



# Kerala Tourism Development Corporation Limited

(A Government of Kerala Undertaking)  
P.B No.5424, Mascot Square, Vikas Bhavan P.O  
Thiruvananthapuram -695 033, Kerala, India  
Phone:++91-471- 2721243/45/48, Fax: 2721249  
Website: www.ktdc.com  
GST IN 32AABCK0385J1ZP

KTDC/PA8/CC/3861/2024

09.07.2024

## **E-TENDER NOTIFICATION FOR PROVIDING MANPOWER FOR CLEANING & OTHER UTILITY SERVICES TO KTDC Ltd.**

Kerala Tourism Development Corporation Limited invites two part tenders (Technical and Financial bid) from reputed and experienced agencies for providing manpower for cleaning and other utility services on contract basis for all Offices and all Units of the Corporation .

Tender Id: 2024 - KTDC - G 80027

The tender documents shall be available in the website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) from 12/07/2024 to 22/07/2024, 5pm. Interested parties shall upload the completed Financial Bid (in .xlsx format) and all other required documents (in PDF format) to the website before 5 pm of 22/07/2024 and will be opened 25/07/2024 after 11 am. The tender fee of Rs. 5000/- + GST and EMD of Rs. 10,00,000/-(Rupees Ten lakhs only) shall be paid online by net banking/NEFT while submitting the tender. No other mode of payment will be accepted.

Any further details required can be had from the office of the Manager HR, Kerala Tourism Development Corporation Ltd., Mascot Square, Trivandrum - 695033, Phone No. 0471- 2721243 / 2721245.

**Sikha Surendran IAS**  
**Managing Director**



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**Sikha Surendran IAS**  
**Managing Director**



**TERMS AND CONDITIONS OF E-TENDER FOR PROVIDING  
MANPOWER FOR  
CLEANING & OTHER UTILITY SERVICES TO KTDC Ltd.**

Competitive tenders are invited from bonafide, licensed / registered and experienced contractors, Co-operative Societies, firms having sufficient experience in providing manpower for cleaning and other utility services, for the various units of the Corporation, on an yearly contract basis in accordance with the terms and conditions given below: -

1. The bidder must be a registered agency under the Shops & Commercial Establishment Act. (Attach copy of valid Certificate)
2. The bidder should have a valid license under the Contract Labour (Regulation & Abolition) Act. (Attach copy of valid Certificate)
3. The bidder should have a valid income tax PAN. (Attach copy of valid Certificate)
4. Copy of Income Tax Returns filed for the immediate past 3 years or Income Tax Clearance Certificate for the immediate past 3 years should be attached.
5. The bidder should have registration under the PF & ESI and have obtained Register Number in this regard. (Attach copy of valid Certificate).
6. Should have valid .G.S.T registration
7. The bidder should have a minimum annual turnover of Rs. 5 Crores
8. Should attach experience for carrying out similar works having a minimum yearly gross billing of Rs. 5 crs during any one of the preceding 3 financial years, out of which at least one single work (Outsourced cleaning) should have a minimum gross billing of Rs. 25 lakhs. . Details of such job done /on hand shall be stated in the offer and authentic proof there of furnished. The offer without complete details is liable to be rejected.
9. The wage per person per month will be fixed by the Corporation on the basis of the minimum wages stipulated as per Kerala State Minimum Wages Act.2016.

**Signature of the Bidder**

10. Service charge bill for the month will be paid only after salary of the employees deployed by the contractor is disbursed for the current month and the statutory payment challans are produced before KTDC for the previous month.

11.

- a. Salary for all the employees deployed by the contractor shall be paid on or before 5<sup>th</sup> of every month.
- b. The contractor shall submit the salary bill for the period - from 21<sup>st</sup> of the previous month to 20<sup>th</sup> of the current month - before the 30<sup>th</sup> of the current month .
- c. KTDC will release the net amount payable as salary ( excluding the statutory deductions ) to the agency on receipt of the monthly salary bill
- d. TDS or any other taxes as applicable will be deducted at source from the monthly bills as per statutory norms in force.
- e. The contractor / agency / firm shall furnish the particulars of EPF, ESI etc. of its employees to be deployed in KTDC properties and the Statutory deductions like EPF, ESI, LWF and PT (employee's share ) in respect of such employees engaged by the contractor / agency / firm in KTDC will be deducted from the monthly bills which will be reimbursed along with the employer's share, after submitting the payment details along with the payment challans .
- f. KTDC will neither be responsible for any delay in making the statutory remittance nor for any error/ omissions found in the challans.
- g. Necessary returns to the authorities' concerned shall be filed by the contractor / firm directly within the stipulated due dates.
- h. The Welfare Fund under S & CE Act should be remitted by the contractor / firm with proof of remittance to KTDC Ltd as prescribed by the law in force.

12. The bidder must attach the credentials of the Proprietor/ all the Partners / all the Directors of the Company or Agency.

13. The below mentioned documents are to be submitted monthly by the contractor/ Co-operative Societies/ firm.

- i. Attendance Register Copy
- ii. Muster cum Wage Roll Copy
- iii. ESIC Challan
- iv. P F Challan
- v. P T Challan
- vi. GST Certificate
- vii. LWF/ CWF Policy of previous Month
- viii. Summary Statement of P F for previous month

**Signature of the Bidder**



- ix. Summary Statement of E SIC for previous month
- x. Summary Statement of P T for previous month
- xi. Summary statement of LWF for previous month

14. The below mentioned documents and registers are to be submitted on a yearly basis:

- a. ESIC Form 5 & 6 every April and October
- b. PF Annual Return Form 6A every year April
- c. Bonus Register in Form C duly signed by Employees and the
- d. contractor / Co-operative Societies / firm every year December.
- e. Leave record for all the existing employees every year January.
- f. Contract Labour License every year before 31st December.

15. The amount of **service charges** (Excluding GST) expected per person per month should be quoted by the contractor / Co-operative Societies / firm in the financial bid. The present strength of workers to be supplied is around 1100 (One thousand one hundred ) which may vary in the due course of operations.

16. The contract will be for one year with a provision to extend the period on the same terms and conditions subject to satisfactory performance of the contractor.

17. (a). The Tenderer shall be required to deposit through online the tender fee of Rs. 5000 /-(Rupees five thousand only) + 18% GST and an EMD of Rs. 10,00,000/- (Rupees Ten lakh only). No tender will be accepted or considered without remittance of EMD and tender fee.

17(b). As per the GO(P) No. 2/2019/SPD dated 24/01/2019, the companies having MSME Udyog Aadhaar Registration are exempted from tender fee and EMD.

18. The successful bidder shall furnish a Security Deposit of Rs. 1,00,00,000/- (Rupees One Crore only) by Bank Guarantee from a nationalised bank which has operations at Thiruvananthapuram towards performance of the contract . If the contract is not performed as per the terms and conditions, then the Security Deposit will be forfeited.

19. The experience of the agency, proficiency in the field, responsibility, suitability etc. will also be the deciding factors for the technical bid. ISO certification will have weightage. The service charges will be the primary criteria for evaluation of the financial bid.

20. The agency should attach minimum three years experience certificate from at least three reputed PSU's/Government Organisations/Similarly placed other institutions in reputed Private/Corporate Sector to show performance for the last three years and number of personnel employed in each Organisation. The name and address of all the clients of the agency are also to be furnished.

**Signature of the Bidder**



21. TDS / surcharge or any other Tax as applicable will be deducted at source from the monthly bills, as per rules in force.

22. The successful bidder shall submit the residential address and identity of the trained personnel supplied within one week from the date of award of the contract. Frequent refresher training shall also be conducted by the successful bidder at his expense, in appropriately sized batches, not to affect the working of the establishment, focusing on the following topics:

- i) Basic Grooming
- ii) Etiquettes
- iii) Handling and usage of material
- iv) Human relations and hospitality
- v) About the Company
- vi) Statutory compliances
- vii) Bad effects of theft and dishonesty
- viii) Motivation
- ix) Body language

23. The agency will ensure that all employees are in proper uniform provided by KTDC.

24. Every personnel so supplied by the successful bidder should have undergone a minimum of 1 day of training in 60 days and the training program and content shall have the prior approval of the Training Wing of KTDC Ltd.

25. No enhancement in service charges / rates will be allowed due to any reason during the contract period except statutory increase.

26. The contractor / Co-operative Societies / firm has to furnish an undertaking in the form of Indemnity Bond to pay minimum wage and other admissible benefits like **PF, ESI etc as applicable under labour law up to date**. The liability of any default shall be on the agency and KTDC Ltd. shall be indemnified in all respects.

27. The Earnest Money / Security is liable for forfeiture in the event of: -

- a) Withdrawal of offer during the validity period of the offer
- b) Non acceptance of orders when placed
- c) Non-confirmation of acceptance of orders within the stipulated time after placement of offer; or
- d) Any unilateral revision made by the bidder during the validity period of the offer.

**Signature of the Bidder**



28. KTDC Ltd. reserves the right to terminate the contract and forfeit the security deposit by giving one month's notice for breach of any of the terms and conditions in the contract; for any reasons of unsatisfactory/non-performance or non-compliance to statutory requirements, including that of minimum wages etc. or any other reasons.

29. KTDC Ltd. reserves the right to terminate the contract immediately without any notice for any unlawful act / criminal offences committed by the agency or any of its employees.

30. Advance information will be given in writing to the contractor / agency / firm about the volume of work so that the agency may ensure enough number of persons required for each unit for cleaning or any other utility. Other utility would include restaurant service, room service, gardening, cooking, housekeeping etc. The number of persons deployed shall be as per the direction of KTDC Ltd. The contractor / agency / firm shall effect within 24 hours, the withdrawal or alteration or change of any personnel deployed by them, if directed so by KTDC Ltd. The contractor / agency / firm shall deploy the required number of workmen every day without fail. Age of workmen should be between 21 (twenty one) years to 58 (fifty eight) years with good physique.

31. This is a two part tender viz. **Technical Bid** (format enclosed) and **Financial Bid**.

32. KTDC Ltd. reserves the right to reject all or any of the tenders without assigning any reasons thereof.

33. The tendering process will be finalized subject to the approval of the Board of directors of the Corporation.

34. Preference will be given to the agency from Co-operative sector subject to Kerala Govt. Order, if any.

35. Details of Tender, Terms and Conditions can be had from the website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in). Tenders received / without EMD / not meeting the tender conditions / incomplete in any respect are liable to be rejected.

36. *"Agencies/Persons who have participated in the previous tenders and did not execute the agreement after awarding the work order are not allowed to participate in the subsequent re-tender".*

**Signature of the Bidder**

**Sikha Surendran IAS**  
**Managing Director**

**TECHNICAL BID FOR PROVIDING MANPOWER FOR CLEANING & OTHER  
UTILITY SERVICES TO KTDC LTD.**

1	Name of the Agency	
2	Address of the Agency	Telephone No. Fax
3	Name & Address of the Chief Executive	Telephone No. Fax
4	Registration Number under KS&CE Act (Attach copy of recent certificate)	
5	License Number under Contract Labour Act (Attach copy of recent certificate)	
6	E.S.I registration with E.S.I. Code Number and total number of employees covered at present (Attach copy of recent certificate)	
7	P.F registration with P.F. Code Number and total number of staff covered (attach details)	
8	Permanent Account No. of Income Tax & Income Tax Returns for the last three years/IT clearance certificate (Attach copy of recent certificate)	
9	GST Registration Certificate (Attach copy of recent certificate)	
10	Name & Address of Institutions where service was provided for a minimum period of 3 years or above (performance Certificate should be attached)	



11	Credentials of the Proprietor/ all the Partners / all the Directors of the Company or Agency (attach details)	
12	No. of days required for taking over the arrangement	
13	Proof of annual turnover for the last 3 years (attach copies of annual I.T return filed with the I.T Department duly signed by a Chartered Accountant	
14	Copies of certificate Should attach experience for carrying out similar works having a minimum yearly gross billing of Rs. 5 crs during any one of the the preceding 3 financial years, out of which at least one single work (Outsourced cleaning) should have a minimum gross billing of Rs. 25 lakhs	
15	Enclose audited Balance Sheet for past three years.	

Place :  
Date :

Signature :  
Name & Address:

(Seal)

\* This document is digitally approved. Hence physical signature is not required