

TAMIL NADU TEXTBOOK AND EDUCATIONAL SERVICES CORPORATION

TENDER DOCUMENT

TENDER FOR FACILITY MANAGEMENT SERVICE PROVIDER (FMSP) - HOUSEKEEPING, SANITATION AND SECURITY SERVICES IN GOVERNMENT SCHOOLS UNDER THE CONTROL OF DIRECTORATE OF SCHOOL EDUCATION

Tender Ref. RC. No: 613/PUR-1/2023

Date of Notification of Tender	27.02.2023
Pre-bid Meeting	08.03.2023
Last Date for Submission of Tender	29.03.2023 at 2.00 P.M.
Date of Opening of Tenders	29.03.2023 at 2.30 P.M.
Cost of Tender document (hard copy) (Download is free)	₹ 1,000 + 18% GST = ₹ 1,180/-
Bid Processing Fee	₹ 10,000 + 18% GST = ₹ 11,800/-

Pre-bid Query form link (Needs to be filled at least 4 days before Pre-Bid meeting. Queries received over e-mail will not be accepted.)	https://docs.google.com/forms/d/e/1FAIpQLSc7RrXNIYCDqOETsKRXhZUS tt248dzdXNTQshqGyl9giEdHag/viewform
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TAMIL NADU TEXTBOOK AND EDUCATIONAL SERVICES CORPORATION

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1. SCOPE OF TENDER

A. RATIONALE FOR THE BID

1. The Managing Director, Textbook Corporation on behalf of Commissioner of School Education (CoSE) intends to invite Facility Management Service Providers (FMSP) for the housekeeping, sanitation and security services in all Government Schools under the control of the School Education Department in the State of Tamil Nadu. It has been proposed to identify agencies for one or any or all of the Zones, comprising 38 districts through a transparent bidding process to accomplish this task. For this purpose, Tamil Nadu is divided into 4 Zones, each zone comprising around 9 - 10 revenue districts (as shown in Annexure VIII).
2. The selected vendors are expected to offer Comprehensive Facility Management and Security Services “for one or any or all of the Zones, separately for each zone”.
 - a. Housekeeping and Sanitation in the areas as mentioned in the Scope of Work.
 - b. Supply of cleaning chemicals, tools and consumables.
 - c. Supervision of Housekeeping and Sanitation activities.
 - d. Providing security services at schools.
 - e. Deployment and training of the staff on the above.

B. ADMINISTRATIVE SPECIFICATION

The detailed list of all the schools under each zone is mentioned in Section 8 Annexure IX.

I. KEY ACTIVITIES

The vendor shall ensure hygienic conditions, and a clean and safe environment in the entire school premises which include, but not be limited to, all the works as detailed below:

1. Security Guard (7 PM to 7 AM)

Area	Tasks
Entire school	<ol style="list-style-type: none"> 1. Opening and locking of school gates, classrooms, toilets, staff rooms, and all other rooms. 2. Switching on/ off switches. 3. Keeping stray animals out. 4. Maintain register for vehicles, visitors, so that there is no theft of any materials, consumables, scrap, equipment. In case such theft is noticed, bring it immediately to the notice of the principal. 5. Regulate flow of visitors when visitor load is high. 6. Ensure that children are safe inside the campus, are provided support while crossing roads. 7. Return any articles or properties found on the premises to the principal and record the same in Lost and Found Book.

Area	Tasks
	8. Report any malfunctioning of facilities, installations etc., within the premises, as soon as it is noticed.

2. Housekeeping Staff (7 AM to 10 AM)

Area	Tasks
Classrooms, Labs, Staff Room, Principal Room, Office/ Admin Rooms	<ol style="list-style-type: none"> 1. Sweeping, wet mopping, removal of stains from floors; cleaning in case left over food, vomit, faeces, blood etc. are found on the floors. 2. Removal of garbage, emptying out of dustbins, replacement of plastic covers in the dustbins, washing of dustbins. General floor areas should be policed for scraps of paper, cigarette butts, and so on. 3. Dusting of furniture (tables, chairs, boards, sofas, almirahs, storage racks). 4. Cleaning of doors/ windows/ partitions, railings/ grills, glass, Aluminium channels, wall panelling, gadgets (computers, telephones, fax machines, photo copier machine, printers, modems, server racks, electrical fixtures such as fans, lights, exhaust fans etc.), modular cubicles in the prescribed spaces. 5. Removal of stains from walls, metal, wood and wall cladding/ skirtings. 6. Dusting of carpets, and door mats. 7. Sofa sets to be cleaned/ vacuum cleaned. 8. Removal of cobwebs. 9. Thorough washing, rubbing and cleaning of floor surfaces using Scrubber machine/ manual mode. 10. All name boards, wall panels, paintings etc., should be wiped off dirt. All brass boards have to be wet wiped. 11. Sofa sets and carpets to be dry-cleaned using appropriate tools. 12. Cleaning of fire-fighting equipment and all other miscellaneous items. 13. Cleaning of all spaces not normally accessible (based on the height of the Housekeeping Staff) or those not at eye level. 14. All Sun shades and roofs should be cleaned once in a week on fixed days as per cleaning schedule.
Drinking Water/ Water related aspects	<ol style="list-style-type: none"> 1. Ensure that water dispensers (electrically powered or manual) are in a neat, clean, dry area free from smell, moss, fungus, leaking pipes, water accumulation on the floor. 2. Ensure that water cans/ tanks are clean and dry and are in a hygienic environment. 3. Water puddles/ stagnation, where available, should be dried to prevent mosquito breeding.
Terrace/ Water	<ol style="list-style-type: none"> 1. Clean and de-silt on a periodic basis the overhead tanks, sumps of the School as per

Area	Tasks
Tank	<p>cleaning schedule.</p> <ol style="list-style-type: none"> 2. Ensure scientific chlorination (as per standards) of water in sumps/ overhead tanks/ wells. This should be supported by a clear plan. 3. Remove any live plants that grow in constructed areas, particularly where they take root and can cause issues with the civil structure.
Open grounds	<ol style="list-style-type: none"> 1. Sweeping to remove dry leaves, twigs, discarded wastes – metal pieces, glass shards, tyres, scrap materials and dispose it in a safe manner. 2. Maintain the premises of the school; carry out regular de-weeding, cutting of shrubs, pruning of plants, watering the garden, etc. 3. Continuous maintenance of Garden including children play area. 4. Providing assistance during functions for arrangements.
Kitchen, store room, canteen/ cafeteria, pump-room, other minor storage areas	<ol style="list-style-type: none"> 1. Sweeping, mopping, cob-web cleaning, removal of stains from ceiling/ walls/ floors. 2. Ensure that the floors, and cooking/ cutting surfaces are neat and clean and free from any dirt or grime. 3. Ensure that there is no water stagnation. 4. Ensure that all raw materials and cooked materials are covered, stored in airy/ well-lit areas, free of any contaminants and pests; and where possible not stored or placed on the floor.
Reporting on maintenance needs	<ol style="list-style-type: none"> 1. Any condition of the building requiring repair or attention should be brought to the notice of the Supervisor as soon as possible. 2. The staff should be alert and observe any discrepancies in the fittings, fixtures and other such items in the designated areas. Any such discrepancy should be reported to their supervisor promptly. 3. Report any lights failure to the Supervisors. Any discrepancies or clean-up required beyond normal policing will be reported to the Supervisor immediately. 4. The supervisor should be notified when restroom supplies and light inventories need reordering.

3. Sanitation Staff (7 AM to 3 PM)

Area	Tasks
Toilets, Urinals, WCs, Washrooms, Restrooms	<ol style="list-style-type: none"> 1. Cleaning of the toilets (with chemicals and water) including both sides of doors, WCs, flush tanks, urinals, washbasins, sanitary fittings, tiles, mirrors on the walls, exhausts, louvers in the bathroom windows, cobwebs, pipes, taps, soap dispensers, and electrical and other fixtures, and removal of water stains. 2. Ensure that water is free flowing from the tanks to the WCs, urinals, fittings and into the waste water outlets.

Area	Tasks
	<ol style="list-style-type: none"> 3. Ensure that no sanitary napkins are found in any toilet at any time and dispose them in the incinerator/ in the designated manner specified by the school. 4. Regularly check out the toilets and other washing areas for any taps let open and close them. Leaky taps and fittings to be brought to the notice of the Supervisor. 5. Clean the drains within the School premises regularly and ensure no clogging. Removal of blockages as required. No sanitary napkins, napkin lables, plastic wrappers etc. should be found in the toilets. 6. In case of any broken fixtures, doors, handles, knobs, electrical fittings, leakages, hooks, the same shall be brought to the notice of the supervisor promptly. 7. Toilets shall be dry, spic and span, with neutral smell at all instances. Any deviation in this regard shall be viewed strictly and appropriate action taken. 8. Pests such as cockroaches, lizards, rats, snakes, ants, termites etc. shall be brought to the notice of the supervisor for action. 9. Note: Male workers will be permitted to only enter the boys toilets. While taking photographs (if directed) to show compliance of the job done, the workers will ensure that no child is in the toilet. Deviation from this rule will result in criminal action being undertaken against the worker and the firm.
Septic Tanks	<ol style="list-style-type: none"> 4. Clean and de-silt on a periodic basis the septic tanks of the School as per cleaning schedule. 5. Ensure scientific chlorination (as per standards) of water in septic tanks. This should be supported by a clear plan.

II. SCHOOL-LEVEL ACTIVITIES

a) BUILT-UP AREA

Sl.	Area	Activity	Frequency
1	School classrooms	Sweeping	Once a day
2	Benches, Tables, Chairs, Cupboards and other furniture	Dry wipe and Stain removal	Once a day
3	Black/White/Green Board	Damp or dry wipe	Once a day
4	Internal walls and Roof	Cob web removal	Fortnightly
5	Office Rooms, Staffroom, Laboratory, Library or any other room	Sweeping and dusting	Once a day
6	Fans, Tube lights and other similar items	Dry Wipe and Stain Removal	Fortnightly
7	Windows, Doors, Shutters or Panes	Dry wipe and dusting	Twice a week

Sl.	Area	Activity	Frequency
8	Corridor, Staircase, Passages and other areas leaving classrooms and other rooms	Sweeping, Cobweb Cleaning	Once a day

b) OPEN AREA

Sl.	Area	Activity	Frequency
1	Assembly Area	Sweeping and Brooming	Once a day
2	Play Ground Area	Sweeping and Brooming	Once a day
3	Lawn Area	Sweeping and Brooming	Once a day
		Removal of Fallen leaves, dead plants, broken branches etc	Once a day
		Watering	Once a day
		Control of weeds, humps and hollows provided inside lawns	Once a week
		Pesticides, soil spreading compost and fertilising	As per requirement
		Washing, Cleaning and maintenance of Indoor and outdoor decorative plants and flower plants	Once a week
		Trimming, Racking, spiking and top dressing	Once in fortnight

c) TOILETS AND URINALS

Sl.	Area	Activity	Frequency
1	Floor Area	Damp Mopping, Sweeping	Twice a day
		Stain removing, disinfections	Once a Week
2	Urinals, Partitions, WC pots etc.	Manual cleaning with chemicals	Twice a day
		Stain removing, disinfections	Twice a Week
3	Doors, Windows channel etc cleaning	Dry Cleaning, stain removing	Once a week
4	Switch Boards & Instruments Cleaning	Dry Cleaning, Stain removing	Once a Week
	Electrical Instruments like Exhaust Fans, Tube Lights etc cleaning	Dry Cleaning, Stain removing	Fortnightly

Sl.	Area	Activity	Frequency
5	Internal Area	Manually	Twice a day
	Side – walls Cleaning up to main	Stain removing, disinfections	Fortnightly
6	Dust Bins	Emptying and Cleaning of Bins	Twice a day

III. TRAINING OF STAFF

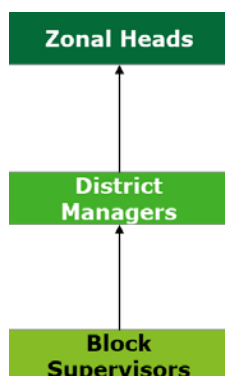
The vendor shall be required to provide necessary training to all the involved staff member to ensure proper delivery of service as well as their personal safety according to the details discussed in Clause VII of this Section.

IV. SUPPLY OF REQUIREMENTS

The vendor shall provide all the necessary chemicals, consumables, equipment and other items that will be required in successful delivery of the mentioned services, the detailed list of which is provided in Clause VIII, of this Section.

V. ORGANOGRAM

The vendor should have the following human resources at each level whose qualifications, responsibilities and jurisdictions have been stated below:



Note: The vendor must have one State level Head office in addition to one Zonal level office head. The vendor is expected to work out the staffing pattern according to the requirements given below:

Level	Staff	Number	Job Description**	Reporting to	Minimum Qualification	Minimum Experience required in years
Zonal Level	Zonal Head**	for each Zone	<ul style="list-style-type: none"> Point person for coordination with the Contracting 	Nodal officer Contracting Authority	Any PG degree	0 - 15 years in Facility management

Level	Staff	Number	Job Description**	Reporting to	Minimum Qualification	Minimum Experience required in years
			<p>Authority.</p> <ul style="list-style-type: none"> Should ensure that effective cleaning and supervision procedures are being followed in all the districts in the respective zone. 			
District Level	District Manager**	for each District	<ul style="list-style-type: none"> To ensure proper supervision at every block by the Block Supervisors and collect necessary feedback from them. 	Zonal Head.	Any PG degree	– 10 years in Facility management
Block Level	Block Supervisor**	1 for each Block	<ul style="list-style-type: none"> To monitor and ensure proper Housekeeping & Sanitation activities are conducted 	District Manager, BRTE	Any PG degree	5 – 8 years in management services

Level	Staff	Number	Job Description**	Reporting to	Minimum Qualification	Minimum Experience required in years
			<p>d at the schools under the respective blocks.</p> <ul style="list-style-type: none"> • To monitor that the staff is cleaning in the required manner in order to ensure that the surfaces are maintained in the best possible way and to enhance their longevity. • To submit the various checklists to the respective Schools, at the frequency instructed in the suggested formats. 			

** Job Description of the resources across all levels are subject to revision by the CoSE and if so, it will be informed through office order. The vendor is expected to implement the same immediately and as a proof of

the same, a self-attested document of Job description needs to be submitted during bill processing. For ease of understanding, undertaking may be printed in both English and Tamil.

VI. ROLES AND RESPONSIBILITIES OF THE VENDOR

- a. Ensuring the cleanliness and infection free ambience of the school.
- b. Staffing as per contract to ensure optimum service as per scope of work.
- c. Preparing and submitting various checklists/ Inspections Reports along with the duly filled Annexure XII.
- d. Preparing activity reports regarding work handled.
- e. Providing uniforms and identity cards to the employees of the vendor.
- f. Providing all statutory obligations such as PF, ESI, and Minimum Wages.
- g. Ensuring adequate training of staff.
- h. The vendor shall supply chemicals & consumables related sanitation & housekeeping as per the quantity specified in the tender document. The vendor shall use eco-friendly, and ISI marked detergents, chemicals, consumables. These chemicals should not damage/cause harm to the school property or of the users. The proper record of such supply's stores shall be maintained by the vendor.
- i. Staff engaged by the vendor will carry the card which can be checked randomly, and non-adherence will invite a penalty.
- j. The vendor shall be responsible for taking all measures to safeguard (all the staff employed by the firm) from all the likely health hazards including Personal Protective Equipment (PPE) and immunization.

VII. TRAINING

Staff training and development is a core activity in the sanitation service and a structured approach to training should be developed and controlled by District Level Manager, with direct inputs from School Authority, as required. Vendor should ensure that training is readily accessible to all staff involved in the provision of the service, and that training levels and technical competency are standardized throughout shift patterns. As a minimum, training must be given in the performance of cleaning tasks, the use of cleaning chemicals, control of infection, manual handling, fire, health and safety and site orientation. Regular education and support must be provided by vendor to help staff consistently implement appropriate practices. The vendor shall also ensure that all the staff members are properly trained to ensure their personal safety and hygiene. Training programmes in terms of number of man-days of provided to staff provided need to be certified and submitted.

A. Vendor must provide a training program that includes:

- A written curriculum.
- A mechanism for assessing proficiency.
- Documentation of training and proficiency verification.
- Orientation and continuing education.

B. Education provided should include:

- Handling of mops, cloths & tools

- Handling and application of cleaning agents and disinfectants
- Techniques for cleaning and disinfection of surfaces and items for Sanitation.
- Techniques that will bring out the Behavioral change in approach towards the job that the workers will be performing.

C. Induction Training Topics for Housekeeping staff:

- Orientation.
- Job Description - duties & responsibility.
- Grooming.
- Uniform and protective gear.
- Leave Procedures.
- Cleaning chemical
- Step by step cleaning procedures for different areas and surfaces (for example);
 - ❖ Cleaning of furniture.
 - ❖ Light fixtures.
 - ❖ Maintaining upholstery.
 - ❖ Floor care.
 - ❖ Glass cleaning.
 - ❖ Metal polishing.
 - ❖ Tiles cleaning.
 - ❖ Staircase cleaning.
 - ❖ Corridor cleaning.
 - ❖ Dusting.
 - ❖ Mopping.
 - ❖ Stain removal.
 - ❖ Any other areas or surface.
- Safety & security.
- Garbage removal.
- Fire safety.

VIII. SUPPLY CHAIN MANAGEMENT

The vendor is expected to procure all the consumables for the housekeeping & sanitation services. At the start of every month vendor is required to supply 1 month's stock of chemical consumables and supplies as listed in the tender document school wise. Guidelines of cleaning tools and consumables required for rendering the required services is as below. **The quantity of consumables to be supplied is linked to the number of users, and this information is provided in Annexure XIII of this document. In case of any concerns of Bidders with regard to the estimated quantities, the Bidders shall provide inputs on the same while sending in their queries for the Pre-Bid meeting.**

Sl.	Material Description	Material Composition	Application
1	HAND WASH SOAP	Eco friendly, mild fragrance & Ph of 7 (+ 0.5).	For Hand Wash Purpose
2	FLOOR CLEANER	Minimum Ph value of 1 to 1.5 (Undiluted)	For rest room floor and toilet/ pot cleaning
3	BLACK PHENYL	ISO certified brands	Disinfecting Floors
4	BLEACHING POWDER	ISO certified brands	Cleaning and killing germs
5	PLASTIC BRUSH WITH BRISTLES	Plastic	For cleaning inside the toilet pots
6	COCONUT SCRUBBER	Coir based	For sink cleaning
7	HARD BROOMS	Dried coconut leaves	For sweeping class rooms and separately for draining of water in toilets
8	COBWEB STICKS	Wooden stick attached to hard broom	To clean cobwebs
9	DUSTBINS	Plastic	For disposal of waste; and for use in women's toilets.
10	DUSTBIN PLASTIC LINER	Plastic liners (black colour)	For disposal of waste; and for use in women's toilets.
11	CHECKED CLOTH	Cotton	For wiping benches, tables and classroom boards
12	LADDER	Metal	To reach higher areas for cleaning and for tank/ roof top/ sun-shade cleaning.
13	RAKE	Bamboo and coconut leaves	To dispose leaves from the ground/ large open spaces.
14	BUCKET	Plastic	Storage of water in washrooms
15	MUG	Plastic	Usage in the washrooms

Note: Chemicals/ consumables used shall be from recognizable and reputed brands, in compliance of environmental norms and procured from ISO certified manufacturers only.

IX. MONITORING

- a. To ensure proper delivery of services, the monitoring of the activities shall take place according to the framework below:

Involved Person	Area	Frequency	Reporting To	Monitoring Parameter
HMs	Individual Schools	Daily	i. Submitting the attendance report of workers to SPD (through EMIS). ii. Submitting the Cleanliness and Sanitation Checklist to CRTEs.	i. Cleaning is taking place on scheduled basis and collect attendance report of workers from vendor . ii. Compounds and classrooms are kept clean and is free of waste and faecal matter. iii. All the supply items such as handwash, cleaning agents are properly stocked.
CRTEs	All schools in the	Once a week	BRTes	i. School environment is clean and

Involved Person	Area	Frequency	Reporting To	Monitoring Parameter
	cluster			<p>hygienic.</p> <p>ii. All the supply items such as handwash, cleaning agents are properly stocked.</p> <p>iii. Record students' satisfaction levels and complaints.</p>
BRTes	All schools within the block	5 schools per week	CEOs	<p>i. School environment is clean and hygienic.</p> <p>ii. All the supply items such as handwash, cleaning agents are properly stocked.</p> <p>iii. Record students' satisfaction levels and complaints.</p>
CEOs	All schools within the district	5 schools per week	JD	<p>i. School environment is clean and hygienic.</p> <p>ii. All the supply items such as handwash, cleaning agents are properly stocked.</p> <p>iii. Record students' satisfaction levels and complaints.</p>

b. MONITORING FRAMEWORK

From	To	Report	Frequency
HMs	SPD (Through EMIS)	Attendance Report of Workers	Daily
	CRTEs/ BRTes	Cleanliness and Sanitation Checklist	Daily
SMC	DEOs	Feedback, Issues or Complaints	Monthly
CRTEs/ BRTes	DEOs	Cleanliness and Sanitation Checklist	Weekly
	SMCs	Cleanliness and Sanitation Checklist	Weekly

From	To	Report	Frequency
DEOs	CEO	Cleanliness and Sanitation Checklist	5 Schools/ week
CEO	JD	Cleanliness and Sanitation Checklist	5 Schools/ week
		Feedback form from Students & Teachers	Monthly
JD	SPD	Overall Sanitation Report	Monthly
SPD	DC	Overall Sanitation Report	Monthly

Physical Verification Requirements:

From	To	Report	Frequency Of Physical Inspection By Vendor's Representatives
Block Supervisors of Vendor	CRTEs/ BRTEs with CC to District Managers of Vendor	Monitoring Report	5 Schools/ week
District Managers of Vendor	DEOs with CC to Zonal Heads of Vendor	Monitoring Report	5 Schools/ week
Zonal Heads of Vendor	CEOs	Monitoring Report	Monthly

Note: Cleanliness and Sanitation Checklist has been attached at Chapter 8, Annex X, Feedback Form for Students and Teachers as per Chapter 8, Annex XI and Monitoring Report for Agencies at Chapter 8, Annex XII. These are tentative and indicative and the CoSE may modify these forms/ add additional forms as part of the checklist to monitor quality of work output.

X. PENALTY CLAUSES

Penalty shall be imposed by CoSE as follows, and some offences as mentioned in the table will also have direct implication on the payments disbursement as decided by CoSE, considering level of deviation from expectation.

Sl.	Offences	Penalties (In Rupees)
	Worker not in proper uniform	Rs. 50 per person per day
2	Indulging in smoking/ drinking/ sleeping or any other misconduct during duty hours	Rs. 500 with removal of the offender
3	Unsatisfactory performance	Adverse monthly report: 5,000
4	Short supply of Consumables/ Chemicals	Rs. 1000/ month

Sl.	Offences	Penalties (In Rupees)
5	Complaints are not registered or not redressed	Rs. 200 per instance
6	No. of complaints received	Rs. 50,000 in the month if more than 10% of the locations complain
7	Non – adherence to process requirements	Rs. 500 per instance of deviation
8	Random inspection-based feedback	Rs. 500 per instance of deviation
9	Non deposit of PF or non-adherence to minimum wages act.	Rs. 50,000 per month and the possibility of blacklisting and termination of the contract.

The CoSE reserves the right to split the extent of work even after the award of the contract at any time by exercising its sole discretion if the performance of the vendor(s) is deficient or the prices of the bidders are not in line with the market rates or for issues with the personnel deployed or any other reasons. In case of splitting of work in a particular zone, the alternate bidder shall be awarded the work if the concerned vendor agrees to match the price of the L1 Bidder in the zone or at the price quoted by the vendor, whichever is lower.

C. TECHNICAL SPECIFICATION

I. MANPOWER REQUIREMENT

Details are provided in Chapter 8, Annex IX.

II. ZONE/ SCHOOL WISE CHEMICALS & CONSUMABLES LIST & QTY

The quantity of consumables to be supplied is linked to the number of users, and this information is provided in Annexure XIII of this document.

Managing Director (Tender Inviting Authority, TIA)
Tamil Nadu Textbook and Educational Services Corporation
Phone: 044-28275851, 044-28278244
Fax No: 044-28224493
E-mail: mdntbc07@hotmail.com
“EVK Sampath Maaligai” No. 68, College Road, Chennai-600 006.

2. NOTICE INVITING TENDER

- I. Sealed tenders are invited from the reputed and experienced organizations/ institutions for the Project.
- II. National bidding will be conducted under three cover system conforming to Tamil Nadu Transparency in Tenders Act, 1998 and Tamil Nadu Transparency in Tenders Rules, 2000.

1.	Name of the work	:	TENDER FOR FACILITY MANAGEMENT SERVICE PROVIDER (FMSP) - HOUSEKEEPING, SANITATION and SECURITY SERVICES IN GOVERNMENT SCHOOLS UNDER THE CONTROL OF DIRECTORATE OF SCHOOL EDUCATION
2.	Cost of Tender Document	:	Tender documents can be downloaded free of cost from the under-mentioned websites.
3.	Tender Documents Available at	:	http://www.textbookcorp.tn.gov.in and at http://www.tenders.tn.gov.in
4.	Pre-Bid Meeting Date	:	08.03.2023 at 03.00 P.M.
5.	Bid Processing Fee	:	₹ 10,000 + 18% GST = ₹ 11,800/- (Mode of payment: Demand Draft)
6.	Earnest Money Deposit (EMD)	:	Rs. 75,00,000/-
7.	Last Date and Time for Submission of Tender	:	29.03.2022 at 02.00 PM
8.	Tender Opening Date and Time	:	29.03.2022 at 02.30 PM
9.	Contract Period	:	The tenure of the Contract is three years from the date of signing the Contract. However, the extension from Year 1 to Year 2 and so on will not be automatic. It will be based on the performance of the vendor. Extension beyond three years will be on mutual consent of the stakeholders.
10.	Whether consortiums are permitted	:	No
11.	Bid Evaluation	:	Least Cost Method

The Corporation shall not be responsible for any postal delay or any loss of Tenders in transit. The Managing Director, Tamil Nadu Text Book and Educational Services Corporation reserves the right to amend or withdraw or add to any of the Terms and Conditions in the Tender Document or to cancel/ reject all the tenders received without giving any notice or assigning any reason.

The Bidders are requested to view the above websites for any changes/ amendments/ corrigendum in the Tender which may be issued up to 2 days before the last date for submission of the Tender.

Managing Director (Tender Inviting Authority (TIA)),
Tamil Nadu Text Book and Educational Services Corporation,
Chennai – 600 006.

3. SPECIAL INSTRUCTIONS FOR SUBMISSION OF BIDS & CHECK LIST

- a. All pages of the Bid should be signed by authorized signatory whose name should be communicated to the Corporation with office seal without any omission.
- b. The EMD enclosed for the bids should be identified as the documents submitted by the Bidder over the signature with office seal.
- c. Any document/ credential submitted without signature of authorized persons will not be considered for evaluation.
- d. Bidders should produce the originals for the performance/ client certificate for verification whenever required with the copies of those certificates enclosed along with the bid.
- e. The downloaded documents shall be properly page numbered and spiral bound and submitted along with necessary documents. **Any bids submitted as loose sheets or with incorrect referencing shall be rejected.**

4. INSTRUCTIONS TO BIDDERS (ITB)

I. General Instructions:

The Bidders are requested to go through the instructions, terms, conditions and specifications given in the Tender Document carefully. Omissions or Failure to furnish any or all the required information in the Tender Document shall result in rejection of their bid.

II. Bid Document:

The Bid Document consists of the following

1. Scope of Tender
2. Notice Inviting Tender
3. Special Instructions for submission of technical bids and Check list
4. Instructions to the Bidders (ITB)
5. Special Terms and Conditions of the Contract
6. Letter of the Bidder
7. Cover B – Price Bid
8. Statements, Declarations and Formats (Chapter 8, Annexure – I to XIV)

III. Eligibility Criteria (For bidding in one Zone):

For bidding in more than one Zone, the eligibility criteria as mentioned in Sl. No. 3, 4, and 5 shall be multiplied by the number of Zones being bid for.

Sl.	Criteria	Proof
1	The bidder must be a Proprietorship firm or Partnership firm or Private Limited Company or Public Limited Company or LLP registered under the relevant act.	Udyam certificate, or Certificate of Incorporation.
2	The bidder must be a contractor in the field of housekeeping, sanitation and security services and	Documentary evidence such as work orders to show the engagement for having experience of at

Sl.	Criteria	Proof
	should have experience of at least Five years on the date of bid opening in this field. The experience should be in carrying out mechanized housekeeping and sanitation and security services in reputed industrial houses or in Central/ State Govt. institutions.	least five years in housekeeping, sanitation and security services on the date of bid opening in providing housekeeping services.
3	The bidder should have carried out the above services in at least 25,00,000 sq. ft. (Twenty-Five Lakh Square feet) either in a single or multiple contracts (not more than 3), in any one of the last three financial years (2019 - 20 to 2021-22), having the nature and complexity equivalent to the services called for in the present tender, with satisfactory performance on the date of bid opening.	Copies of contracts evidencing handling of the minimum building area of at least 25,00,000 sq. ft. (Twenty-Five Lakh Square feet) in any one of the last three financial years (2019 - 20 to 2021-22) towards housekeeping services either in single or multiple contracts in the same year, having the nature and complexity equivalent to the services called for in the present tender. End-user certificates for satisfactory performance also to be submitted.
4	The average annual turnover of the bidder should not be less than Rupees 50 (Fifty) Crore in the last three financial years (2019 – 20, 2020-21, and 2021-22).	Audited P&L statement for the last 3 FYs (2019 - 20 to 2021-22).
5	The bidder should have the experience of having employed a minimum of 5,000 personnel throughout the year in each of the last three financial; years (2019 - 20 to 2021-22) in the field of Housekeeping, Sanitation and Security services, either in single contract or multiple contracts (not more than 3) in the same year. Note: In the proof submitted for the projects, at least 4,500 personnel should be in the area of housekeeping and sanitation services.	CA audited statement of manpower wages for a minimum of 5,000 personnel employed throughout the year in each of the last three years (2019 - 20 to 2021-22) should be submitted. Also, Proof of PF/ ESI details of employees for last year FY 2021 – 2022 must be submitted. Note: Bidder should submit affidavit in Rs.100 Non-Judicial paper that in the event of work is awarded to our agency: the wages to be paid to the workers engaged shall not be less than the minimum wages determined by Tamil Nadu State Govt. Authority from time to time.
6	The bidder must have valid PF, ESI and GST Registration and License under Contract Labour Act.	Copies of valid PF, ESI, GST and Labour License. Declaration of man-days of workers deployed, total salary paid, and PF and ESI deposited against the workers' accounts in FY 2021-22.
7	The bidder should have an effective quality control system like ISO 9001-2015/ ISO 14001-2015/ OSHA 18001-2015/ OSHA 18001-2007.	Valid certification with documentary proof.

Sl.	Criteria	Proof
8	The bidder should not have been blacklisted by any State/ Central/ Quasi Government bodies and the blacklisting should not be in force as on the date of bid opening.	An affidavit in Rs. 100 non-Judicial stamp paper declaring that the bidder has not been blacklisted by any State/ Central/ Quasi Government bodies and the black listing is not in force on the date of bid opening.

IV. Pre-Bid Meeting

There will be a Pre-Bid meeting held as per the date specified in Chapter 2 in the Tamil Nadu Text Book and Educational Services Corporation, DPI Campus, No. 68 College Road, Chennai - 600 006 during which the prospective bidders may seek clarifications about the Tender. The bidders shall send their queries, if any, through the prescribed form link only (mentioned in the Cover page) by following the mentioned instructions at least four days prior to the date of Pre-Bid Meeting. Sending the Prebid queries through any other means of communication will not be considered. The bidders shall view the concerned websites given in the Notice Inviting Tender for updated information like change in date/ venue etc., of the Pre-Bid meeting as the Tender Inviting Authority may not be able to identify and communicate with the prospective Bidders at this stage. Failure to attend the Pre-Bid meeting is not a disqualification as it is optional. In response to the relevant query of the prospective Bidder, clarification will be given in writing. Only the clarifications given in writing shall be valid.

V. Clarification regarding the Tender Conditions

A Bidder requiring any clarification with respect to any Tender condition may submit the same through the procedure specified in Section IV above and the said TIA will respond to any relevant query regarding the Tender conditions. However, correspondence in this regard or delay in getting reply from the TIA shall not be taken as an excuse for delayed submission of tender or non-submission of tender. The clarifications to the relevant queries will also be uploaded on the website of the Corporation.

VI. Amendments to the Tender

- a. The TIA reserves the right to amend the tender conditions on the basis of clarifications sought for by the prospective Bidder, solely at its discretion up to 48 hours before the last date of submission of Tender. Such amendments shall be uploaded on the Websites specified.
- b. Any addendum thus issued shall be part of the bidding documents and shall be communicated by uploading on the website. Bidders shall acknowledge receipt of each addendum through e-mail to the Corporation.
- c. At its discretion the TIA may or may not extend the due date and time for the submission of bids on account of amendments/ corrigenda, if any, issued subsequent to the date of Notice Inviting Tender.
- d. All the Bidders must periodically browse the above websites for any amendment or corrigendum issued in connection with this Tender. The TIA will not be responsible for the failure of the Bidder to update or to have a comprehensive understanding of the provisions of this tender document including the changes announced through the websites.

VII. Language of the Bid

The bid, all correspondence and documents pertaining to the bid and the contract exchanged shall be written

in the English language.

VIII. **Currency of Bid & Payment:**

All prices and rates quoted by the Bidder shall be entirely in Indian Rupees only. All the payments shall be made in Indian Rupees only.

IX. **Non-Transferability:**

The Tender form sold to a Bidder is not transferable. It shall not be used by others and if used by others it will be rejected. Similarly photocopy of the tender form will be rejected.

X. **Downloading of Tender Document:**

- a. The tender document can be downloaded from the websites <http://www.tenders.tn.gov.in> (or) <http://www.textbookcorp.tn.gov.in>. Bids will be submitted on A4 size paper and computer print alone should be submitted in the form of a booklet. Submission of tender document in any other form will be rejected.
- b. The Bidder shall download corrigendum, if any, published subsequently and submit along with the tender otherwise, the tender will be rejected. It is the responsibility of the Bidder to check and have knowledge of any corrigendum/ amendment/ clarifications issued and uploaded on the above websites.
- c. The Bidder shall download tender documents in original without any change/ addition/ deletion and correction. If any change/ addition/ deletion is detected at any stage after the award of the tender, the EMD as well as Security Deposit (SD) remitted by the Bidder will be forfeited without any intimation and the Bidder will also be black listed from participating in the subsequent tenders. Besides, such Bidders are liable to be prosecuted.

XI. **Cost of Tendering**

The Bidder shall bear all costs involved in the preparation and submission of tender and **the TIA** shall in no case be responsible or liable for the costs of tendering incurred by the Bidder, irrespective of the outcome of the tenders.

XII. **Bid Validity**

Bid shall remain valid for a period not less than One Hundred and Twenty days (120 days) after the deadline date for bid submission specified. A bid valid for a shorter period shall be rejected by the **TIA** as non-responsive. In exceptional circumstances, the **TIA** may request that the Bidder may extend the period of validity for a specified additional period. The request and the Bidder's responses shall be made in writing or by e-mail.

XIII. **Earnest Money Deposit (EMD):**

- a. An Earnest Money Deposit of **Rs. 75,00,000/ - (Rupees Seventy Five Lakhs only)** shall be paid along with the Technical Bid by way of Demand Draft obtained from a Nationalized/ Scheduled Bank drawn in favour of **Tamil Nadu Text Book and Educational Services Corporation, Chennai -6** payable at **Chennai**. The Earnest Money Deposit amount of the unsuccessful bidders will be returned after the award of the Contract pursuant to the selection of the successful bidder and on written request from the unsuccessful bidder. The Earnest Money Deposit amount held by the Corporation

will not fetch any interest till it is refunded to the unsuccessful bidders. The Earnest Money Deposit amount of the successful bidder may be adjusted against the Security Deposit (SD) payable for successful execution of the Contract.

- b. Any tender not accompanied by Demand Draft towards Earnest Money Deposit shall be rejected summarily.
- c. The Earnest Money Deposit amount shall be forfeited if the:
 - a. Bidder withdraws the tender after opening of Technical Bid during the validity period specified in the tender document
 - b. In the case of a successful Bidder, if the Bidder fails to sign the agreement or to remit the Security Deposit within the specified time limit, for delays solely attributable to the Bidder.
 - c. If the Bidder does not accept the correction of the bid price pursuant to clause 4.24.d.

XIV. Submission of Tender:

- a. Tender shall be submitted in two parts in original i.e Part-A and Part-B. The Part- A cover shall contain the EMD and Technical Bid and superscribed on the envelope as Part-A Technical Bid- "Tender for Facility Management Service Provider (FMSP) - Housekeeping, sanitation and security services in Government Schools". On the Part-A cover, the Name and Address of the Bidder shall be written and sealed. The tender document shall compulsorily be spiral bound & indexed with page numbers, failing which the tender shall be rejected.
- b. The Part-B cover shall contain the Price-Bid- superscribed on the envelope as Part-B Price Bid- "Tender for Facility Management Service Provider (FMSP) - Housekeeping, sanitation and security services in Government Schools". On the Part B Cover, the Name and Address of the Bidder shall be written and sealed.
- c. Both the Covers i.e., Part-A and Part-B shall be put in an envelope superscribing thereon "Tender for Facility Management Service Provider (FMSP) - Housekeeping, sanitation and security services in Government Schools" and the Name and Address of the Bidder shall be written on that envelope and it shall be sealed. The sealed envelope addressed to the Tender Inviting Authority i.e. Managing Director of the Corporation shall be put in the box kept in the office of the Corporation within the scheduled time and date of submission of the Tender. It may also be sent by Post so as to reach the office of the Corporation within the stipulated time and date of submission of the Tender. But the Corporation shall not be responsible for any postal delay or delay due to any other means of communication. Belated submission of Tenders by the Bidders or belated receipt of Tenders by the Corporation shall result in summary rejection of such Tenders. If the last date scheduled for submission of the tender happens to be a government holiday for any reason, the sealed tenders may be submitted on the next working day before the appointed time. Tender once submitted shall not be permitted to be altered or amended unless the submission date is extended and the Bidder intends to submit a revised bid.
- d. The bidders meeting the minimum eligibility criteria should submit their bids in a sealed envelope containing the following two envelopes:

Envelope (A) --- Technical Bid

Envelope (B) --- Financial Bid
- e. **Envelope (A):** The bidders shall submit the Technical bid with the following:
 - i. Bid Security.

- ii. Details and documents in support of eligibility criteria indicated in the bidding document.
 - iii. Letter of authorization of the responsible officer of the bidder to transact business.
 - iv. Copy of the price bid format indicating the schedules mentioned as “quoted” or “not quoted” but without indicating the prices.
 - v. Any deviations.
- f. **Envelope (B):** The bidders shall submit a Price bid containing the duly filled in Price Schedule (Section 7). Please note that Bidder runs the risk of its bid being rejected if the Price Schedule contains any conditions. The prices shall be quoted strictly as per the price schedule format provided in the bidding document without any change or alteration.
- g. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The letter of authorization shall be indicated by written power-of-attorney initialed dual notarized accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.
- h. Any interlineations, erasures or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

XV. Period of Contract

The tenure of the contract is 3 years from the date of signing the contract. However, within the 3 years' period, the contract for the Second year will be renewed based on the satisfactory performance of the first year. Extension beyond year three shall be based on mutual consent of the stakeholders.

XVI. Modification and Withdrawal of Tenders

- a. Bidders may modify or withdraw their tenders by giving notice in writing before the due date for submission.
- b. The modification or withdrawal notice shall be prepared, sealed, marked and delivered in accordance with section 4 XVII, with the outer and inner envelopes additionally marked “MODIFICATION” or “WITHDRAWAL” as appropriate.
- c. No Bidder shall be allowed to withdraw/ modify the tenders after the last date of submission of the tender.
- d. Withdrawal or modification of tender between the deadline for submission of tenders and the expiration of the original period of validity specified or as extended period may result in forfeiture of the EMD.

XVII. Opening of Tenders

- a. Tenders will be opened at the scheduled date and time in the office of the Corporation in the presence of the Bidders or their representatives who are authorised to represent the Bidders. The representatives of Bidders who attend the Tender opening shall produce the proof of their identity and the authorization letter from the Bidders. Only one representative is permitted to attend Tender opening on behalf of the Bidder.
- b. The Tenders received after the due date and time will not be considered. Tenders in unsealed cover

or Tenders which are not signed in each page or in incomplete shape or through facsimile (Fax) or by electronic mail or through any other manner which is not in accordance with the instructions specified in the Tender Document will not be accepted.

- c. Envelopes marked withdrawal shall be opened and read out first and their Tender shall not be opened. Subsequently all envelopes marked 'Modification' shall be opened and the submission therein shall be read out.
- d. If the day fixed for opening of the tender happens to be a Government holiday for any reason, the sealed tenders shall be opened on the next working day at the appointed time.
- e. Part - A cover containing Technical Bid shall be opened first. The supporting documents shall be cross-checked wherever required.
- f. The Part - B cover price bids of the shortlisted bidder alone will be opened after evaluation of technical bids and the date and time will be intimated only to the bidders whose bids are responsive and selected.

XVIII. Criteria for Evaluation of Technical Bid

- a. Any Tender not containing the required documents and not fulfilling the qualification criteria indicated in the Tender document shall be summarily rejected.
- b. Prior to the detailed evaluation of bids, it shall be checked to determine whether each Bid (a) meets the eligibility criteria (b) has been properly signed (c) is accompanied by the required EMD and (d) is substantially responsive to the requirements of the Bidding documents.
 - a. A substantially responsive bid is one which confirms to all the terms, conditions, and specifications of the tender documents, without material deviation.
 - b. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the supply; (b) which limits in any substantial way, inconsistent with the tender documents, the Corporation's rights or the Bidders obligations under the contract; or (c) whose rectification would affect unfairly the competitive position of other Bidders presenting substantially responsive bids.

XIX. Opening of Price Bid (Part - B Cover)

- a. Only the Price Bids of the Bidders who are qualified in the Technical Bid shall be opened.
- b. The date, time and venue of opening of Part - B Cover i.e., Price Bid will be intimated separately to the above qualified Bidders.
- c. The Price Bid will be opened on the intimated date and time in the presence of the qualified eligible Bidders or their authorised representatives.

XX. Evaluation of the Price Bid

The Price Bid of the technically responsive bids received shall be evaluated and compared in accordance with the criteria specified. In the evaluation of the Price Bid, the following procedures shall be adopted as per the Tamil Nadu Transparency in Tenders Act, 1998 and the Tamil Nadu Transparency in Tenders Rules, 2000.

The Financial Bids of the Bidders who are qualified in the Technical Bid shall only be opened. The date, time and venue of opening of the Financial Bid will be intimated separately to the above Technical Bid Qualified Bidders. The Price Bid will be opened on the intimated date and time in the presence of the qualified eligible

Bidders or their authorised representatives.

In determining the lowest evaluated price, the following factors shall be considered.

- a. The quoted price shall be corrected for arithmetical errors.
- b. In case of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.
- c. The amount stated in the bid will be adjusted by the Corporation in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount the bid will be rejected and the EMD may be forfeited.
- d. Provided that where more than one Tender is submitted by the same Bidder, the lowest eligible financial tender shall be considered for evaluation.
- e. The Corporation is empowered to negotiate with the successful Bidder.

XXI. Bid Evaluation Methodology

The contract will be awarded to the successful bidder, whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated price bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

XXII. Approval of the Contract by the Board of the Corporation

The Contract shall be awarded only with the approval of the Board to the successful Bidder(s) with whom negotiations were made. The apportionment of the total quantity to be procured shall be done **as per the clause 5. II.** The Government is the Appellate Authority.

XXIII. Right to Accept/ Reject any or all Bids

The Tender Accepting Authority i.e the Board of Governors of the Corporation reserves the right to accept or reject any or all of the tenders including the lowest in full or in part without assigning any reasons thereof and without thereby incurring any liability to the Bidder or Bidders who may be affected financially or otherwise to this effect.

XXIV. Letter of Acceptance

The Managing Director of the Corporation shall issue the Letter of Acceptance to the Successful Bidder(s).

XXV. Payment of Security Deposit (SD)

- a. The successful Bidders shall be required to furnish Security Deposit equivalent to 5% (Five percent) of the value of the work order as a guarantee for the performance of the Contract. The EMD may be adjusted against the Security Deposit. After adjusting the EMD, the successful Bidder shall pay the balance amount through Demand Draft within 15 days from the date of issue of Letter of Acceptance. The Demand Draft shall be obtained from any one of the Nationalized Banks/ Scheduled banks drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai-600 006 payable at Chennai or it may be in the form of unconditional **irrevocable Bank Guarantee valid for 12 months**. Failure of the successful Bidder to furnish the security deposit shall constitute sufficient grounds for cancellation of the award and forfeiture of the EMD. Exemption from payment of Security Deposit will not be allowed under any circumstances. The Security Deposit in the form of Bank Guarantee should be renewed for the subsequent years at least 45 days before the completion of 1-

year period from 2nd year onwards (if renewed) till the completion of Contract.

- b. The Security Deposit shall be released to the Successful Bidder after the performance of the Contract in full without deficiency or default and to the entire satisfaction of the Commissioner, Department of School Education. The Security Deposit so held by the Corporation, shall not earn any interest till it is released to the Successful Bidder. The release of the Security Deposit is subject to the forfeiture clauses in the Tender Document.
- c. The Security Deposit shall be forfeited if the Successful Bidder fails to execute the Master Service Agreement within the stipulated time or fails to perform the contract or part of the contract. The Security Deposit shall also be liable for forfeiture for violation of any of the tender conditions or for the failure to supply the ordered quantity of goods in full properly and promptly.

XXVI. Execution of Master Service Agreement

- a. The successful Bidder shall execute the Master Service Agreement for the fulfillment of the Contract on a Non-Judicial Stamp Paper to the value of Rs. 100 within 15 days from the date of issue of the Letter of Acceptance (LOA) of the Contract with CoSE. The Master Service Agreement shall be part and parcel of the Contract and binding on the CoSE and the Successful Bidder. In case of any difference or contradiction in the recitals in the Tender Document and the Master Service Agreement, the recitals in the Master Service Agreement shall prevail over those in the Tender Document.
- b. The Successful Bidder shall not assign or make over the Contract, the benefit or burden thereof to any other person or persons or Body Corporate for the execution of the Contract or any part thereof.

XXVII. Interpretation

If any question/ doubt arises with reference to the interpretation of any provisions of the Tender Document, the decision of the TIA or the nominated officer shall be final and binding.

XXVIII. Corrupt or Fraudulent practices

The Corporation requires that Bidders observe the highest standard of ethics during the evaluation and execution of supply. In pursuance of this policy, the Corporation defines for the purposes of this provision the terms set forth below as follows:

- 'Corrupt practice' mean offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the evaluation process or in contraction execution.
- 'Fraudulent practices' means a misrepresentation of facts in order to influence the evaluation process or execution of a contract/ supply to the detriment of the Corporation and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non competitive levels and to deprive the Corporation of the benefits of free and open competition.

The Corporation shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Corporation shall declare a firm ineligible either indefinitely or for a stated period of time to be awarded a contract if it any time determines that the firm has engaged in corrupt and fraudulent practices in competing for or in executing the contract.

5. SPECIAL TERMS AND CONDITIONS OF THE CONTRACT

The Special Terms and Conditions of the Tender shall supplement the "INSTRUCTIONS TO THE BIDDERS."

I. RELEASE OF WORK ORDER

The Work Order shall be issued to the successful Bidder by CoSE only after the Security Deposit is paid as per clause 4.XXV and the Master Service Agreement is executed, with CoSE as per clause 4.XXVI.

II. RIGHT TO VARY QUANTITIES

The CoSE reserves the right at the time of award of contract to increase or decrease the quantum of contracts originally specified in the schedule of requirements without any change in unit price or other terms and conditions.

III. NOTIFICATION OF AWARD

Prior to the expiration of the period of bid validity, the successful bidder will be notified on the acceptance of their bid by means of Letter of Intent (LOI).

IV. OTHER INSTRUCTIONS TO BIDDERS

1. Direct or indirect canvassing on the part of the bidder or his representative will be a disqualification.
2. The Tender Inviting Authority reserves the rights to seek additional information from the bidders, if found necessary, during the course of the evaluation of the bid. Non-submission, incomplete submission or delayed submission of such additional information or clarifications sought, may be a ground for rejecting the bid.
3. Within 30 days of the deployment of manpower on site, the vendor shall verify the Built-up Area, Toilet area and get a confirmation of the same from the Head Master (HM) of the school. The actual manpower deployment on site will be as confirmed after this one-month verification.
4. The payment schedule will be as per the terms of payment indicated in the bidding document only.
5. Bidders shall quote firm prices against each of the schedule as detailed in the price bid. No conditional discounts shall be quoted in the bid, for example, discounts based on conditions linked with bid/ performance security/ guarantees, advance payments, selection of combination of products or product options, number of personnel etc. Price bids with such conditional discounts would be summarily rejected.
6. All rates and lump-sum amounts, if any, shall be firm throughout the duration of the contract and no deviations shall be entertained except specifically provided for in the bidding document.
7. The CoSE will make all payments to the Vendors for the services rendered satisfactorily on monthly basis in accordance with relevant clauses of conditions of contract.
8. In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority of the end user, within the period specified by the CoSE.
9. The contractor will be required to remove or replace any of its personnel whose duty has not been found

satisfactory or whose presence in the School premises is considered undesirable by the HM/ CoSE.

10. The Contractor is responsible for all mandatory compliances to social, safety and environmental issues related to the performance of the service provision in the school premises.
11. The Contractor must employ qualified/ competent personnel on site for the execution of the agreed tasks.
12. The Contractor shall employ the personnel after verifying the character and antecedents before engaging into the job.
13. Increase in Payment:

- a) Price increase is not applicable during the first 12 months of the contract. In the event of continuation of the contract after the first year, price adjustment will be applicable as follows:

FOR CHEMICALS, CONSUMABLES & TOOLS		
Sl.	Year	Increase in Value %
1	1 st Year	Rates as quoted in tender.
2	2 nd Year (if renewed)	Rate in Year 1 + 5% of the rate quoted in Year 1.
3	3 rd Year (if renewed)	Rate in Year 2 + 5% of the rate quoted in Year 1.

- b) The wages considered for each category of workers should not be less than the rates fixed by the Tamil Nadu Minimum wages act. In the event of continuation of the contract after the first year, price adjustment will be applicable as follows:

FOR MANPOWER		
Sl.	Year	Increase in Value %
1	1 st Year	Rates as per quoted in tender.
2	2 nd Year (If renewed)	Increase in Minimum Wages shall be the difference between the rate quoted in Year 1 and the statutory revision effected by Statutory Authorities in that Year. The Increase in value will be reimbursed on submission of Proof of payment made along with necessary ESI & PF payment challans.

- c) Bidders need to ensure the minimum gross wage structure is as tabulated below apart from statutes like ESI, PF, Bonus & Gratuity for the proposed manpower while submitting the offer. Also, the monthly salary slip, as per the format below will need to be submitted to the CoSE and also given to each worker.

Sl.	Category
1	Name
2	Designation

Sl.	Category
3	EPF Code
4	Total Days Worked (Duty)
5	Total No. of Days in month (Duty)
6	PF Employer share
7	PF employee share
8	ESI employer share
9	ESI employee share
10	Total net payable to employee
11	Total net paid to employee (as transferred into bank account)

14. The vendor has to maintain all the appropriate records at its own cost as required by CoSE. In case of any violation of any statutory provisions under any applicable law related to the contract, the liability of the same shall devolve on the contractor and not on the administration.
15. Persons suffering from contagious or infectious disease shall not be employed or permitted to work in school & the CoSE reserves its right to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the school on medical examination of such employees, shall be borne by the vendor.
16. The payment against bills shall be made every month by the 15th of the subsequent month. The bill submitted by the vendor every month has to be accompanied by the exact data on personnel employed, Proof of material supplied, Proof that deposit of Provident Fund has been credited in account of workers and the deployments have to be certified by the authorized official of School. The payment against bill shall be made as per the reports received from the School authorities every month. The vendor shall disburse the wages to its personnel deployed in the School every month. The vendor shall ensure that all personnel deployed have valid Bank account and payment is made to their accounts every month and certified copy of payment has to be submitted along with the bills by 15th of every month.

V. SIGNING OF CONTRACT

The successful bidders are required to sign the contract agreement within 30 days of the date of issuance of Letter of Intent (LOI) and detailed order. Until the contract is signed, the LOI and the detailed order remain binding on both the parties. In case of delay in signing the contract document on the part of CoSE, the contractor shall be paid 90% of the applicable rates falling due as per the contractual obligations on adhoc basis, till final signing of contract, after which the balance of payment shall be released/ adjusted against the regular bills/ invoices.

VI. STAFF

1. The contractor must employ staff on the ground of the age more than 18 and less than 45. Security/

watchmen deployed should be agile, alert and shall not be under the influence of alcohol at any point during their duty.

2. he contractor must employ sufficient staff to ensure that the services are provided at all times and in all respects in accordance with the service specification. The contractor must ensure that a sufficient reserve of staff is available to meet the service specification during holidays or absences and any special events. The manpower indicated in the bidding document are exclusive of such reserve/relievers. T
3. he contractor must employ for the purposes of this contract, only such persons as are careful, skilled and experienced in the duties required to be delivered by them and must ensure that every such person is properly and sufficiently trained and instructed and carries out the services. T
4. he contractor shall provide its staff with a form of identification that is acceptable to the CoSE and which the staff shall display on their clothing at all times when they are on the designated premises. T
5. he contractor shall make an entry of in-time and out-time in the register placed in the HM's Office. In case attendance is not marked twice a day the individual will be considered as on leave and no payment will be paid for such leave. T
6. he contractor shall instruct its staff not to smoke on the premises and maintain decorum. T
7. he contractor shall remove from the premises any of its staff, where the CoSE requests this on grounds of efficiency or public interest or on disciplinary grounds. T

VII. INSURANCE

The contractor has to submit a Group Personal Accident policy for sum assured value of Rs. 5,00,00 to the CoSE indemnified against claims, actions, proceedings brought or instituted against the Government of Tamil Nadu by any of the contractor's employees or any third party.

VIII. SEVERABILITY

If any provision of the contract is or becomes illegal, void or invalid, that shall not affect the legality and validity of its other provisions.

IX. CONFIDENTIALITY

1. he contractor and his staff must not disclose to any person (other than a person authorized by the authority) any information acquired by them in connection with the contract. T
2. without prejudice to the generality of the previous condition, the contractor and his staff must not disclose to any person (other than a person authorized by the authority) any information acquired by them in connection with the provision of the services which concerns the CoSE, its staff or its procedures. W

X. DATA PROTECTION:

1. T
he contractor must protect personal data and in particular the contractor must ensure compliance with the CoSE's security arrangements and ensure the reliability of its staff who has access to any personal data held by the CoSE. In addition, if the contractor is required to access or process personal data held by the CoSE, the contractor shall keep all such personal data secured at all times and shall only process such data in accordance with instructions received from the authority.
2. T
he contractor shall indemnify CoSE against all claims and proceedings and all liability, loss, costs and expenses incurred in connection therewith made or brought by any person in respect of any loss, damage or distress caused to that person as a result of the contractor's unauthorized and/or unlawful processing or the contractor's destruction and/or damage to any personal data held by the contractor, his employees or agents.

XI. INDUCEMENTS TO PURCHASE

The CoSE shall be entitled to terminate the contract and to recover from the contractor the amount of any loss resulting from such termination in the following circumstances:

1. I
f the contractor, shall have offered or given or agreed to give to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do, or for having done or forborne to do, any action in relation to the obtaining or execution of the contract or any other contract with the authority or any health authority, or for showing or forbearing to show favour or dis favour to any person in relation to the contract or any other contract with the CoSE or any health authority.
2. I
f such acts shall have been done by any person employed by the contractor or acting on its behalf (whether with or without the knowledge of the contractor).
3. I
f in relation to the contract or any other contract with the CoSE or any health authority the contractor or any person employed by him or acting on his behalf shall have committed any offence like indulging in corruption or shall have given any fee or reward to any officer of the CoSE which shall have been exacted or accepted by such officer.

XII. PUBLICITY:

The contractor shall not advertise or publicly announce that it is providing services or undertaking the works for the authority. The contractor shall be permitted to use the Work Order of this engagement as a credential in other projects. No photos of schools, children, toilets, shall be permitted to be used.

XIII. INDEMNITY:

1. N
either Party shall be liable to the other Party for any loss or damage, costs or expenses incurred or suffered by the other Party as a result of any breach of the terms of the Contract, unless the same

were in the reasonable contemplation of the Parties at the time when they entered into the Contract.

2.

he Contract Price of the Services under the Contract has been negotiated and agreed on the basis that the Parties may limit their liability to each other as set out in the Contract and the Parties, each, confirm that they will themselves bear or insure against any loss for which the other Party has limited its liability under the Contract.

T

XIV. LIABILITY FOR LOSS OR DAMAGE:

1.

he Contractor shall indemnify and hold the CoSE, harmless from all loss or damage to any of the properties/ assets furnished under this contract, the Contractor shall procure and maintain during the term of this contract, and any extensions thereof, full insurance acceptable to the CoSE. The Contractor's insurance coverage shall apply to all workers who are at the operation level of the assets.

T

2.

rior to the commencement of work here under, the Contractor shall furnish to the CoSE a copy of the insurance policy or policies, or a certificate of insurance issued by the underwriter(s) showing that the coverage required by this clause has been obtained.

P

3.

ny failure to agree as to the responsibility of the Government or the Contractor under this clause shall, after a final finding and determination by the CoSE, be considered a dispute within the meaning of the "Disputes" clause of this contract.

A

XV. PAYMENT:

1.

n invoice shall be rendered on the contractor's own invoice form to the CoSE, in monthly intervals clearly marked with the authority's order number.

A

2.

nvoices shall show the period and the amount of the services for which payment is claimed and any other details the CoSE may determine as being part of the service specification.

I

3.

nvoice shall accompany with following documents

I

a.

ages for employees to be paid through bank only. Bank transfer sheets considered as evidence of transactions to be submitted for previous Month.

W

b.

ttendance registers of employees in the Current Month.

A

c.

age register signed by employees.

W

d.

SI & PF remittance challans of previous month along with ECR copies matching the wage register.

E

e.

hemicals & consumables register - current month.

C

f.

T

raining Reports ((Daily/ Weekly/ Monthly) - current month.

- g. Proof of 100% supply of quoted chemicals & consumables supply acknowledged by the authorized School In charge. Supply should be made between the 1st to 5th of every month.

4. The CoSE shall pay the contract price to the contractor, by Bank Account Clearing System (BACS), if the CoSE so chooses, within 15 days of the receipt of a valid invoice along with supporting documents.

5. Whenever under the contract any sum of money shall be recoverable from or payable by the contractor, the same may be deducted from any sum then due or which at any time thereafter may become due to the contractor under the contract or under any other contract with the CoSE.

6. If for any reason the contract comes to an end other than at the end of a completed calendar month, the CoSE shall pay the contractor for the work completed till the date of termination of the contract.

XVI. TERMS OF PAYMENT:

Date of Commencement of Work	<ul style="list-style-type: none"> a. Work order will be issued within 15 days of issue of Letter of Intent. b. Agreement to be signed within 15 days of issue of Work Order. c. Work in all schools should start within 30 days of the issue of Work Order.
Period of Contract	The tenure of the contract is 3 years from the date of signing the contract. Within the 3 years' period, the contract for the Second year will be renewed based on the satisfactory performance of the first year.
Payment of Invoices	<ul style="list-style-type: none"> a. Invoice along with supporting documents to be submitted to the school Head Master. b. Head Master to forward the set to the nominated in-charge of the School Management Committee. c. Contractor to upload the documents approved by the in-charge of the SMC on the online portal developed by the Authority. a. Payment will be made directly from the office of the CoSE, centrally into the bank account of the bidder through online mode. b. Prior to making online transfer, the CoSE shall ensure that the following entries have been made on the online tracking system developed by the Authority: <ul style="list-style-type: none"> I. The daily attendance has been entered by the contractor's staff, and the same has been approved by the HM/ nominee in the school. II. The consumables, chemicals and equipment have been delivered at the school premises as per their schedules, and the same has been approved by the HM/ nominee in the school. III. There are no major adverse remarks against the performance of the contractor in the schools.

XVII. TERMINATION OF CONTRACT:**1. Termination for Default:**

- a. Without prejudice to any other remedy available for the department for levying penalty or any other remedy, Contract will be liable for termination in part or whole if contractor fails to fulfill its any of the obligations under the contract.
- b. The CoSE may, without prejudice to any other remedy for breach of Contract by the Successful Bidder, terminate the Contract in whole or part, by a 15 days' written notice of breach of Contract to the Successful Bidder.
 - I. If the Successful Bidder fails to deliver any or all the goods within the time schedule specified in the Work Order, or within any extension thereof granted by the CoSE,
 - II. If the Successful Bidder fails to perform any of the obligation(s) under the Contract.
 - III. If the Successful Bidder is found to have involved in fraudulent, corrupt, and unfair practices in competing for or in executing the Contract.
- c. If the CoSE terminates the Contract in whole or in part, the CoSE may procure, upon such terms and in such manner as it deems appropriate, the goods similar to those supplied and delivered and, in that case, the Successful Bidder whose contract is terminated in whole or in part shall be liable to the CoSE for any additional costs involved in procuring and supplying the goods to the designated destinations. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated. The CoSE reserves the right to take further action against the Successful Bidder whose Contract has been terminated in whole or in part.

2. Termination for Insolvency: The CoSE may at any time terminate the Contract by giving 15 days' written notice to the Successful Bidder without compensation to the Successful Bidder and without incurring any liability if the Successful Bidder becomes bankrupt or otherwise insolvent. Such termination shall not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the CoSE.

3. Termination for Convenience: The CoSE may terminate the Contract in whole or in part at any time during the validity period of the Contract for its convenience by giving 15 days' written notice and without compensation to the Successful Bidder. The notice of termination shall specify that termination is for the CoSE's convenience, the extent to which the Contract is terminated, and the date upon which such termination becomes effective. The termination of the contract is without prejudice to the penal consequences and damages for which the Successful Bidder shall be liable for violation of the Contractual obligations.

4. Termination for Corrupt or Fraudulent practices: The Bidders shall be required to observe the highest standard of ethics during the evaluation and execution of supply. In pursuance of this policy, the CoSE and the corporation defines for the purposes of this provision the terms set forth below as follows:

- a. 'Corrupt practice' mean offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the evaluation process or in contraction execution.
- b. 'Fraudulent practices' means a misrepresentation of facts in order to influence the evaluation process or execution of a contract/ supply to the detriment of the CoSE and Corporation and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the Corporation of the benefits of free and open competition.
- c. Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- d. Will declare a firm ineligible either indefinitely or for a stated period to be awarded a contract if it any

time determines that the Bidder has engaged in corrupt and fraudulent practices in competing for or in executing the contract.

XVIII. FORCE MAJEURE:

- a. Force Majeure means an event beyond the control of the Successful Bidder and not involving the Successful Bidder 's fault of negligence and not foreseeable. Such event may include but are not limited to the acts of Nature such as fire, floods, epidemics, etc., and other events such as wars, revolutions, quarantine restrictions, etc.
- b. If a Force Majeure situation arises, the Successful Bidder shall promptly notify the Corporation of such conditions and the causes thereof through e- mail within 24 hrs of such event. The e-mail communication shall be followed by a report with documentary evidence to be sent to the Corporation within 3 days from the date of occurrence of such event. Unless otherwise directed by the Corporation in writing, the Successful Bidder shall continue to perform his obligations under the Contract to a reasonably practical extent and shall seek all reasonable alternative means for effective performance of the Contract in time.
- c. In the event of Force Majeure, the delivery period will be extended for a period equivalent to the period during which Force Majeure event was in existence. For this period the Successful Bidder shall not be liable to pay penalty. Further if the performance in whole or part, of any obligation under this Contract is prevented or delayed by reason of Force Majeure for a period exceeding 21 days, the Corporation may at its option and discretion terminate the Contract.
- d. The price quoted by the Bidder and accepted by the Corporation shall remain fixed and firm during the extended period during which Force Majeure was in existence. Force Majeure shall not have any bearing on the price quoted by the Successful Bidder in the Tender.

XIX. GREIVANCE REDRESSAL:

- a. As the Government is the Appellate authority, the Bidders may appeal to the Government for any of their grievances.

XX. CONCILIATION & ARBITRATION:

1. **Conciliation:** If any dispute or difference arises between the Corporation/ Commissioner of School Education and a Successful Bidder with regard to the Contractual obligations, the same shall be referred to a Conciliator and settled by Conciliation as per the provisions of the Arbitration and Conciliation Act, 1996. The Conciliator shall be nominated by the **Secretary to Govt, School Education Department**. Conciliatory efforts are mandatory in tune with the Alternative Disputes Resolution (ADR) process before invoking the Arbitration Clause. The Conciliator shall endeavour to conclude his proceedings within three weeks from the date of reference of a dispute or claim to him.
2. **Arbitration:**
 - a. In case of any dispute or difference arising between the Corporation/ Commissioner of School Education and the Successful Bidder relating to any matter arising out of or connected with the Contract which remains unsettled even after Conciliation, such dispute or difference shall be referred to the Arbitrator nominated by the **Secretary to Govt, School Education Department**. The Arbitral proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996. If the Arbitrator for any reason must discontinue the Arbitration before completion of the arbitral proceedings, **Secretary to Govt, School Education Department** shall nominate another eligible and suitable person as Arbitrator and such Arbitrator may continue the proceedings from the stage at

which his predecessor has discontinued or may proceed de novo. The Arbitral Award shall be final and binding on both the Corporation/ Commissioner of School Education and the Successful Bidder. No part of the Contract shall be suspended by the Successful Bidder on the ground of pendency of the Arbitral Proceedings.

- b. The venue of Arbitration shall be at Chennai. The language to be used in the Arbitral proceedings shall be in English.

3. Jurisdiction

- a. The courts in the city of Chennai alone shall have the jurisdiction to try any matter or dispute or reference between the Corporation and the Successful Bidders arising out of the Contract.

6. LETTER OF THE BIDDER

To,
The Managing Director,
Tamil Nadu Textbook and Educational Services Corporation,
EVK SAMPATH MAALIGAI,
College Road, Chennai – 600 006.

We, M/s. _____ hereinafter called as “Bidder” complete address _____, hereby declare in favor of The Managing Director, Tamil Nadu Textbook and Educational Services Corporation hereinafter called as “Tendering Authority” and agree to abide by the following:

1. We attached all the documents called for in the bidding document.
2. We will ensure that the minimum service level for each service shall be achieved.
3. We ensure 100% satisfactory service to end user institutions.
4. We will remain as a single shop supply for all the services sought for.
5. We will try to reduce the burden of the School authority enabling them to focus more in their core activity.
6. We will ensure high standards of hygiene, health & safety and infection control inside the premises of the Schools.
7. We will pay to the workers as per the terms and conditions of the contract.

Having fully understood the tender conditions and the above undertaking in this letter, we sign this Day of at

Yours faithfully,

Authorized Signature :

Name & Title of Signatory :

.....

Name of the Bidder :

Address: -----

7. COVER B – PRICE BID

7.1 Details for Zone – 1

Schedule A - Manpower Cost

1. Bidders need to consider the minimum gross wages.
2. Quoted manpower rates (Column C below) should include statutory ESI, PF, Bonus & Gratuity.
3. Quoted rate for Housekeeping Worker shall be open to negotiation between the Authority and the Contractor in case of half day work, lunch time being considered the half day.
4. No additional claim will be entertained apart from the quoted rates.
5. Service Charge in (d) below should not be less than 1 %.
6. Bidders must have a contingency reserved workforce to tackle situations such as absenteeism, replacement or any other as may come up in future and the authority is committed to only pay for the proposed number of persons as given in the price bid.
7. The Bidder is required to facilitate the deployment of manpower apart from those proposed below as and when required by the authority.
8. Tenders that are submitted with extremely low quotes, as determined by the TIA shall be declared as speculative tenders as per the provisions of the TT Act and will be disqualified.

Sl.	Designation	Proposed No. of Persons	Minimum Wage per person per month (or) Salary Cost per person per month	Service Charge (% of C) in Rs.	Total Amount per Month in Rs.	Amount/ year in Rs.
	(a)	(b)	(c)	(d)	(e) = b x (c + d)	(f) = (e) X 12
1	Housekeeping and Sanitation Workers	1790				
2	Workers for Gardening Services – Open Area	1042				
3	Security	1683				
SUB TOTAL 1 (A1)						
5	Zonal Head	1		N/A		
6	District Manager	10		N/A		
7	Block Supervisors	99		N/A		
SUB TOTAL 2 (A2)						
TOTAL 3 (A3)						
Rupees in words:						

Place:

Date:

Signature & Seal of the Bidder

Schedule B – Chemicals & Consumables Price

Sl.	Description	Proposed Quantity per month	Rate	Total cost per month	Cost per year
	(a)	(b)	(c)	(d) = (b) X (c)	(e)=(d) x 12
1	HAND WASH SOAP				
2	RESTROOM FLOOR CLEANER				
3	TOILET CLEANING PLASTIC BRUSH WITH BRISTLES				
4	HARD BROOMS				
5	COBWEB STICKS				
6	DUSTBINS				
7	DUSTBIN PLASTIC LINER				
8	CHECKED CLOTH				
9	LADDER				
10	RAKE				
11	BUCKET				
12	MUG				
13	BLACK PHENYL				
14	BLEACHING POWDER				
15	COCONUT SCRUBBER				
16	TOTAL (B)				
Rupees in Words:					

Note 1: The total cost of Chemicals & Consumables should not exceed 15% of the total manpower cost, as quoted in "A1" in Schedule A. Bids where the rate exceeds 15%, will be adjusted to 15% of A1 and computed.

Note 2: The minimum amount of Consumables and Chemicals that shall be placed in the school at the beginning of every month shall be as specified in Chapter 8, Annexure XIII of this document.

Place:

Date:

Signature & Seal of the Bidder

Schedule C – Other Administrative Costs and Overheads

Sl.	Description	Total Nos. in Zone	Rate per unit (Rs.)	Total cost (Rs.)	Cost per year (Rs.)
	(a)	(b)	(c)	(d) = (b) X (c)	(e)=(d) x 12
1	ID Card				
2	Uniform				
3	Others 1 (Pl. specify)				
4	Others 2 (Pl. specify)				
5	Others 3 (Pl. specify)				
6	TOTAL (C)				
Rupees in Words:					

Place:

Date:

Signature & Seal of the Bidder

Schedule D – SUMMARY OF COSTS

Sl.	Description	Schedule	TOTAL (Rs.)
1	Manpower	A, as mentioned in A3	
2	Chemicals and Consumables	B	
3	Other admin costs	C	
4	TOTAL	D (to be used for comparison across bidders)	

Rupees (as per Row No. 4) in Words:

Place:

Date:

Signature & Seal of the Bidder

7.2 Details for Zone – 2

Schedule A - Manpower Cost

1. Bidders need to consider the minimum gross wages.
2. Quoted manpower rates (Column C below) should include statutory ESI, PF, Bonus & Gratuity.
3. Quoted rate for Housekeeping Worker shall be open to negotiation between the Authority and the Contractor in case of half day work, lunch time being considered the half day.
4. No additional claim will be entertained apart from the quoted rates.
5. Service charge in (d) below should not be less than 1 %.
6. Bidders must have a contingency reserved workforce to tackle situations such as absenteeism, replacement or any other as may come up in future and the authority is committed to only pay for the proposed number of persons as given in the price bid.
7. The Bidder is required to facilitate the deployment of manpower apart from those proposed below as and when required by the authority.
8. Tenders that are submitted with extremely low quotes, as determined by the TIA shall be declared as speculative tenders as per the provisions of the TT Act and will be disqualified.

Sl.	Designation	Proposed No. of Persons	Minimum Wage per person per month (or) Salary Cost per person per month	Service Charge (% of C) in Rs.	Total Amount per Month in Rs.	Amount/ year in Rs.
	(a)	(b)	(c)	(d)	(e) = b x (c + d)	(f) = (e) X 12
1	Housekeeping and Sanitation Workers	1620				
2	Workers for Gardening Services – Open Area	954				
3	Security	1566				
SUB TOTAL 1 (A1)						
5	Zonal Head	1		N/A		
6	District Manager	10		N/A		
7	Block Supervisors	101		N/A		
SUB TOTAL 2 (A2)						
TOTAL 3 (A3)						
Rupees in words:						

Place:

Date:

Signature & Seal of the Bidder

Schedule B – Chemicals & Consumables Price

Sl.	Description	Proposed Quantity per month	Rate	Total cost per month	Cost per year
	(a)	(b)	(c)	(d) = (b) X (c)	(e)=(d) x 12
1	HAND WASH SOAP				
2	RESTROOM FLOOR CLEANER				
3	TOILET CLEANING PLASTIC BRUSH WITH BRISTLES				
4	HARD BROOMS				
5	COBWEB STICKS				
6	DUSTBINS				
7	DUSTBIN PLASTIC LINER				
8	CHECKED CLOTH				
9	LADDER				
10	RAKE				
11	BUCKET				
12	MUG				
13	BLACK PHENYL				
14	BLEACHING POWDER				
15	COCONUT SCRUBBER				
16	TOTAL (B)				
Rupees in Words:					

Note 1: The total cost of Chemicals and Consumables should not exceed 15% of the total manpower cost, as quoted in "A1" in Schedule A. Bids where the rate exceeds 15%, will be adjusted to 15% of A1 and computed.

Note 2: The minimum amount of consumables and chemicals that shall be placed in the school at the beginning of every month shall be as specified in Chapter 8, Annexure XIII of this document.

Place:

Date:

Signature & Seal of the Bidder

Schedule C – Other Administrative Costs and Overheads

Sl.	Description	Total Nos. in Zone	Rate per unit (Rs.)	Total cost (Rs.)	Cost per year (Rs.)
	(a)	(b)	(c)	(d) = (b) X (c)	(e)=(d) x 12
1	ID Card				
2	Uniform				
3	Others 1 (Pl. specify)				
4	Others 2 (Pl. specify)				
5	Others 3 (Pl. specify)				
6	TOTAL (C)				
Rupees in Words:					

Place:

Date:

Signature & Seal of the Bidder

Schedule D – SUMMARY OF COSTS

SI.	Description	Schedule	TOTAL (Rs.)
1	Manpower	A, as mentioned in A3	
2	Chemicals and Consumables	B	
3	Other admin costs	C	
4	TOTAL	D (to be used for comparison across bidders)	

Rupees (as per Row No. 4) in Words:

Place:

Date:

Signature & Seal of the Bidder

7.3 Details for Zone – 3

Schedule A - Manpower Cost

1. Bidders need to consider the minimum gross wages.
2. Quoted manpower rates (Column C below) should include statutory ESI, PF, Bonus & Gratuity.
3. Quoted rate for Housekeeping Worker shall be open to negotiation between the Authority and the Contractor in case of half day work, lunch time being considered the half day.
4. No additional claim will be entertained apart from the quoted rates.
5. Service charge in (d) below should not be less than 1 %.
6. Bidders must have a contingency reserved workforce to tackle situations such as absenteeism, replacement or any other as may come up in future and the authority is committed to only pay for the proposed number of persons as given in the price bid.
7. The Bidder is required to facilitate the deployment of manpower apart from those proposed below as and when required by the authority.
8. Tenders that are submitted with extremely low quotes, as determined by the TIA shall be declared as speculative tenders as per the provisions of the TT Act and will be disqualified.

Sl.	Designation	Proposed No. of Persons	Minimum Wage per person per month (or) Salary Cost per person per month	Service charge (% of C) in Rs.	Total Amount per Month in Rs.	Amount/ year in Rs.
	(a)	(b)	(c)	(d)	(e) = b x (c + d)	(f) = (e) X 12
1	Housekeeping and Sanitation Workers	1848				
2	Workers for Gardening Services – Open Area	1132				
3	Security	1702				
SUB TOTAL 1 (A1)						
5	Zonal Head	1		N/A		
6	District Manager	9		N/A		
7	Block Supervisors	111		N/A		
SUB TOTAL 2 (A2)						
TOTAL 3 (A3)						
Rupees in words:						
Place:						
Date:						
Signature & Seal of the Bidder						

Schedule B – Chemicals & Consumables Price

Sl.	Description	Proposed Quantity per month	Rate/ Unit (Rs.)	Total cost per month (Rs.)	Cost per year (Rs.)
	(a)	(b)	(c)	(d) = (b) X (c)	(e)=(d) x 12
1	HAND WASH SOAP				
2	RESTROOM FLOOR CLEANER				
3	TOILET CLEANING PLASTIC BRUSH WITH BRISTLES				
4	HARD BROOMS				
5	COBWEB STICKS				
6	DUSTBINS				
7	DUSTBIN PLASTIC LINER				
8	CHECKED CLOTH				
9	LADDER				
10	RAKE				
11	BUCKET				
12	MUG				
13	BLACK PHENYL				
14	BLEACHING POWDER				
15	COCONUT SCRUBBER				
16	TOTAL (B)				
Rupees in Words:					

Note 1: The total cost of chemicals and consumables should not exceed 15% of the total manpower cost, as quoted in "A1" in Schedule A. Bids where the rate exceeds 15%, will be adjusted to 15% of A1 and computed.

Note 2: The minimum amount of consumables and chemicals that shall be placed in the school at the beginning of every month shall be as specified in Chapter 8, Annexure XIII of this document.

Place:

Date:

Signature & Seal of the Bidder

Schedule C – Other Administrative Costs and Overheads

Sl.	Description	Total Nos. in Zone	Rate per unit (Rs.)	Total cost (Rs.)	Cost per year (Rs.)
	(a)	(b)	(c)	(d) = (b) X (c)	(e)=(d) x 12
1	ID Card				
2	Uniform				
3	Others 1 (Pl. specify)				
4	Others 2 (Pl. specify)				
5	Others 3 (Pl. specify)				
6	TOTAL (C)				
Rupees in Words:					

Place:

Date:

Signature & Seal of the Bidder

Schedule D – SUMMARY OF COSTS

Sl.	Description	Schedule	TOTAL (Rs.)
1	Manpower	A, as mentioned in A3	
2	Chemicals and Consumables	B	
3	Other admin costs	C	
4	TOTAL	D (to be used for comparison across bidders)	

Rupees (as per Row No. 4) in Words:

Place:

Date:

Signature & Seal of the Bidder

7.4 Details for Zone – 4

Schedule A - Manpower Cost

1. Bidders need to consider the minimum gross wages.
2. Quoted manpower rates (Column C below) should include statutory ESI, PF, Bonus & Gratuity.
3. Quoted rate for Housekeeping Worker shall be open to negotiation between the Authority and the Contractor in case of half day work, lunch time being considered the half day.
4. No additional claim will be entertained apart from the quoted rates.
5. Service Charge in (d) below should not be less than 1 %.
6. Bidders must have a contingency reserved workforce to tackle situations such as absenteeism, replacement or any other as may come up in future and the authority is committed to only pay for the proposed number of persons as given in the price bid.
7. The Bidder is required to facilitate the deployment of manpower apart from those proposed below as and when required by the authority.
8. Tenders that are submitted with extremely low quotes, as determined by the TIA shall be declared as speculative tenders as per the provisions of the TT Act and will be disqualified.

Sl.	Designation	Proposed No. of Persons	Minimum Wage per person per month (or) Salary Cost per person per month	Commission (% of C) in Rs.	Total Amount per Month in Rs.	Amount/ year in Rs.
	(a)	(b)	(c)	(d)	(e) = b x (c + d)	(f) = (e) X 12
1	Housekeeping and Sanitation Workers	1261				
2	Workers for Gardening Services – Open Area	699				
3	Security	1204				
SUB TOTAL 1 (A1)						
5	Zonal Head	1		N/A		
6	District Manager	9		N/A		
7	Block Supervisors	103		N/A		
SUB TOTAL 2 (A2)						
TOTAL 3 (A3)						
Rupees in words:						

Place:

Date:

Signature & Seal of the Bidder

Schedule B – Chemicals & Consumables Price

Sl.	Description	Proposed Quantity per month	Rate (Rs.)	Total cost per month (Rs.)	Cost per year (Rs.)
	(a)	(b)	(c)	(d) = (b) X (c)	(e)=(d) x 12
1	HAND WASH SOAP				
2	RESTROOM FLOOR CLEANER				
3	TOILET CLEANING PLASTIC BRUSH WITH BRISTLES				
4	HARD BROOMS				
5	COBWEB STICKS				
6	DUSTBINS				
7	DUSTBIN PLASTIC LINER				
8	CHECKED CLOTH				
9	LADDER				
10	RAKE				
11	BUCKET				
12	MUG				
13	BLACK PHENYL				
14	BLEACHING POWDER				
15	COCONUT SCRUBBER				
16	TOTAL (B)				
Rupees in Words:					

Note 1: The total cost of chemicals and consumables should not exceed 15% of the total manpower cost, as quoted in "A1" in Schedule A. Bids where the rate exceeds 15%, will be adjusted to 15% of A1 and computed.

Note 2: The minimum amount of consumables and chemicals that shall be placed in the school at the beginning of every month shall be as specified in Chapter 8, Annexure XIII of this document.

Place:

Date:

Signature & Seal of the Bidder

Schedule C – Other Administrative Costs and Overheads

Sl.	Description	Total Nos. in Zone	Rate per unit (Rs.)	Total cost (Rs.)	Cost per year (Rs.)
	(a)	(b)	(c)	(d) = (b) X (c)	(e)=(d) x 12
1	ID Card				
2	Uniform				
3	Others 1 (Pl. specify)				
4	Others 2 (Pl. specify)				
5	Others 3 (Pl. specify)				
6	TOTAL (C)				
Rupees in Words:					

Place:

Date:

Signature & Seal of the Bidder

Schedule D – SUMMARY OF COSTS

SI.	Description	Schedule	TOTAL (Rs.)
1	Manpower	A, as mentioned in A3	
2	Chemicals and Consumables	B	
3	Other admin costs	C	
4	TOTAL	D (to be used for comparison across bidders)	

Rupees (as per Row No. 4) in Words:

Place:

Date:

Signature & Seal of the Bidder

8. STATEMENTS, DECLARATIONS AND FORMATS

ANNEXURE – I a: PROFILE OF THE BIDDER

The Bidder shall furnish the following details without fail.

I.	Particulars	Details	
	Name of Bidder		
	Name of Contact Person		
	Registered Office Address		
	Year of Establishment		
	Type of Firm/ Company		
	Contact No		
	E mail & website		
	Local Address Details		
	Which Zones is the bidder participating in (tick all that apply)	Zone 1	
		Zone 2	
		Zone 3	
		Zone 4	

Note: The Bidder shall enclose documentary proof for the above without fail.

ANNEXURE – Ib: SUBMISSION OF PROOF FOR PRE-QUALIFICATION

Sl.	Criteria	Proof to be submitted	Details of Proof Submitted		Proof at Pg. No.
1	The bidder must be a Proprietorship firm or Partnership firm or Private Limited or Public Limited or LLP registered under the relevant act.	Udyam certificate, or Certificate of Incorporation.			
2	The bidder must be a contractor in the field of housekeeping, sanitation and security services and should have experience of at least Five years on the date of bid opening in this field. The experience should be in carrying out mechanized housekeeping and sanitation and security services in reputed industrial houses or in Central/ State Govt. institutions.	Documentary evidence such as work orders to show the engagement for having experience of at least five years in housekeeping, sanitation and security services on the date of bid opening in providing housekeeping services. At least one work order should be dated on or before 1-Oct-2018.	Proof of being in the business of housekeeping, sanitation and security services		
			SAC code under which service is provided should be 99853X		
			Proof of having been registered at least before 1-Oct-2017		
			Work Order 1 – Enter name and date of work order alongside	<Name of project>	<dd- mmm- yyyy of work order>
			Work Order 2 – Enter name and date of	<Name of project>	<dd- mmm- yyyy of

Sl.	Criteria	Proof to be submitted	Details of Proof Submitted			Proof at Pg. No.
			work order alongside		work order>	
			Work Order 3 – Enter name and date of work order alongside	<Name of project>	<dd- mmm- yyyy of work order>	
			Work Order 4 – Enter name and date of work order alongside	<Name of project>	<dd- mmm- yyyy of work order>	
			Work Order 5 – Enter name and date of work order alongside	<Name of project>	<dd- mmm- yyyy of work order>	
3	The bidder should have carried out the above services in at least 25,00,000 sq. ft. (Twenty Five lakh square feet) either in a single or multiple contracts (not more than 3), in any one of the last three financial years (2019 - 20 to 2021-22), having the nature and complexity equivalent to the services called for in the present tender, with satisfactory performance on the date of bid	Copies of contracts evidencing handling of minimum building area of at least 25,00,000 Sq. ft. in any one of the last three financial years (2019 - 20 to 2021-22) towards housekeeping services either in single or multiple contracts in the same year, having the nature and complexity equivalent to the services called	Name of Project #1			
			FY of issue of work order			
			Sq. Ft. covered per day (should add up to 25 lakh sq. ft. across three contracts)			
			User satisfaction certificate #1			
			Name of Project #2			
			FY of issue of work order			
			Sq. Ft. covered per			

Sl.	Criteria	Proof to be submitted	Details of Proof Submitted			Proof at Pg. No.
	opening.	for in the present tender. End user certificates for satisfactory performance also to be submitted.	day (should add up to 25 lakh sq. ft. across three contracts)			
			User satisfaction certificate #2			
			Name of Project #3			
			FY of issue of work order			
			Sq. Ft. covered per day (should add up to 25 lakh sq. ft. across three contracts)			
			User satisfaction certificate #3			
4	The average turnover of the bidder should not be less than Rupees 50 (Fifty) Crore in the last three financial years (2018-19, 2019 - 20 and 2020-21).	Audited P&L statement for the last 3 FYs (2019 - 20 to 2021-22).	Revenue for FY 19-20			
			Revenue for FY 20-21			
			Revenue for FY 21-22			
5	The bidder should have the experience of having employed a minimum of 5,000 personnel	CA audited statement of manpower wages for a minimum of 5,000 personnel		FY 19-20	FY 20-21	FY 21-22
			No. of personnel deployed in Housekeeping			

Sl.	Criteria	Proof to be submitted	Details of Proof Submitted				Proof at Pg. No.
	<p>throughout the year in each of the last three financial; years (2019 - 20 to 2021-22) in the field of Housekeeping, Sanitation and Security services, either in single contract or multiple contracts (not more than 3) in the same year.</p> <p>Note: In the proof submitted for the projects, at least 4,500 personnel should be in the area of housekeeping and sanitation services.</p> <p>The audited statements of employee's PF/ESI should also be submitted by the bidder.</p>	<p>employed throughout the year in each of the last three years (2019 - 20 to 2021-22) should be submitted. Also, Proof of PF/ESI details of employees for last year FY 2021 – 2022 need to be submitted.</p> <p>Note 1: Bidder should submit affidavit in Rs.100 non-Judicial paper that in the event of work is awarded to our agency: the wages to be paid to the workers engaged shall not be less than the minimum wages determined by Tamil Nadu State Govt. Authority from time to time.</p>	Services				
			No. of personnel deployed in Sanitation Services				
			No. of personnel deployed in Security Services				
			Affidavit				
6	The bidder must have valid PF, ESI and GST Registration and License under the Contract Labour Act.	<p>Copies of valid PF, ESI, GST and Labour License.</p> <p>Declaration of man-days of workers</p>	Proof of PF registration				
			Proof of ESI registration				
			Proof of GST registration				

Sl.	Criteria	Proof to be submitted	Details of Proof Submitted		Proof at Pg. No.
		deployed, total salary paid, and PF and ESI deposited against the workers' accounts in FY 2021-22.	Proof of Labour License		
			Declaration of man-days of workers deployed, total salary paid, and PF and ESI deposited against the workers' accounts in FY 2021-22.		
7	The bidder should have an effective quality control system like ISO 9001-2015/ ISO 14001-2015/ OSHA 18001-2015/ OSHA 18001-2007.	Valid certification with documentary proof.			
8	The bidder should not have been blacklisted by any State/ Central/ Quasi Government bodies and the blacklisting should not be in force as on the date of bid opening.	An affidavit in Rs. 100 non-Judicial stamp paper declaring that the bidder has not been blacklisted by any State/ Central/ Quasi Government bodies and the black listing is not in force on the date of bid opening.			

ANNEXURE – II: CONFIDENTIALITY LETTER

To

The Managing Director,
Tamil Nadu Textbook and Educational Services Corporation,
DPI Campus,
No.68 College Road,
Chennai-06

Sir,

Sub: Facility Management Service Provider (FMSP) - Housekeeping and Sanitation Services in Govt. Schools Under the Control Directorate of School Education – Reg

In consideration of making available its confidential information relating to the schools under the control of The Managing Director, Tamil Nadu Textbook and Educational Services Corporation included in the package of this tender document, we acknowledge, agree, represent and warrant that:

1. All the confidential information is and shall remain the sole property of Directorate of School Education.
2. Neither we, our employees nor our agents shall disclose any confidential information to any other person, firm or corporation, or use it for our own benefit or for the benefit or profit of any person, firm or corporation.

This is intended to be a legally binding document on both of us.

Accepted and agreed to:

For and on behalf of: (Bidder Name)

(Authorized Signatory)

Dated

ANNEXURE – III: ANNUAL TURNOVER STATEMENT CERTIFICATE

The annual turnovers of M/ s. _____ for the past three years are given below and certified that the statement is true and correct.

Sl.	Years	Turnover in Crores (Rs.)
1.	2019-2020	
2.	2020-2021	
3.	2021-2022	
	Total Turnover for three years	
	Average Turnover per year	

Date:

Seal:

Signature of the Bidder Signature of The Auditor/ with Seal Chartered Accountant

(Name in Capital with Registration Number)

ANNEXURE – IV: DECLARATION FOR NOT BEING BLACKLISTED

Date:

DECLARATION FOR NOT BEING BLACKLISTED

I/ We having the registered office at

..... hereby declare that the Firm/ Company/ Institute or its Partners/ Shareholders have not been blacklisted by the Corporation or any Undertaking/ Corporation of the Central/ State Governments/ Quasi Governments.

Signature of the Bidder with Seal

ANNEXURE – V: DECLARATION FOR HAVING READ ALL TENDER CONDITIONS

Date:

DECLARATION FOR HAVING READ ALL TENDER CONDITIONS

I/ We having the registered office at..... declare that I/ we have carefully read all the terms and conditions of Tender floated by the Tamil Nadu Text Book and Educational Services Corporation, Chennai vide Tender Ref.No.613/PUR-1/2023 Facility Management Service Provider (FMSP) - Housekeeping, Sanitation and Security Services in Government Schools under the control of Directorate of School Education strictly conforming to the specifications as given in the Tender Document and I/ we shall abide by all the conditions set forth therein.

Signature of the Bidder with Seal

ANNEXURE – VI: CERTIFICATION OF ORIGINALITY OF TENDER DOCUMENT

I/ we having office at declare that the tender forms downloaded from the website www.tenders.tn.gov.in , www.textbookcorp.tn.gov.in have not been tampered with/ modified in any manner. In case, if the same is found to be tampered with/ modified, my/ our Tender shall be summarily rejected.

Signature of the Bidder with Seal

ANNEXURE – VII: BANK GUARANTEE FOR SECURITY DEPOSIT

1. In consideration of the Managing Director, Tamil Nadu Textbook and Educational Services Corporation, Tamil Nadu Government (hereinafter called Tender Accepting Authority “TAA”) having offered to accept the terms and conditions of the proposed agreement between and.....[hereinafter called the said Contractor(s)] for the work(herein after “the said agreement”) having agreed to production of an irrevocable Bank Guarantee for Rs.....(Rupees.....only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

2. We.....(Indicate the name of the Bank) (Hereinafter referred to as “the Bank”) hereby undertake to pay to the Director, TAA an amount not exceeding Rs (Rupeesonly) on demand by TAA.

3. We..... (Indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from TAA stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).

4. We, the said Bank, further undertake to pay to the TAA – The Managing Director, Tamil Nadu Textbook and Educational Services Corporation, Tamil Nadu Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under his bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment.

5. We.....(Indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of TAA under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Director, Department of School Education on behalf of TAA certified that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.

6. We.....(indicate the name of the bank) further agree with TAA that TAA shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by TAA against in the said contractor(s) and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relived from our liability by reason of any such variation, or extensions being granted to the said contractor(s) or for any forbearance, act of omission on

the part of TAA or any indulgence by the TAA to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).

8. We..... (Indicate the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of TAA in writing.

9. This guarantee shall be valid up to Unless extended on demand by TAA. Not with standing anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only) and unless a claim in writing is lodged within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated this _____ Day of _____

For and on behalf of (The Bank)

In presence of
Witness 1

Signature:
Name & Designation:
Authorization No:
Name & Place:
Bank's Seal:

Witness 2

An amount shall be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract including additional security for unbalanced Bids, if any and denominated in Indian Rupees.

ANNEXURE – VIII: LIST OF DISTRICTS IN EACH ZONE

	NO. OF DISTRICTS	NAME OF DISTRICTS
NORTH ZONE (ZONE 1)	10	Tiruvallur
		Chennai
		Kanchipuram
		Chengalpattu
		Tiruvannamalai
		Vellore
		Ranipet
		Villupuram
		Kallakuruchi
		Tirupattur
CENTRAL ZONE (ZONE 2)	10	Cuddalore
		Preambular
		Ariyalur
		Mayiladuthurai
		Tiruvarur
		Nagapattinam
		Thanjavur
		Pudukkottai
		Trichy
		Sivagangai
WEST ZONE (ZONE 3)	9	Krishnagiri
		Dharmapuri
		Salem
		Namakkal
		Erode
		Nilgiris
		Coimbatore
		Tirupur
		Karur
SOUTH ZONE (ZONE 4)	9	Dindugal
		Madurai
		Theni
		Virudunagar
		Ramanathapuram
		Thoothukudi
		Tenkasi
		Tirunalveli
		Kanyakumari

ANNEXURE – IX: MANPOWER REQUIREMENT IN EACH SCHOOL

Note:

1. Refer to the Additional Document PDF attachment for school wise manpower deployment data.
2. Total number of Government High and Higher Secondary schools: 6155 (Subject to change which may be notified upon requirement)

ANNEXURE – X: CLEANLINESS AND SANITATION CHECKLIST*(Indicative format – subject to change at the sole discretion of the Authority)*

SI.	ACTIVITY	MON	TUES	WED	THUR	FRI	SAT	SUN
1	Mopping of Washroom Floors							
2	Cleaning of urinals, WCs, Washbasins							
3	No Visible Stain in Washrooms							
4	Sweeping of Floors (Including Classrooms and other rooms)							
5	Dusting of Windows, Doors and Shutters							
6	Wiping of Benches and Chairs							
7	Sweeping and Brooming Assembly Area and Lawn							
8	Walls and Roof are free of stains							

ANNEXURE – XI: FEEDBACK FORM FOR STUDENTS AND TEACHERS*(Indicative format – subject to change at the sole discretion of the Authority)*

Sl.	Item to be reviewed	Feedback Scale
1	Availability of Handwash/ Soap	a) Available always b) Sometimes available c) Rarely available d) Never available
2	Washroom Maintenance (WCs, Washbasins, Floors)	a) Washrooms are not smelly b) Washrooms are smelly sometimes c) Washrooms are smelly most of the time d) Washrooms are always smelly
3	Classroom Cleanliness	a) Floors, benches and tables are regularly cleaned b) Sometimes not cleaned properly c) Never cleaned
4	Building Cleanliness	a) Corridors and passages are regularly cleaned and is free of dust, waste or cobwebs b) Mostly cleaned but sometimes dirty c) Rarely cleaned d) Never cleaned
5	Open-area Cleanliness	a) Field or play area is clean and well-maintained b) Field or play area is sometimes clean c) Field or play area is always dirty

ANNEXURE – XII: MONITORING REPORT FOR AGENCIES
(Indicative format – subject to change at the sole discretion of the Authority)

1. Self – Certification

Sl.	Parameter	Who will enter data	Frequency of entry	Level of data entry
1	Attendance of Sanitation staff, Housekeeping staff and Watchman			
2	Delivery of consumables			
3	Delivery of chemicals			
4	Consumption of consumables			
5	Consumption of chemicals			
6	Training			
7	Exposure to hazardous incident			
8	Self-Certification on Cleanliness – Class Rooms			
9	Self-Certification on Cleanliness – Toilets			
10	Self-Certification on Cleanliness – Open areas			

2. Monitoring of Supply (Closing stock at end of each month)

Sl.	Description
1	HAND WASH SOAP
2	RESTROOM FLOOR CLEANER
3	TOILET CLEANING PLASTIC BRUSH WITH BRISTLES
4	HARD BROOMS
5	COBWEB STICKS
6	DUSTBINS
7	DUSTBIN PLASTIC LINER
8	CHECKED CLOTH
9	LADDER
10	RAKE
11	BUCKET
12	MUG

Sl.	Description
13	BLACK PHENYL
14	BLEACHING POWDER
15	COCONUT SCRUBBER

ANNEXURE – XIII: CONSUMABLE DETAILS

Sl.	Material Description	Proposed Quantity/ Month for 2,000 students
1	HAND WASH SOAP	25 Litres
2	FLOOR CLEANER	7 Litres
3	BLACK PHENYL	7 Lires
4	BLEACHING POWDER	2 Kg
5	PLASTIC BRUSH WITH BRISTLES	8 per year
6	COCONUT SCRUBBER	5 Nos per month
7	HARD BROOMS	12 per year
8	COBWEB STICKS	4 per year
9	DUSTBINS	1 Big (for school) + 1 in each Girl's bathroom.
10	DUSTBIN PLASTIC LINER	30 Nos per month
11	CHECKED CLOTH	50 Nos
12	LADDER	1 per school for the year
13	RAKE	4 per year
14	BUCKET	8 per year
15	MUG	8 per year

Note: For schools with less or more than 2000 students, the quantity shall be pro-rated.

ANNEXURE – XIV: LETTER FROM SUCCESSFUL BIDDER ACCEPTING THE TERMS & CONDITIONS OF THE CONTRACT

To

The Managing Director,
Tamil Nadu Textbook and Educational Services Corporation,
EVK SAMPATH MAALIGAI,
College Road, Chennai – 600 006.

I/ We do hereby tender/ offer to the Tamil Nadu Text Book and Educational Services Corporation for **TENDER FOR FACILITY MANAGEMENT SERVICE PROVIDER (FMSP) - HOUSEKEEPING, SANITATION and SECURITY SERVICES IN GOVERNMENT SCHOOLS UNDER THE CONTROL OF DIRECTORATE OF SCHOOL EDUCATION** conforming to the technical specifications, O&M Services, SLA and to the conditions stated in the annexed contract and specification attached here to.

I/ We have understood the requirement of the Corporation, the details of the materials to be supplied and have carefully understood the conditions of contract and the specification with all the stipulations of which I/ We agree to comply.

I/ We hereby undertake to complete delivery of the materials at the places mentioned in the specification, within the time limit specified by the Corporation.

I am/ We are aware that quality of the materials and time of delivery are the essence of this contract and accordingly, I/ we would adhere to the same.

I/ We further agree that I/ We would not withdraw this tender either in full or in part. If by chance, I/ we have to withdraw the offer, I/ we agree that the EMD paid will be forfeited by the Corporation, without any notice to me/ us.

I/ We affirm that in any previous tender to the Tamil Nadu Textbook and Educational Services Corporation, I/ we have not committed any fraud by furnishing wrong information and the Corporation had not written to us alleging fraud in our transaction with the Corporation.

I/ We further confirm that in case, any of the information noted above is found to be in corrected, I/ We will be liable for any action under the terms of the tender/ contract including termination of the contract and forfeiture of the Earnest Money/ Security Deposit.

I/ We hereby undertake and agree to pay the Security Deposit as per the tender conditions within ten days from the date of issue of Letter of Acceptance (LOA).

I/ We undertake to sign the Master Service Agreement with the CoSE within fifteen days from the date of issue of Letter of Acceptance (LOA).

I/ We further agree that the acceptance of the tender conditions would, by itself, constitute a valid and

concluded contract binding on me/ us, even if separate contract is not signed.

I/ We further agree that in the event of my/ our failing to deposit securities mentioned above or to produce the latest income tax and sales tax clearance certificate or to execute the Contract within the period of fifteen days as referred to above, the sum of Rs...../ -(Rupeesonly) deposited with the tender shall be forfeited by the Tamil Nadu Text Book and Educational Services Corporation and in addition, the Managing Director, Tamil Nadu Text Book and Educational Services Corporation , shall be entitled to cancel the contract and there upon arrange for any other person or persons to supply the materials herein before mentioned and I/ We agree to be liable for all damages, losses, charges and expenses arising from or by reason of such failure on our part.

I/ We hereby further agree and undertake that:

- In case, there is any defect found in the Interactive Display Panel & Accessories or in any part of the Interactive Display Panel & Accessories delivered, we undertake to replace the same by a new one.
- If the Interactive Display Panel & Accessories delivered are found to have even the slightest damage, due to any reason like in the process of transportation, the material should be replaced by a new one.

I/ We hereby further agree to sign the SLA for the project period/ extended project period with the CoSE after commissioning.

I/ We hereby declare that I/ We agree to do the various acts, deeds and things referred to herein, for enabling the **TENDER FOR FACILITY MANAGEMENT SERVICE PROVIDER (FMSP) - HOUSEKEEPING, SANITATION and SECURITY SERVICES IN GOVERNMENT SCHOOLS UNDER THE CONTROL OF DIRECTORATE OF SCHOOL EDUCATION.**

Having fully understood the tender conditions and the above undertaking in this letter, we sign this on Day ofat

Yours faithfully,

Authorized Signature:

Name & Title of Signatory:

Name of the Bidder:

Address:

Contact number: