

# TENDER DOCUMENT HOSTEL MANAGEMENT SERVICES



**PDP** **PU**  
PANDIT DEENDAYAL PETROLEUM UNIVERSITY  
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**SPM**  
SCHOOL OF  
PETROLEUM  
MANAGEMENT

**SPT**  
SCHOOL OF  
PETROLEUM  
TECHNOLOGY

**SLS**  
SCHOOL OF  
LIBERAL  
STUDIES

**SOT**  
SCHOOL OF  
TECHNOLOGY

## TENDER DOCUMENT

### **Hostel Management Services**

Price Bids are invited from the Manpower Outsourcing companies for providing Hostel Wardens at our Campus on third party outsourcing basis:

The important details of the tender are as follows:

1	Last Date & Time for Submission of Bid	:	Up to 15.00 hours of 20/06/2017 to 30/06/2017
2	Pre Bid Meeting	:	20/06/2017 @12.00 hours
3	EMD	:	Nil
4	Security Deposit (in form of Retention)	:	5% of the value of the Annual Contract Value

Interested parties may download the tender document containing the detailed terms and conditions from our website [www.pdpu.ac.in](http://www.pdpu.ac.in)

1. The tender documents shall be consolidated i.e. Experience Details and Commercial / Price Bid.
2. The offer is liable to be rejected if it is:
  - a) Incomplete.
  - b) Not properly filled.
  - c) Received after the due date.
  - d) Not accompanied with Experience details and other documents required to be submitted.

**Essential Information of the intending Bidders:** (proof/supporting documents to be enclosed for the points mentioned below)

1. Profile of the Bidder mentioning the list of clients in Government Organization / PSU / Academic / Research Institutes / Reputed Organization during last 03 (three) years wherein similar Manpower services are provided along with monthly wages.
2. The bidder shall have PAN (Permanent Account Number) allotted by the Income Tax Department. The documentary proof of the same has to be enclosed.
3. The bidder should be registered under VAT, Service Tax Act as applicable. The documentary proof of the same has to be enclosed.

**Note:**

The Bid must be submitted in the prescribed proforma along with Terms and Conditions duly signed and dated with office seal and placed sealed envelopes superscripted accordingly in bold letters. The bidder should satisfy all the terms and conditions laid down in the tender document.

**Terms & Conditions:**

General Terms:

1. Rates quoted must be valid for a minimum period of 90 days from the last date of submission of bid.
2. Taxes/ Duties/ Charges if any, to be mentioned specifically otherwise the price will be treated as inclusive of them
3. Please quote your rates exactly as per our enquiry only.
4. Contract Period: Selected bidder shall be provided a Contract of 2 years initially, which could be extended further for a term upto two years. The extension or termination of the Contract shall be at the sole discretion of PDPU.
5. Termination of Contract: If in case either of the parties intend to terminate the contract, the same can be done by either party without assigning any reason whatsoever by giving a written notice of minimum three months, during the contract period. However if it is terminated by either party without any or sufficient notice, the party terminating the contract shall pay to other party, amount due in lieu of the insufficient notice period.
6. Payment Terms: Within 10 days after submission of monthly invoice, along the satisfactory report/certificate by the concerned authorities of the University.
7. Payment shall be made by online transfer or cheque upon submission of invoice, after satisfactory certification by the authorities of the University.
8. The University reserves the right to accept or reject any tender, in whole or in part thereof, without assigning /specifying any reason thereof.
9. The Security Deposit will remain with the University during the contract period. This Security Deposit will be refunded after successful completion of the Contract Period or Notice period of 3 months, in case of termination of the contract during the Contract Period.
10. The Security Deposit amount will not carry any interest.
11. Jurisdiction at Ahmedabad

12. The offer should be submitted by Courier/Regd. Post, with super subscribe "Tender Enquiry Procurement of Manpower (Warden) Services to Tender Enquiry of Hostel Management Services" on the sealed envelope, so as to reach PDPU latest by 30/06/2017, 3.00 PM and submit to Chief Campus Manager.
13. Any conditional offer or any deviation from the terms and conditions of the tender document shall render the tenderer liable to rejection.
14. The Bidder shall furnish valid Employee Provident Fund (EPF) code number together with supporting relevant document along with its Bid.
15. The Bidder shall ensure payment of minimum wages as per labor laws, and shall comply with all labor laws applicable under Indian law.
16. Pre Bid Meeting:

A pre-bid meeting with all the prospective bidders shall be held as per bidding schedule in the office of PDPU, wherein the prospective bidders will have an opportunity to obtain clarification regarding tender conditions. However, before this meeting, the prospective bidders are required to send their request for clarification which shall be attended in the meeting.

No individual correspondence shall be made thereafter with the prospective bidders / their representatives.

## **17. CORRUPT OR FRAUDULENT PRACTICES**

The PDPU requires that the Bidder under this bid observes the highest standards of ethics during the procurement and execution of such contracts.

In pursuance of this policy, the terms are set forth as follows:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and

"Fraudulent practice" means misrepresentation of facts in order to influence the procurement process or execution of a contract to the detriment of the PDPU, and includes collusive practice among Bidder (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the PDPU of the benefits of the free and open competition;

PDPU 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;

PDPU will declare a firm ineligible, either indefinitely or for a specified period of time, for award of the contract if at any time it determines that the firm has engaged in corrupt and fraudulent practices in competing for or in executing the contract.

## **Annexure – A** **Detailed Specifications**

### **Chief Warden:**

- **Experience-** He should be Ex Army personnel or Hotel Management personnel.
- **Educational Qualification:** Graduate in Hospitality Management or equivalent.
- **Languages:** He should be well conversant with English, Hindi and Gujarati language, both written and oral communication.
- **Reporting:** He shall be reporting to PDPU authority.
- **Duties/Scope of Work:** (to be defined)
  - All Security supervisors, security guards and Wardens shall be report to Chief Warden.
  - Chief Warden shall be responsible for overall security of all PDPU hostels.
  - Chief Warden shall be good in Verbal and Written communication in Gujarati, Hindi and English.
  - Chief Warden has to take daily report of all wardens and security supervisor and update same to PDPU Officials.
  - Chief Warden has to present report in a desired format within time limit.
  - Chief Warden shall be responsible for overall operation of all Hostels. (Security, Facility, Cleanliness and Hygiene, Hostel Inventory)
  - Chief Warden shall be responsible for taking periodic review of all wardens, security guard and Security supervisors in the university hostel and check the work done by them.
  - Chief Warden shall be responsible for managing the students within the hostel premises and providing them right help at right point of time and handling various issues and grievances of the students. Also developing, implementing and maintaining a system for students on their arrival and departure from the University
  - Chief Warden shall be responsible for ensuring discipline should be maintained and friendly environment is very essential part of hostel. Chief Warden has to take Care of the Discipline of the hostel.
  - Chief Warden shall be responsible for keeping the track of all inventories available within hostel premises and submit periodic report as per desired format.

- Chief Warden shall be responsible for stay at the University campus on full time basis.
- Chief Warden shall be responsible for framing policy on the running of the hostel & Security and other facilities within the hostel.
- Maintain a data base /appropriate records of students / parents for communication in time of emergency.
- Chief Warden shall be responsible for deviling close relationship with & get to know students understand their background / circumstances intimately, special attention to be given wherever necessary.
- Chief Warden shall be responsible for Proper discipline / hygiene and cleanliness by students at the hostel. This would include dealing with disciplinary matters and health related problems/issues that may arise.
- Chief Warden shall be responsible for Monitor & control entry & exit of students and other guests visiting hostel. Maintain appropriate records. Close check on nature of visitors to be done appropriate remedial steps to be taken, if warranted.
- Chief Warden shall be responsible for proper maintenance of furniture, equipments provided at the hostel premises
- Chief Warden shall be responsible for plan & recommend up-gradation of facilities as required.

#### **Warden: (Male and Female)**

- **Educational Qualification:** Graduate in Hospitality Management or equivalent
- **Languages:** She/he should be well conversant with English, Hindi and Gujarati language, both written and oral communication.
- **Reporting:** She/he shall be reporting to PDPU authority.
- **Duties/Scope of Work:** (to be defined)
  - Warden shall be responsible for managing the students within the hostel premises and providing them right help at right point of time, and handling various issues and grievances of the students.
  - Warden shall be responsible for Developing, implementing and maintaining a system for students on their arrival and departure from the University.
  - Warden shall be responsible for ensuring proper cleaning of the hostel premises as well the rooms of the students by housekeeping staff

- Warden shall be responsible for keeping on tracking the house keeping and all maintenance issues.
- Warden shall be responsible for ensuring regular cleaning and maintenance of a hostel is very essential part of hostel management.
- Warden shall be responsible for ensuring Discipline should be maintained and friendly environment is very essential part of hostel. Warden has to take Care of the Discipline of the hostel.
- Warden has to keep the track of all inventories available within hostel premises.
- Warden shall be required to stay at the University campus on shift basis.
- Warden shall be responsible for ensuring that no ragging takes place in the hostels and maintain a ragging free Hostel.
- Warden shall be required to stay at the hostel 24\*7
- Warden shall be responsible for taking a lead role in welcome receptions within the Hall to ensure that all new students are greeted on or soon after arrival.
- Warden shall be responsible for reviewing the effectiveness of emergency evacuation procedures and act on matters of student noncompliance.
- Warden shall be available, during specified office hours, to discuss problems and other matters with students who wish to consult them.
- Warden shall be responsible for managing the response to incidents and emergencies relating to health, safety and general wellbeing of students and to liaise effectively with Head of Residential Life.
- Warden shall be responsible to report Chief Warden & security and follow the Instructions of Chief warden.
- Warden shall be responsible for Ensuring Cleanliness, Hygiene, Securities and Safety of Hostel.
- Warden shall be responsible for ensuring that incidents are recorded and escalated for monitoring purposes
- Warden shall be responsible for Maintaining Rules and Regulations of the University in the Hostel.
- Warden shall be responsible for communicate effectively with students as representatives of the University in both formal and informal settings.
- Warden shall be responsible for ensuring whatever job responsibilities allocate to warden. Warden has to maintain Rules and Regulation of University.
- Warden have to produce written reports to the Chief Warden & security for disciplinary hearings and where necessary, to attend such hearings.

- Warden shall be responsible for communicate regularly with the residents and Residential Services staff to ensure the smooth running of the residence.
- Warden shall be responsible for communicating clearly, calmly and assertively in the event of incidents.
- Warden / College official has the authority to check the room and visit the students at any time.
- Warden shall be custodian and in-charge of all the hostel properties. Warden has to verify the stock periodically.
- Warden shall be responsible for Ensuring student's focus on learning/assignments etc., during study hours.
- Warden shall be responsible for Ensuring Hostel rooms, toilets and washrooms are clean.
- Warden shall be responsible for taking attendance during the night hours.
- Warden shall not have permission to sanction late entry or leave after certain time limit.
- Warden shall be responsible for entry and exit of the Students. At the time of entry or exit warden have to maintain proper record of Student after certain time limit.
- Warden shall have to provide Hot water in specific time period.
- Warden shall be ready to provide Medical assistance to the students 24\*7.
- Warden have to review the Security including review of all security camera, Facility of the Hostels like RO, AC, Chiller plant, all electrical Equipment, Furniture & Fixtures and Plumbing fixture and if there will be any deviation or problem warden will have to report immediately to the chief warden.
- Warden shall be responsible for entry and exit of the students. At the time of entry or exit warden will have to maintain proper record of Students after certain time limit.

#### **Security Supervisor:**

- **Educational Qualification: Graduation**
- **Experience - He should be Jr. Cadre Officer.**
- **Languages:** He should be well conversant in English, Hindi and Gujarati language, both written and oral communication.
- **Reporting:** He shall be reporting to PDPU authority.



- **Duties/Scope of Work:** (to be defined)
  - Security Supervisor shall be responsible for overall security of the Hostel premises.
  - Security Supervisor shall be Integrating safety and security policies with business operations.
  - Security supervisor shall be develop and implement security policies, protocols and procedures.
  - Security supervisor shall be immediate report to official in case of theft, any other critical incidents.
  - Security supervisor shall be investigated incident and resolve issues.
  - Security supervisor ensure that each layer of security is audited and maintained to an appropriate level.
  - Security supervisor ensure that all security staff (V&A and contracted), perform as one team, act in synergy and in the best interest of the PDPU.
  - Security supervisor shall submit report as per prescribed format.
  - Ensure the correct mix of security staff to provide maximum security and efficiency.
  - Ensure that the Security Team provides guidance and assurance to students and develops a reputation for operational excellence.
  - Ensure that operational security files are correctly recorded and stored, with due regard to sensitivity and information security
  - Ensure that the team has effective management, communications, resources, training and resilience.

#### **Security:**

- **Educational Qualification: 12<sup>th</sup> Pass**
- **Experience - He should be have trained in NCC or any other professional training program.**
- **Languages:** He should be well conversant in English, Hindi and Gujarati language, both written and oral communication.
- **Reporting:** He shall be reporting to PDPU authorities.
- **Duties/Scope of Work:** (to be defined)
  - Security shall be Protecting PDPU property and students by maintaining a safe and secure environment.
  - Security shall be Acting lawfully in direct defense of life or property.

- Security shall Take accurate notes of unusual occurrences
- Security shall Report in detail any suspicious incidents
- Security shall check the rooms if there will be any issues or challenges.
- Security shall Monitor and control access at building entrances and vehicle gates
- Security shall check ID of Students as daily routine work.
- Security shall Secure premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Security shall prevent losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
- Security shall assist students in all types of threatening situations.
- Security shall report to the security supervisor.

**Price Bid  
(Section A)**

<b>Sr. No.</b>	<b>Description</b>	<b>Number Required</b>	<b>Price per person (INR)/month</b>	<b>Amount (INR)/month</b>
1	Chief Warden	1		
2	Warden (Male)	12 (6 - Day, 6 - Night)		
3	Warden (Female)	8 (4 - Day 4 - Night)		
<b>Total Amount in Rs. :</b>				
<b>Applicable taxes :</b>				
<b>Net Amount (INR)/month :</b>				

**Price Bid  
(Section B)**

<b>Sr. No.</b>	<b>Description</b>	<b>Number Required</b>	<b>Price per person (INR)/month</b>	<b>Amount (INR)/month</b>
1	Security Supervisor	8(4 - Day 4 - Night)		
2	Security (Male)	75 ( 45 - Day, 30 - Night)		
3	Security (Female)	8 (4 - Day 4 - Night)		
<b>Total Amount in Rs. :</b>				
<b>Applicable taxes :</b>				
<b>Net Amount (INR)/month :</b>				

Note:

1. However number of manpower, services and timing will be finalized by PDPU Management.
2. PDPU Management reserves the right to award the work for the Section A or Section B or Section A and B.
3. The price should be quoted exclusive of applicable taxes, if any. Applicable Taxes at the time of submission of tender shall be mentioned separately. There should not be overwriting in rates and units.
4. Number of people to be actually hired may be increased or decreased at the discretion of PDPU. However, the price quoted per person in the tender will remain constant and is not subject to change with the increase or decrease in the number of people to be actually hired.
5. PDPU reserves the right to accept the offer in full or in part without any change in the rates quoted by the bidder
6. Agency has to fulfill all statutory requirements.

**Name, Address and Signature of the Tenderer**

**Declaration**

I the under signed, ....., have read and understood the terms and conditions laid down by PDPU to this tender and I undertake to fulfill the said terms and conditions.