



ISLAMIC UNIVERSITY OF SCIENCE & TECHNOLOGY
AWANTIPORA, KASHMIR

TENDER NOTICE
AND
TENDER DOCUMENT

**FOR SANITATION AND
HOUSEKEEPING SERVICES**



ISLAMIC UNIVERSITY OF SCIENCE & TECHNOLOGY

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TENDER NOTICE FOR SANITATION & HOUSEKEEPING SERVICES

For & on behalf of Vice Chancellor sealed tenders/offers affixed with revenue stamp of Rs 6/-are invited from reputed parties for undertaking housekeeping services of Islamic University of Science & Technology buildings at Awantipora, Kashmir. Interested parties may collect the detailed Tender Document against the payment of Rs 1,000/- (non- refundable) which should be in the form of Demand Draft drawn in favour of Islamic University of Science & Technology Awantipora, Pulwama. The Tender Document can also be downloaded from the official website of University www.islamicuniversity.edu.in.

Proposals must be submitted in two sealed envelopes of which one should be clearly marked as “Cover-A- Technical - Pre Qualification Bid” & other sealed envelope should be clearly marked as “Cover-B – Financial Bid / Price Bid for Outsourcing of House Keeping Services”.

Tenders complete in all respects along with earnest money of Rs. 20,000/- (Rupees Twenty thousand only) in shape of a CDR/FDR pledged to Islamic University of Science & Technology Awantipora, Pulwama should reach to the office of Registrar, IUST by hand or by courier/postal service on or before 11.03.2019 up to 2.00 p.m. and shall be opened on the same day at 3 P.M. or any other convenient day in presence of the bidder’s who wish to be present.

Sd/-
Registrar

No. IUST/Reg/Adm/19/1110

Dated: 25-02-2019



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1. Tender Document Receipt

Contractor's Name:

I hereby acknowledge receipt of one set of tender documentation for the above project.

1. Tender Document Receipt
2. Tender Notice.
3. Campus Dimensions
4. General Conditions for Tender.
5. Pre-Qualifications
6. Scope of work & specification of Conditions
7. Price Bid
8. Bidders profile
9. Declaration of Eligibility

FULL NAME:	
SIGNATURE:	
DATE & TIME	
CONTACT NUMBER/ ADDRESS	
EMAIL:	
WEBSITE:	



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3. Campus Dimensions

The infrastructure for outsourcing consists of:

- 01 Academic Block III
- 02 Academic Block IV
- 03 Academic Block VII
- 04 Girls Hostel II

Main Technical Details :

1. Academic **Block III**

Plinth Area : 1085 SqMt (Academic Building)
Built-up Area : 3255 SqMt (Academic Building)
(i) Three storied

2. Academic **Block IV**

Plinth Area : 1232 Sqmt (Academic Building)
Built-up Area : 3600 Sqmt (Academic Building)
(i) Three storied

3. Academic **Block VII**

Plinth Area : 1500 Sqmt (Academic Building)
Built-up Area : 6200 Sqmt (Academic Building)
(i) Four storied

4. Girls Hostel Building : 1844 Sqmt Built In Area

The interested parties are advised to visit the campus in their own interest to see the facilities personally and also ascertain the quantum of work involved before submitting the Tender. Once the Tender is submitted, it will be presumed that the bidder has seen and understood the complete work involved.

The total built up area including Land of required buildings is about 32904 Sq Fts.



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4. General Conditions for Tender

A. Tender Basis:

- All Tender Documents must be completed in full.
- The rates approved under the contract shall be valid for a period of 12 months from the date of award of the contract; however the contract may be extended by mutual consent for a further period of one year at the same rates. The contract can however be terminated by either party on two month's notice.
- No variation in rates shall be entertained during the contract period and failure to supply the items on the agreed rates shall result in penalty / forfeiture of CDR.
- All bids shall be made in accordance with the Tender Documents.
- All Applicants will receive identical documents. No applicant should add, omit, or change any item, term or condition on original papers.
- The Institute may, if it wishes, get the feedback about the working of the Contractor from different sources /agencies. This feedback will/can also be used as a parameter for assessing technical qualification of the bidder.
- Each applicant may make one bid only.
- All the applicable taxes will be deducted at the time of making payments to successful bidder.
- The Bidder shall sign all the Tender documents including documents supplied by the Bidder.
- The Registrar IUST reserves the right to reject any or all the tenders without assigning any reason thereof.

B. Tender Documents:

All tender documents included in this package are listed on the tender document receipt form, signed by each recipient.

C. Minimum Pre-qualification criteria:

- The vendor should be Sole proprietary concern or partnership firm and should have been in operation/ existence for more than 3 years of similar nature of work



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- The tender document shall contain photocopies of PAN card, GST certificate, Experience certificates, ITR for last three financial years (FY 2015-16, 2016-17, & 2017-18), Labour certificate, Latest Provident Fund clearance certificate.
- The vendor shall submit an Affidavit duly sworn before an Ist class magistrate to the effect that the firm/company complies with Minimum Wages Act & other applicable Labour Laws.
- The parties must submit their resume giving, inter-alia, a brief about the machines/equipment to be used and expertise for purpose of cleaning/up-keeping of the premises.
- The agency should be registered under Shops & Establishment Act or with Department of Industries and/or with every other authority/statutory body as may be necessary under the law. The agency should also possess clearance/registration from concerned departments/organizations with respect to insurance, provident fund, income tax, etc.
- The Tenderer shall submit, along the offer, details of the clients with whom party is working at present or has worked in the past

D. Eligibility of Applicants: Applicants cannot apply if they:

- Are bankrupt or in the process of going bankrupt.
- Have been convicted for an offense concerning professional conduct.
- Have been guilty of grave professional misconduct (proven by any means which the contracting authorities can justify).
- Have not fulfilled obligations related to payment of taxes.
- Are guilty of serious misinterpretation in supplying information.
- Have not been blacklisted by any Govt. or semi Govt. organization.
- Were declared at serious fault of implementation owing to a breach of their contractual Obligations.

E. Bid Evaluation:

The Tender committee will check the tenders to ensure that they contain no amendment to the terms or any other (calculation) errors. To assist in the examination, evaluation and comparison of bids, the Tender Committee may, at its discretion, request clarification from Vendor.

F. Selection of Tender:

Selection of the successful applicant will be based on the ranking of the Sole Proprietary concern or Partnership firm according to financial and technical criteria, as well as any other criteria suggested by the Tender Committee. Based on this the Tender Committee will then make its recommendations. IUST is not however obliged to accept the lowest bid.



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G. Acceptance of Successful Tender:

Taking into consideration the recommendation of the Tender Committee, IUST will make the final choice of the vendor. The intimation of the same will be sent to the successful bidder.

After submitted documentation from the selected firm has been verified, the firm will then be obliged to sign the preferred supplier agreement with IUST Awantipora. Any amendment to the awarded tender will be documented as an “Annexure” to the contract and will be determined and agreed by both the parties.

I. Repudiation of Agreement:

IUST reserves the right to terminate the said agreement in the following event(s):

- (i) If the vendor fails to provide adequate and timely services to the institute.
- (ii) If the vendor is involved in any grave professional misconduct.
- (iii) If the vendor is found guilty of any serious misrepresentation in supplying information, or
- (iv) Any activity overt or covert which amounts to breach of terms and conditions of the agreement.

➤ **The Tender is to be submitted in two separate sealed envelopes as detailed hereunder:**

(A) Technical Bid (Envelop No -1) containing the following documents:

- i. CDR/ FDR & DD.
- ii. The Tender document in original duly signed and stamped as a token of acceptance.
- iii. Full company profile, along with the details of the equipment to be used for cleaning purposes
- iv. The attested copies of the Audited Balance Sheet/Statement of accounts or any other relevant document of last three financial years in House Keeping Services
- v. The attested copies of experience certificates of carrying out similar nature of work as per pre-qualification criteria particularly the Annual Maintenance Contract of Housekeeping/ cleaning in Government/ Semi Government/ PSUs or large reputed private organizations etc. for at least during the last three financial years satisfactorily. They may also enclose work order copies to meet the experience criteria.
- vii. All other documents as prescribed in this tender document.



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(B) Price Bid (Envelop No. 2)

The Price Bid in the prescribed format as given in the Tender documents as ANNEXURE-I along with all applicable taxes and submitted in Envelope No -2, duly sealed and superscripted with name of Tenderer.

➤ **Submission of Bids:**

The Envelop No. 1 & 2 shall be sealed separately and placed in a third Envelope that also shall be sealed and duly superscripted with the name of the Tenderer.

Bid with all complete relevant documents must be addressed to the Registrar –IUST and should not reach later than scheduled date & time as that mentioned in the advertisement.

➤ **Bid Opening:**

i. The technical bid shall be opened first. The Price Bid (Envelop No 2) will be opened only of those Tenderers whose technical bid is found to be in order and for which they shall be intimated separately about date & time.

ii. The bidder who has not submitted the documents as per Tender conditions, proper EMD, experience certificate etc. may be treated as non responsive and their Price Bid (Envelop No. 2) shall not be opened.

iii. The successful firms/ agencies/ Contractors will be intimated and contract agreement will be entered into, initially, for a period of one year. The preparation of the contract agreement with proper stamp etc. would be done by the bidder in consultation with IUST. The firms/ agency/ Contractor are required to submit their most competitive price offer on the format (ANNEXURE–I) in concurrence with scope of work, technical specifications, terms & conditions etc.

➤ **Award of Contract:**

I The Institute will award the contract to the successful bidder whose Tender has been determined to be substantially responsive and determined as the lowest evaluated Tender, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

ii Period of Contract shall be One year, extendable on existing rates and terms for another one year on performance basis at the discretion of IUST.



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iii. If at any time after acceptance of the Tender, The Institute decides to abandon or reduce the scope of the work for any reason whatsoever and hence not require the whole or any part of the works to be carried out, the Institute shall give one month's notice in writing to that effect to the Contractor and the Contractor shall act accordingly in the matter. The overall rates will be reduced accordingly by a committee headed by the Registrar IUST. The committee will have a representative of the Contractor also. The decision of the majority members of the committee will be final and binding on both the parties.

iv. Subletting- The contract shall not be assigned or sublet to any other agency by the Contractor.

➤ **Notification of Award:**

i. Upon acceptance of the contract by the successful bidder, the Institute will promptly release each unsuccessful bidder/s EMD.

ii. If in any case the successful bidder is not able to start his work or discontinues during the contract period or is disengaged by the institute the next lowest bidder will be given the contract even if the EMD has been given back to him. He will however have to re-submit the EMD a fresh.

iii. If in any case the next lowest bidder is not interested the same would be offered to other party/ies as per the price bid given by them.

➤ **Signing of Contract:**

When the Institute notifies the successful bidder that his tender has been accepted and Institute will send a work order to the bidder describing the works to be carried out and the same shall be returned duly acknowledged affirmatively by the bidder, as a token of acceptance and a contract agreement will be signed between both the parties.

➤ **Performance Security:**

i. Within 15 days of receipt of work order from the Institute, the successful firm shall furnish the Performance Security equivalent to 5% of the contract value in the form of Bank Guarantee/ FDR valid for 6 months beyond expiry of the contract period in favour of "Registrar IUST, Awantipora".

ii. Failure of the contractor to comply with the requirement of contract shall constitute sufficient grounds for the annulment of the awards and forfeiture of the performance security, in which event IUST may get work done at the risk & cost of the Contractor.



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➤ **Force Majeure:**

- i. Notwithstanding the provisions stated above, the service provider shall not be liable for forfeiture of its performance security, penalty or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure.
- ii. For purpose of this clause "Force Majeure" means an event beyond the control of the service provider and not involving the contractor/ service provider's fault or negligence and not foreseeable. Such events may include fires, floods, epidemics, quarantine restrictions or any other natural calamity.
- iii. If a force Majeure situation arises, the contractor/ service provider shall promptly notify the Institute in writing of such conditions and the cause thereof. Unless otherwise directed by the employer in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

5. Scope of Work and specific conditions:

ANNEXURE-I

The details of work for the Hygiene and Housekeeping Services to be provided are indicated as follows:-

Daily Services

- 1) Daily cleaning and dusting of benches, table and chairs present in the building.
- 2) Proper and effective cleaning , brooming and mopping of flooring , corridors , staircase including sweeping and swabbing of the premises with water and approved detergent on all the floors , toilets office chambers and approaches to the academic building with brooms before the opening of office.
- 3) Proper and effective cleaning, disinfecting, deodorizing of toilets including removal of chokages at regular intervals throughout the day.
- 4) Daily upkeep and cleaning of floor areas , including rooms , corridors , grills , doors , window fixtures and fittings including lights , fans etc. on regular daily need basis by providing all inputs including proper tools ,cleaning equipment's , detergents/Cleaning agents ,disinfectants ,scrubbers, naphthalene balls , repellents , sprayers , liquid soap buckets baskets , brooms etc. of reputed brands. List of chemicals and items is given on proceeding paragraphs.
- 5) All rooms cabins , corridors , balconies , doors , windows , almirahs , tables , waste dust bins, room furniture etc. shall be cleaned daily once or more on need basis by scrubbing/mopping and by using quality cleaning agents.
- 6) Dusting of all items of furniture such as tables , chairs , filling cabinets ,lockers , windows and their glasses from inside and outside , doors ,computers equipment's, telephone instruments , notice boards , flower vases , art objects , pictures , paintings , all equipment's and machines in the premises.



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- 7) Vacuum cleaning of carpet floorings and mats.
- 8) Spraying of air fresheners at daily regular basis.
- 9) Providing of Liquid soap in toilets and placing of sufficient quantity of naphthalene balls/cakes in the urinals as per requirement. At no time the liquid soap dispenser shall be kept empty. All toilets should be washed twice a day using phenyl.
- 10) Scrubbing of WC's, wash basins, sanitary fittings and toilets floors should be done as per requirement.
- 11) Removal of wastes from dustbins and disposing off.
- 12) Wet mopping the floors thrice a day and on need basis.
- 13) Vacuum Cleaning of areas wherever computers are located and installed.
- 14) Cleaning of Baskets, waster paper baskets, cob-webs and disposing off all the collected refuse/garbage/rubbish and other unserviceable materials to the notified dumping areas of University on daily basis. Under No circumstances these shall be stacked /dumped even temporarily within the building or the surrounding premises.
- 15) Cleaning and dusting of Electrical Switchboards, Light fixtures, doormats, and nameplates.
- 16) Lifting, carrying and disposing the dead bird's animals, rats, insect's etc. if found in and around the office building.
- 17) Clearing of any choking's in the drainages, manholes etc.
- 18) Removal of beehives and cobwebs/honey webs from the office building and its premises.
- 19) Cleaning and sweeping of open area including balconies and roof tops with brooms.

Weekly Services

- 1) Proper and effective cleaning of glass doors, wooden doors, sign boards, name plates, fans, lamp shades, overhead light fixtures.
- 2) Washing and scrubbing of floor area with detergents such as Nirma/Sunlight/VIM/ Cleanzo.
- 3) Vacuum cleaning of sofa's, Auditorium Chairs, Vertical Blinds.
- 4) Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.

Monthly Services

- 1) Washing /cleaning of carpets wherever provided.
- 2) Washing /cleaning of curtains wherever provided.
- 3) Washing /cleaning of fabric chairs.
- 4) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.



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5) All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.

List of Items to be used in housekeeping activities:

- 1) Liquid Hand wash Soap – Dettol
- 2) Odonil Cubes – Sandal Wood
- 3) Toilet Cleaner – Harpic /Lizol/Cleanzo
- 4) Phenyl for Toilets wet Mopping.
- 5) Acid for acid cleaning
- 6) Colin for Dry Mopping.
- 7) Vim Powder for washbasins/sinks.
- 8) Naphthalene Balls
- 9) Room Freshener –Rose
- 10) Fena Powder for washing curtains
- 11) Cotton Dusters
- 12) Toilet Brush
- 13) Glass Dusters
- 14) Cobweb Brush Rod
- 15) Scrubbers
- 16) Glass Cleaning Set
- 17) Vacuum Sweepers
- 18) High Pressure Vacuum
- 19) Wet Vacuum
- 20) Ringer Trolley
- 21) Dust Blowers
- 22) Ladders
- 23) Wipers Larger.
- 24) Floor Mops.
- 25) Tissue Paper boxes.
- 26) Housekeeping Caddy/Container for each personnel.
- 27) Flat Wet Mop with cotton mop head and handle
- 28) Rough Brooms with handle for road cleaning.



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Standard Terms and Conditions:

- 1) Unless specific otherwise, the Manager /Supervisors and workers are supposed to report for duty before with working hours of the IUST. The housekeeping/cleaning Services should be done daily from Monday to Friday and it must be borne in the mind that some activities need to be started early in the morning and completed before 09.00 AM. Similarly some other activities can be done only on Sundays and holidays to avoid any inconvenience to the students. The work on Sundays or holiday as required shall be carried out at **no extra cost**.
- 2) The agency shall deploy the required number of persons for satisfactory housekeeping services. The deployed labour shall be sufficiently experienced and qualified for the housekeeping services to complete the works within the specific time. Any unjustified delay in carrying out these services shall be treated as breach in contract and suitable penalty shall be imposed and recovered from the monthly bill.
- 3) Any damage to any of the equipment during handling by the staff of the agency shall be responsibility of the agency and shall indemnify the loss caused to the equipment, furniture and allied items of the University.
- 4) Deployed personnel's shall be polite, courteous, well behaved and shall be dressed properly at all times while in the premises.
- 5) The agency shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff. Any loss due to any of above reasons shall be compensated by them in full.
- 6) After the award of work contract the agency shall submit an undertaking to University Registrar that the staff deployed by the agency shall have no claim for any kind of employment in the IUST and the agency shall be responsible for any dispute of any wage or any other service condition.
- 7) The agency will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any intoxicants, chewing pan, tobacco etc or unnecessarily loitering in the premises without work. If any person deployed by the agency is found to be indulging in these activities, a penalty of Rs. 500/- per person per incident will be leviable by the University, which will be intimated by the University to the agency within 3 days of the incident, and deducted from the monthly payment of the agency.
- 8) The duty hours of housekeeping would be decided/changed by the University Registrar.



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- 9) The agency shall employ good and reliable persons with robust health and clean record and having ages of 18 years or more and less than 45 years old.
- 10) In case, any of the personnel so engaged by the agency is not found suitable by the University, the University shall have the right to ask for replacement, without giving any reason thereof and the agency shall, on the receipt of written communication in this regard, replace such person immediately.
- 11) In case, any of the contractors personnel(s) deployed under the contract is (are) absent, his/her work is to be carried out by other sanitation staff/supervisors on that particular day.
- 12) In case, any of the contractors personnel(s) deployed under the contract fails to report in time or is continuously absent for more than 3 days without any valid reasons and the contractor is unable to provide unsuitable substitute in time for the same, a penalty equal to double the wages of number of sanitation staff/supervisors absent on that particular day shall be levied by University.
- 13) In case, any public complaint is received attributable to misconduct/misbehaviour of contractors personnel a penalty of Rs 500/= for each such incident shall be levied and the same shall be deducted from the contractors bill. Further, the concerned contractors personnel shall be removed from the system immediately.
- 14) The job of housekeeping is to be carried out on each floor of the academic building and periphery of the library building. It is to be ensured by the agency that the services on each floor are provided and supervised properly. In case there will be reduction in area to be cleaned at any time, the charges shall be proportionately reduced.
- 15) The agency shall be wholly responsible for making payment of monthly Salaries and other allowances if any to the personnel under Minimum Wages Act. J&K and IUST shall be in no way responsible for any breach by the agency.
- 16) The job of minor shifting of any furniture items and other items in the Building will also be done by the personnel deployed by the agency as and when required so.
- 17) All the persons deployed will perform their duty in proper uniform and the Agency, at his own cost, shall provide **suitable uniform (Summer & Winter)** to the personnel. In addition **proper photo identity cards shall be worn** by the personnel at all times.



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- 18) The University Registrar reserves its right to terminate the housekeeping Contract at any time without assigning any reason after giving a notice of 01 month. The firm will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the firm for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.
- 19) Payment shall be made on monthly basis, after submission of the bill and satisfactory performance certificate issued by the University Registrar, or any other officer (s) nominated by the University Registrar. The agency with the help of "Feedback Mechanism" shall duly monitor the services and payment shall be released on the basis of satisfactory report given in the feedback by all officers/section heads.
- 20) All the materials /Chemicals/Consumables brought to the site shall be protected suitably, duly wrapped/packed and stored so as to avoid any damage during loading/unloading and handling.
- 21) The Demand Draft/CRD should be pledged to University Registrar , IUST
- 22) The performance Security shall be forfeited in the event of breach of the contract or non-performance of the agency.



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PRICE BID

S.No	Description of work	Requirement	Rate (Rs)/month	Rate (Rs)/year
1.	Housekeeping/cleaning of Academic Block III	Full job as per details given in the tender document		
2	Housekeeping/cleaning of Academic Block IV	do		
3	Housekeeping/cleaning of Academic Block VII	do		
4	Girls hostel	do		
	Total of 1			
	Total of 2			
	Total of 3			
	Total of 4			
	Grand Total			
	Taxes%			
	Total Amount inclusive of all taxes			

Amount (in words): Rs

Note: The prices quoted shall be covered with transparent tape.



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8. BIDDER'S PROFILE

General:

1. Name of the Bidder/ firm _____

2. Name of the person submitting the Bid Mr. /Mrs./Ms.

3. Address of the Bidder/firm.....

.....

.....

4. Address for correspondence:

.....

.....

.....

5. Tel no. with STD code (O)..... (Fax).....(R).....

6. Mobile no.

7. Registration & incorporation particulars of the firm: (Tick whichever is applicable)

- i) Proprietorship
- ii) Partnership
- iii) Private Limited
- iv) Public Limited

Or

- v) Individual.

(Please attach attested copies of documents of registration/ incorporation of your firm with the competent authority as required by business law if applicable).

8. Name of Bidder/Proprietor/Partners/Directors

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9. Bidder's bank, its address and his current account number

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10. Bidder's PAN No. _____

11. Bidder's GST No. _____

12. Whether blacklisted by any Govt./ Semi Govt. Organization _____

I/We hereby declare that the information furnished above is true and correct.

Place:

Date:

Signature of Bidder/Authorized signatory.....

Name of the Bidder.....

Seal of the Bidder



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9. Declaration of Eligibility

I, the undersigned (Name and address of representative)

Representative of

(Name and address of company)

Declare that the following conditions are applicable to us;

- ❖ We are registered.
- ❖ We are not bankrupt or in the process of going bankrupt.
- ❖ We have not been convicted for an offense concerning professional conduct.
- ❖ We have not been guilty of grave professional misconduct (proven by any means which the contracting authorities can justify).
- ❖ We have fulfilled obligations related to payment of taxes.
- ❖ We are not guilty of serious misinterpretation in supplying information.
- ❖ We are not in situation of conflict of interest (with prior relationship to project or family or business relationship to parties on tender committee).
- ❖ We were not declared as serious fault of implementation owing to a breach of their contractual obligations.
- ❖ We do not employ personnel below the legal working age.
- ❖ We provide basic social rights and fair working conditions to our employees.

WITNESSES

(Signature)

(Name, Address)

date)

DECLARANT

(Signature)

(Location,