaon. Any non-compliance (other than mentioned above) by the agency will lead to a penalty as may be decided by the Institute.

Part-VI

BIDDER DETAILS FORM

Tender for providing Housekeeping Services to MDI Gurgaon

(To be printed on the letterhead of the agency)

Sl. No	Description	Information
1	Name of Housekeeping Agency	
2	Details and date of Incorporation of bidder Company (Attach Registration certificate/Registered Partnership Deed etc.)	
3	Details of Earnest Money Deposit	DD No. date of Rs. 5,00,000/- drawn on Bank Payable at
4	Name of Director/ Partner	
5	Full Address of Registered Office: Telephone No.: FAX No.: E-Mail Address :	
6	Full address of Operating Branch/Office: Telephone No. FAX No. E-Mail Address	
7	Banker of the Housekeeping Agency (Attach certified copy of statement of A/c for the August 2025)	
8	PAN No./GIR No. (Attach attested copy)	
9	GST Registration No (Attach attested copy)	
10	Employee Provident Fund Registration No.	
11	Employee State Insurance Registration No.:	

1. Details of Income exclusively from housekeeping services for the three financial years mentioned below, duly certified by a practicing Chartered Accountant, and to be printed on the CA Firm letterhead. Also, submit a copy of audited **balance sheets of three years**.

Financial Year	Amount (Rs.)	Average Annual Turnover (Rs)
2022-23		
2023-24		
2024-25		

2. Details of “Number of ongoing/completed contracts in each year (**Only having Annual contract value of Rs 2 Crore or more**) during F.Y. 2022-23, 2023-24 & 2024-25” for providing similar Housekeeping Services for Regulatory bodies, Large Educational/ Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/ Undertakings, Autonomous Bodies, housing societies and commercial buildings etc. in the following format and to be printed on the agency letterhead. Enclose self-attested copies of the work orders and client satisfaction certificate in proof/support.

Please refer page 10 for more details.

Financial Year	Name of the Client, Address, Telephone No.	Amount of Contract (INR)	Duration of Contract	
			From	To
2022-23				
2023-24				
2024-25				

(Please use as many sheets as may be required for providing the above information).

3. Additional information, if any. (Attach separate sheet, if required)

Signature of the authorized signatory:

Date:

Name:

Place:

Office Stamp

Part VII

UNDERTAKING

(To be printed on the letterhead of the agency)

Date:...../...../.....

Chief Administrative Officer (Institutional Services)
Management Development Institute Gurgaon
Mehrauli Road, Sukhrali Gurgaon-122007 (Haryana)

Dear Sir/Madam,

Ref: Tender for Providing Housekeeping Services at MDI Gurgaon Campus

Having examined the Tender documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the Tender for Selection of Housekeeping Services Agency.

To meet such requirements and to provide services as set out in the tender document, we attach hereto our response as required by the tender document, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and the agreement to be entered with MDI Gurgaon. If our proposal is accepted, we will submit a Performance Bank Guarantee issued by a scheduled commercial bank in India as acceptable to MDI Gurgaon.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document as also in the contract to be signed with MDI Gurgaon for provision of housekeeping services. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to MDI Gurgaon are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead MDI Gurgaon as to any material fact." we understand that if at any point of time it is noticed/discovered by MDI Gurgaon that as information given by us is false or incorrect or misleading MDI Gurgaon shall have the right to take such necessary action as it may deem fit including cancellation of contract.

It is hereby confirmed that I/we are entitled to act on behalf of our company/ firm and empowered to sign this financial bid (attached) document as well as such other documents, which may be required in this connection.

Dated this Day of 2025 (Signature)

(In the capacity of)

Duly authorized to sign the bid response for and behalf of:
(Name and Address of Company)

(Seal/Stamp of bidder) Witness Signature:

Witness Name:

Witness Address:.....

Part-VIII

SELF-DECLARATION FOR NON-BLACK LISTING

(To be printed on the letterhead of the agency)

Date:...../...../.....

Chief Administrative Officer (Institutional Services)
Management Development Institute Gurgaon
Mehrauli Road, Sukhrali, Gurgaon-122007 (Haryana)

Dear Sir/Madam,

In response to the Tender Document for Selection of Housekeeping Services Provider at MDI Gurgaon, I / we hereby declare that presently our company / firm has not been declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Regulatory bodies, Large Educational/ Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/ Undertakings, Autonomous Bodies, housing societies and commercial buildings etc.

We further declare that presently our Company / firm is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any Regulatory bodies, Large Educational/ Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/ Undertakings, Autonomous Bodies, housing societies and commercial buildings etc. on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our Housekeeping may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Thanking you,

Signature of the authorized signatory:

Date:

Name:

Place:

Office Stamp

Details of Tentative Area's for House Keeping Services at MDI Gurgaon Campus

Important points for the tenderer before quoting the rates:

- A. MDP area consists of 80 Executive Hostel Rooms (Parthenon building), six VIP Suites (Takshashilla Building) and 14 studio apartments (Kshitij building). Executive Hostel rooms, suites, studio apartments should be provided with a kit consisting of approved branded Telecom Powder, Shampoo, Oil, Shaving Razor, Comb, Tooth Paste, shaving cream, Sewing Kit on alternate days at the cost of the agency.
- B. MDP area as mentioned at A above should also be provided with the following items at the cost of the agency:
1. Branded Linens to be provided and changed on alternate days;
 2. One large size and one small size bath towel to be provided and changed daily;
 3. Pillow Covers of high quality to be provided and changed on alternate days
 4. Bed Covers to be provided and changed once in a week;
 5. Branded Blankets to be provided and dry cleaned quarterly.

SL No	Work Details	Building's & other details
1.	Housekeeping Part I (MDP Executive Hostels & VIP Suites)	Parthenon 80 Executive Hostel rooms and basement
		Kshitij GF - 14 Studio apartments
		Takha Shila - VIP Suits - 06 Nos, MDP Dining Halls & Kitchen
		MDP Lecture Halls- Scholars building - D-Block - Ground Floor, First Floor, Auditorium, LH - Ground Floor, First Floor
		Chanakya Building- Ground Floor, First Floor
2.	Housekeeping Part II (Graduate Programmes)	TakshaShila Hostel- D, E, F Wing
		Nalanda Hostel - Ground Floor, First Floor & Second Floor
		Change Master -Dining Halls, Kitchens, Basement, Ground Floor, First Floor, Common Rooms & Boys Hostel
		Odyssey - Ground Floor, First Floor & Second Floor
		Kshitij Hostel - First Floor, Second Floor & Third Floor
		Chaitanya Hostel - Kitchen, Dining Hall, Basement and all floors
		Lakshya Building - Four Floors
		Gurukula Building - Two floors
		Kaveri Hostel - All Floors
3.	Housekeeping Part III (Executive Graduate Programme & Doctoral Programme)	Takshashila - A, B, C Wing, Dining Hall - FF, Dining Hall (GF &FF)
		Odyssey - Third Floor
4.	Housekeeping Part IV	Pump House, AC Plant, DG Set Rooms, Director Bungalow, Corridors & Staircase of Samridhi, Sanskriti, C, D & E Type Residential Blocks, Gym, Driver Room, Security Rooms at Entry Gates 1, 2 & 3.
		Scholars Academic Block- A, B, C, D & E blocks, Auditorium building, Library including front area & cut outs, computer center
		Roads around Campus, Pathways, Playgrounds, Parking Areas, Entry/Exit Gates, Green Grass beds

FINANCIAL BID

(MDIG/IS/2025-26/dated 2025)

“Providing Housekeeping Services at Management Development Institute Gurgaon”
(To be printed on the letter head of the tenderer, and to be sealed in a separate envelope for
Financial Bid)

PART-A

HOUSEKEEPING SERVICES USING MECHANISED CLEANING MACHINES INSIDE BUILDINGS & ROAD SWEEPING MACHINES FOR CAMPUS ROADS AND OPEN AREAS SWEEPING (INCLUDING FUEL COST, WHEREVER APPLICABLE)

House Keeping details	Tentative Carpet Area Sq. ft.	Rates Per Sq. ft. (INR)	Monthly Lump Sum Rates (INR) (Exclusive of GST)
PART I : MDP & VIP Suites	6,46,528 Sq. ft.		<p align="center">.....</p> <p align="center">(Amount in Words)</p> <p align="center">.....</p> <p align="center">.....</p>
PART II : Graduate Programmes			
PART III : Executive Graduate Programme & Doctoral Programme			
PART IV : Scholars, Academic Block, Library Block, Computer Centre, Director’s Bungalow, corridors and staircases of residential buildings – Samridhi, Sanskriti and C, D, E Type residential houses, Auditorium, Gym, common/open areas, Pump house, AC Plant, service stations, DG set rooms, Security Gate 1, 2 and 3, Roads around Campus, Playgrounds, Children Park, Car Parking Areas, Pathways and roads around campus Entry/Exit Gates along with limited area outside gates, green grass beds, cleaning/clearing drains and sewage lines, regular daily collection of door-to-door garbage from residential buildings etc.			

PART-B

HOUSEKEEPING SERVICES USING MECHANISED CLEANING MACHINES INSIDE BUILDINGS & MANUAL HOUSEKEEPING SERVICES ON CAMPUS ROADS AND OPEN AREAS SWEEPING (AS APPLICABLE)

House Keeping details	Tentative Carpet Area Sq. ft.	Rates Per Sq.ft. (INR)	Monthly Lump Sum Rates (INR) (Exclusive of GST)
PART I : MDP & VIP Suites	6,46,528 Sq. ft.		<p>.....</p> <p>(Amount in Words)</p> <p>.....</p> <p>.....</p>
PART II : Graduate Programmes			
PART III : Executive Graduate Programme & Doctoral Programme			
PART IV : Scholars, Academic Block, Library Block, Computer Centre, Director's Bungalow, corridors and staircases of residential buildings – Samridhi, Sanskriti and C, D, E Type residential houses, Auditorium, Gym, common/open areas, Pump house, AC Plant, service stations, DG set rooms, Security Gate 1, 2 and 3, Roads around Campus, Playgrounds, Children Park, Car Parking Areas, Pathways and roads around campus Entry/Exit Gates along with limited area outside gates, green grass beds, cleaning/clearing drains and sewage lines, regular daily collection of door-to-door garbage from residential buildings etc.			

NOTE:-

- (I) The building areas (Carpet area) mentioned above may be measured, if desired by the bidder. In case of any variation in the area, the rates shall be corrected accordingly on pro-rata basis.
- (II) The bidders are required to quote the rates in Part A and Part B both. The quoted rates are inclusive of all consumables (toiletries, cleaning materials, guest kits, linen, etc.) and equipment (mechanized cleaning machines, tools, etc.), and no additional charges shall be payable by MDI. Electricity will be provided by MDI Gurgaon free of cost for housekeeping services.
- (III) GST, as applicable will be paid extra.

Signature of the authorized signatory:

Date:

Name:

Place:

Office Stamp

CHECK LIST FOR BIDDER

Sl. No.	Details	Please Write Document Attached YES/NO
a.	Self-attested copy of the Certificate of Incorporation in respect of the applicant organization issued by the Registrar of Companies or a partnership deed duly registered under the Partnership Act and Profile of the bidder	
b.	Self-Attested copies of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in such territory from August 2023 and August 2025 (Please attach receipt for August 2023 and August 2025 only).	
c.	Self-attested copies of all valid and applicable licenses for providing Housekeeping Services.	
d.	Self-attested copies of valid registration certificate from Labour Department / EPFO / ESIC etc., as may be required for smooth doing the business.	
e.	Self-attested copies of the GST registration certificate and PAN.	
f.	Statement of Average Annual Turnover of three financial years i.e. 2022-23, 2023-24 and 2024-25 in support of eligibility criteria mentioned, from a registered practicing Chartered Accountant.	
g.	Audited Balance Sheet of three financial years 2022-23, 2023-24 and 2024-25 along with Profit & Loss statements.	
h.	EMD of the required amount as specified in this tender document.	
i.	Crossed Bank Account Cheque of the company.	
j.	Self-Declaration stating that the Company/ Firm/ vendor/ agency has not been black listed by Regulatory bodies, Large Educational/ Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/ Undertakings, Autonomous Bodies, housing societies and commercial buildings etc. as per the format in this tender document.	
k.	Detailed list of housekeeping staff on roll of the bidder registered with EPFO during the last three years	

l.	Experience proof documents (Work Orders/P.O. and Successfully Satisfactory Completion certificates) issued by the competent authorities of the organizations served on the organizations letter head during financial years i.e. 2022-23, 2023-24 and 2024-25	
n.	Tender Document dully signed and official stamped on all the pages submitted in original with the Technical Bid.	
o.	The bidder should be able to provide the downloaded MIS reports of the services on a periodic basis with the help of mobile app and dashboards etc. Enclose proof of experience for the same.	
p	List of mechanized cleaning and sweeper machines that shall be deployed at MDI Gurgaon the campus on award of contract.	

Signature of the authorized signatory:

Date:

Name:

Place:

Office Stamp