

E Tender No. KIAL/RFP/HR001/2016-17

KANNUR INTERNATIONAL AIRPORT LIMITED (KIAL)

Tender Document

FOR

**PROVIDING SERVICES OF HOUSE KEEPING AND ALLIED SERVICES AT THE
REGISTERED OFFICE AT TRIVANDRUM AND PROJECT OFFICE AT
MATTANNUR OF KANNUR INTERNATIONAL AIRPORT LTD.**



2nd Floor, New Municipal Building, Maruthai Road, Mattannur,
Kannur (Dt), Kerala- 670702, India

April 2016

Tender Notice

KANNUR INTERNATIONAL AIRPORT LIMITED (KIAL) , 2nd Floor, New Municipal Building, Maruthai Road, Mattannur, Kannur (Dt), Kerala- 670 702 invite Proposal (both Technical and Financial) from Agencies meeting the eligibility criteria for Providing Services of House Keeping and Allied Services at the Registered Office at Trivandrum and Project Office at Mattannur of Kannur International Airport Ltd. Tender document will be available in website www.etenders.kerala.gov.in from 15-04-2016 to 28-04-2016. The cost of the tender document is Rs 2500/- + 5% VAT.

The due date for submission of proposal is up to 5 PM on 28th April 2016.

The Technical Proposal will be opened on 2nd May 2016 at 11:00 AM at the Office of KIAL at Mattannur in the presence of the Bidders or their duly authorized representative who choose to be present . The Financial Proposal of those companies/agencies who meet the eligibility criteria and whose Technical Proposals have been found acceptable will be opened at a later and the date will be intimated to the eligible bidders later.

Managing Director
Kannur International Airport Ltd

IMPORTANT DATES AND INFORMATION

Sl. No.	FAQ	Answer
1	Cost of Tender Document	Rs 2500/- + 5% VAT (non-refundable)
2	EMD	Rs.50000.00; should be submitted in favour of Kannur International Airport Ltd through NEFT/RTGS
3	Performance Security Deposit	5% of yearly contract amount by Bank Guarantee from any of the nationalized banks should be submitted in favour of Kannur International Airport Ltd(Applicable for successful bidder only)
4	Address of Owner	Kannur International Airport Ltd 2 nd Floor New Municipal Building Maruthai Road, Mattannur Kannur -670702 (Kerala)
5	Tender Document Delivery Mode	E Tender
6	Last date and time of submission	28-04-2016 upto 5:00 PM
7	Date of opening Technical Bid	02-05-2016 at 11:00 AM
8	Date of opening Financial Bids for technically qualified bidder	Will be intimated to shortlisted applicants through E-portal and email.
9	Venue of opening tender	Kannur International Airport Ltd 2 nd Floor New Municipal Building Maruthai Road, Mattannur Kannur -670702 (Kerala)
10	All the bid documents need to be duly signed, scanned and uploaded.	If signature & stamp in any of the section found missing, the tenderer shall communicate on the same, on the day of opening for acceptance.
11	Duration of contract	One year from the date of awarding of contract, which is further extendable for a period of two years with same rates and terms & condition; subject to satisfactory performance each year.
12	Validity of Tender	120 days from the date of opening of tender
13	Total Number of pages of Tender Document	23 pages

GUIDELINES TO BIDDERS:

1) Tender documents can be downloaded from the Web site www.etenders.kerala.gov.in. The bids shall be submitted online through this portal.

2) Bidders should have a Class II or above Digital Signature (DSC) to be procured at their own cost from any Registration Authorities under the Certifying Agency in India (details available on www.cca.gov.in). The Office of Controller of Certifying Authorities (CCA), issues Certificate only to Certifying Authorities (CA). CA issue Digital Signature Certificate to end-user. Bidders can approach any one of the seven CAs for getting Digital Signature Certificate. The website addresses are given below:

www.safescrypt.com

www.idrbtca.org.in

www.tcs-ca.tcs.co.in

www.ncodesolutions.com

www.e-Mudhra.com

3) Subsequently, bidders have to register (one time process) on the website www.etenders.kerala.gov.in. for participating in this tender. For any type of assistance, bidders may contact the e-procurement support desk of Kerala State IT Mission through email: etendershelp@kerala.gov.in with a copy to etenderenquiry@kannurairport.in

Telephone:0471-2577088 / 2577188 / 2577388 OR 0484-2336006 / 2325262

4) The bidders shall submit their Technical bid and Financial bid online on www.etenders.kerala.gov.in. along with online payment of tender document fees and EMD. Finally click on “Freeze bid” link /icon to complete the submission process (which is necessary for the successful submission)

For detailed instructions on bid submission process, please visit www.etenders.kerala.gov.in. and click “Bidders Manual Kit” link on the Home page.

3) TENDER DOCUMENT FEES AND EARNEST MONEY DEPOSIT (EMD)

The bidder shall pay, a tender document fees of Rs. 2625/- (inclusive of VAT) and Earnest Money Deposit of Bid security of Rs 50,000/-. The Bid security is required to protect the purchaser against risk of Bidder’s conduct, which would warrant the forfeiture of security.

Online Payment modes: The tender document fees and EMD can be paid in the following manner through e-payment facility provided by the e-procurement system:

i) STATE BANK OF TRAVANCORE (SBT) INTERNET BANKING :

If a bidder has a SBT internet banking account, then, during the on bid submission process, bidder shall select SBT option and then select Internet banking option. The e-procurement system will re-direct the bidder to SBT’s Internet banking page where he can enter his internet banking credentials and transfer the tender document and EMD amount.

ii) NATIONAL ELECTRONIC FUND TRANSFER (NEFT) / REAL TIME GROSS SETTLEMENT (RTGS) :

If a bidder holds bank account in different bank, then, during the online bid submission process, bidder shall select NEFT / RTGS option. An online remittance form would be generated, which the bidder can use for transferring amount through NEFT / RTGS either by using internet banking of his bank or visiting nearest branch of his bank. After obtaining the successful transaction receipt no., the bidder has to update the same in e-procurement system for completing the process of bid submission. Bidder should only use the details given in the Remittance form for making a NEFT / RTGS payment otherwise payment would result in failure in e-procurement system.

Bidders are advised to exercise NEFT mode of payment option at least 48 hours and RTGS payment at least 24 hours prior to the last date and time of bid submission to avoid any payment issues.

NEFT / RTGS Payment Guidelines:

- i) Bidder should ensure that the tender document fees and EMD are remitted as one single transaction.
- ii) Bidder should ensure that the tender document fees and EMD are remitted only to the account number given in the remittance form provided by the e-procurement system for that particular tender.
- iii) Only NEFT / RTGS remittance are allowed. Bidder must ensure that the banker does NEFT / RTGS transaction only (for above 2 lakhs payments as per RBI guidelines). No other payments modes are accepted.
- iv) Bidder should ensure that the amount being remitted is exactly the same as shown in the remittance form.
- v) Bidders should ensure that the remittance confirmation (UTR number) received after NEFT / RTGS transfer should be updated as it is, in the e-procurement system for tracking the payment.
- vi) The remittance form provided by the e-procurement system shall be valid for that particular bidder and bid only and should not be re-used for any other tender or bid or by any other bidder.
- vii) Any transaction charges levied while using any of the above modes of online payment has to be borne by the bidder. The supplier / contractor's bid will be evaluated only if payment status against bidder is showing "Success" during bid opening.

4) **CRITICAL DATES:**

SL No.	EVENT	DATE and TIME	
1	Document Download Sale	Start Date : 15/04/2016 1400 hrs	End date : 28/04/2016 up to 1700 hrs
2	Clarification	Start Date : 15/04/2016 1500 hrs	End date : 25/04/2016 up to 1700 hrs
3	Bid Submission	Start Date : 16/04/2016 1000 hrs	End date : 28/04/2016 up to 1700 hrs
4	Pre-Qualification & Technical Bid Opening Date	02.05.2016 at 1100 Hrs	
5	Financial Bid Opening Date	Will be notified after the Technical Bid opening process	

NOTE **

- i) KIAL may at its discretion extend / change the schedule of any activity by intimating the bidders through a notification on the e-tender portal.
- ii) Purchase preference to Central Public Sector Undertaking shall be applicable as per the directives of Govt. Of India prevalent on the date of acceptance.

iii) Clarification on Tenders:

- a) All enquiries/clarifications in connection with this tender should be addressed to the Managing Director, through clarifications in the e-Procurement system (Tender management). The Clarifications/queries shall be replied through the e-Procurement System.
- b) To assist in the examination, evaluation and comparison of Tenders, the Purchaser may, at its discretion, ask the Tenderer for a clarification. All responses to requests for clarification shall be through the e-Procurement System only.
- c) The Purchaser may, at its discretion, extend the deadline for the submission of Tender by amending the Tender Documents in accordance with **Clause 14**, in which case all rights and obligations of the Purchaser and Tenderers previously subject to the deadline will thereafter be subject to the deadline as extended.

I. SCOPE OF SERVICES:

1. The outsourcing of services will be based on the premise that the agency will be responsible for completing the deliverables as mentioned below by providing the necessary personnel and the client will not be associated in the exercise of selection of the personnel or any other issue associated with their control etc.
 - (i) House Keeping services
 - For cleaning and maintaining cleanliness within the office premises located at Mattannur (approx area 500 sq mts) & Trivandrum (approx area 350 sq mts) including washrooms and pantry.
 - Handling of minimum Pantry Services
 - (ii) Security Services
 - Providing security services by deploying required number of security personnel at Mattannur and Trivandrum offices including handling of visitors entry.
 - (iii) Office Assistance
 - Office Work such as Documentation/Filing/Typing etc
 - Scanning of Documents
 - Assistance during preparation of Presentations and meetings.
 - Assistance in preparing engineering drawings (in case of Engineering Assistant)
 - Vouching and Data Entry of Accounts Entries
 - Upkeep of computers and peripherals (in case of Technical/IT Assistant)
 - Reception Management /Attending Calls/Managing visitors
 - Malayalam Typing
 - (iv) Messenger services
 - Movement of files/papers within or outside the offices located at Mattannur and Trivandrum (Preferably with two wheeler)
 - (v) Driver
 - To drive the office vehicle during office hours and outside office hours at Trivandrum.
2. The services need to be provided daily during office hours as required by KIAL time to time on all working days in various offices of KIAL. There should be no time lag between the requirement and the execution of the job. All necessary infrastructures will be made available by KIAL itself. The agency to which the services are outsourced is to ensure quality work on real time basis. The contract will be initially for a period of one year, which may be extended for another one year after mutual agreement.
3. Once the service is outsourced, KIAL will be concerned only with the timely delivery of quality output and it will be the responsibility of the agency to ensure the same through the manpower, which is provided by them. The agency will be required to follow and strictly comply with the various laws governing such contracts. It will also be the responsibility of the agency to take all necessary precautions from the security point of view while executing such works.

4 Personnel, with the following qualifications/experience would be required to perform the nature of jobs intended to be outsourced:-

(a) For Office Assistants:

Educational Qualifications	12 th Pass from recognized education board (Preferably Graduate from a recognized university) Engineering Degree or equivalent for Engineering Assistant/ Technical Assistant
Professional Qualifications	Diploma/Certificate course in computer software/MS Office of at least 6 Month's duration from any institute.
Experience	Desirable to have experience of at least one year of administrative work in Union/State Government organization/PSU. Malayalam Typing/DTP knowledge will be preferred.

(b) For Engineering/Technical Assistants:

Educational Qualifications	Graduate Degree in Engineering or equivalent
Desirable	Knowledge of CAD or other softwares
Experience	Desirable to have experience of at least one year of administrative work in Union/State Government organization/ PSU

(c) For House Keeping/Security/Messenger services:

Educational Qualifications	8 th Pass or equivalent from a recognized School Board (Preferably Matric)
Experience	Desirable to have experience of Six Months to one year in Union/State Government organization/ PSU

(d) For Driver:

Educational Qualifications	Matric or equivalent from a recognized Board and possesses LMV/ HMV license for more than 5 years
Experience	Desirable to have experience of Six Months to one year in Union/State Government organization/ PSU

5. Approximate Manpower required per month:-

S.No	Service/Post	Required Strength		Total No
		Trivandrum	Mattanur	
1	Office Assistants (for administration work)	4	3	7
2	Technical Assistant		2	2
3	Driver	1		1
4	Security	2	2	4
5	House Keeping	1	1	2
6	Messenger	1	1	2

Depending upon the work load the Manpower requirement may vary from time to time.

2. MINIMUM ELIGIBILITY CRITERIA

1. The following shall be the minimum eligibility criteria for fulfilling the Technical evaluation. The Financial evaluation shall be carried out only in respect of those bidders whose bid meets the Technical criterion. (A Proof in support of the following criterion by the Bidder shall be submitted).
 1. Bid Security (EMD): EMD for Rs. 50000/- is to be submitted along with the tender document only in the form of NEFT/RTGS in favour of “Kannur International Airport Ltd”.
 2. The agency shall be a Limited Company or a Private Limited Company registered under the companies Act 1956 / partnership firm or a proprietorship. For proof, self attested/attested copy of Certificates of Incorporation / partnership deeds or any other valid document issued by the respective registrar of firms/companies may be submitted. In case of Proprietorship firm, Self-declaration or self-certificate supported by PAN in the proprietor name would suffice.
 3. The Bidder should have a valid PAN issued by the Income Tax department. Bidder shall also have valid Service Tax Registration.
 4. The agency shall be registered with Employees Provident Fund Organization and Employees State Insurance Corporation. Attested copies of relevant document in this regard should be attached in the tender document.
 5. The agency should have minimum three years experience in providing housekeeping services consecutively in the Government departments / Public sectors (Central or State) / Private limited company at the time of submitting the tender. Attested copy of relevant documents in this regard should also be attached in the tender document
 6. Income Tax Return of the company/firm /proprietor for the past three years should be enclosed.
 7. Service Tax Return of the Company/firm for the past three years should be enclosed.
 8. EPF (monthly return) for the month of January & February 2016 should be attached.
 9. Agency should not have been blacklisted by any organization. An undertaking should be submitted by the agency that their firm has not been blacklisted or any court case is pending against them related to their ‘Job/Outsourcing Services’ for last three years.
 10. An unconditional acceptance letter (as per Annexure IV) has to be signed and submitted.
3. **Validity of the Bids:** The quoted bids shall have the validity for a period of 120 days from the date of opening of the tenders.
4. The rates must be quoted in Indian Rupees (not in percentage) exactly in the BOQ format.
5. The rates should be both in figures and words. In case of any discrepancy between rates mentioned in figures and words, the later (i.e. in words) shall prevail. If there is any discrepancy between the unit price and total price, the unit price shall prevail and the total price shall be corrected accordingly.
6. The relative position of the qualified bidders for award of contract shall be determined

based on the total quoted amount excluding taxes.

7. Financial bids where the bidder has quoted the rates unreasonably low, will be summarily rejected.
8. In case of more than one agency is reckoned as L-1 based on the total amount quoted, the preference will be given for more experience. The decision of KIAL in this regard shall be final and binding.
9. Those who are placed by agency as messengers and use Two Wheelers for KIAL's official document will be eligible for Rs 200/- per day and messenger who uses public transport will be eligible for Rs 50/- per day as conveyance charges, in addition to the charges mentioned in Financial Bid. Also, those who placed as security guards by agency at KIAL shall be eligible for Rs 1000/- per month as uniform maintenance charges, in addition to the charges mentioned in the financial bid.
10. Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof after submission of the tender. In case the tenderer fails to observe and comply with the stipulations made herein or back out after submitting the bids the EMD will be forfeited.
11. Opening of Tender: The tenderer either himself or may authorize any person to be present at the time of opening of the tender. The person attending the opening of the tender on behalf of the tenderer should bring with him a letter of authorization as proof.
12. Right of Acceptance: KIAL reserves the right to reject any or all tenders without assigning any reason.
13. Communication of Acceptance – Successful bidder shall give acceptance within 10 days from the date of receipt of the work order, failing which, the work order issued stands cancelled and the EMD will be forfeited.
14. The successful bidder shall pay 5% of the estimated yearly contract amount towards Performance Security. Security Deposit can be paid through Bank Guarantee from any of the Nationalised Bank.
15. KIAL has the right to make Corrigendum/Amendment to the tender if required. KIAL also have the right to extend the date of submission of the tender, if necessary.
16. The tenderer shall bear all cost associated with preparation and submission of tender form.
17. The bidder shall fill up the tender form legibly in English. All corrections, interlineations should be properly attested with the signature of the tenderer and

attach copies wherever required.

18. Tendering Process:

This tendering is carried out through e-procurement System of National Informatics Centre via Kerala State IT Mission, is an open e- tender process with single currency option and consists of 3 Covers as follows :

Cover-1: Compliance statement (Annexure-V) duly filled confirming the online submission of the Tender Fee and Earnest Money Deposit (EMD) by the tenderer.

Cover-2: The Tenderer shall submit the Pre-Bid Qualification documents Compliance Statement (Annexure-VI) and Technical Bid-Qualification documents Compliance statement (Annexure-II) duly filled in, along with the scanned copies of the documents.

Cover-3: Financial Bid: ** The Tenderer shall upload the duly filled Bill of Quantity in BOQ.xls file document.

**Note: The blank price bid (BOQ.xls file) should be downloaded and saved on bidder's computer without changing file-name otherwise bid will not get uploaded. The bidder should fill in the details in the same file and upload the same to the website.

Bidders have to submit their documents pertaining to the Pre-Qualification Criteria / Technical Criteria and Financial Quote, strictly on line, in the website www.etenders.kerala.gov.in. No manual submission is allowed and manual bids shall not be accepted under any circumstances.

19. The Technical Bid will be opened on in the said date and time at the office of KIAL, Mattannur in the address shown above. If the said day happens to be a holiday day due to any reasons the Technical Bid will be opened in the next working day at the same time
20. After opening of Technical bids and verifying the EMD amount, the technical bids shall be evaluated later on to ensure that, the bidders meet the eligibility criteria as specified in the tender document.
21. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, KIAL may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by KIAL shall not be considered. KIAL request for clarification and the response shall be in writing.
22. If a bidder does not provide clarifications of its bid by the date and time set

by KIAL, their bid may be rejected.

23. The Financial bids of those bidders who meet the eligibility criteria on evaluation of Technical bids will be opened on a day and time fixed by KIAL which will be intimated to the qualified bidders.
24. The successful bidder shall enter in to contract and the authorized signatory shall execute and sign the contract agreement in accordance with the article agreement and general conditions and provisions contained in the tender document before commencement of service. The agreement will be valid for a period of one year commencing from the deployment of personnel to this Office and shall continue to be in force in the same manner, unless terminated in writing. The service charges/rates quoted by the agency shall be fixed for a period of one year and no request for any change/modification shall be entertained before expiry of the contract period. The contract/agreement is extendable by one more year subject to satisfactory performance of the agency and such amendments as mutually agreed to.

GENERAL TERMS AND CONDITION

1. All personnel provided for the Manpower engagement service shall be governed by Minimum Wages Act, EPF and ESI and other labour welfare legislations and all statutory recovery & remittance shall be taken care by the Contactor. While quoting the Financial Bid for each category of services the Agency should ensure the amount quoted should not be less than the Minimum wages prescribed by Government for such category of services. .
2. All the personnel to be provided for Manpower engagement services are bound to work all the days except Government holidays and Sundays. The working hours are 0930 hrs to 1730 hrs with lunch break of 1300 hrs to 1330 hrs. There shall be no over time and for absents from duties, necessary deductions shall be made from the monthly bills.
3. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category.
4. The personnel to be provided for Manpower engagement services shall not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. Before deployment, the character and antecedents of persons will be verified by the Agency through local police, collecting proofs of residence, driving license, bank account details, previous work experience and recent photograph and a certification to this effect shall be submitted to this office. The agency will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Agency shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
5. There is no Master and Servant relationship between the employees of the agency and this office.
6. The service provider's person shall not claim any benefit/compensation/ absorption/ regularization of services from/in this office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition) Act, 1970.
7. The contractor shall liable to pay, the monthly wages on or before 7th of succeeding month to his deployed Manpower engagement services personnel in accordance to applicable minimum wages Act.
8. The contractor shall strictly observe and adhere the following from their deployed Manpower engagement services personnel:
 - Are punctual and arrive at least 30 minutes before start of their duty time.
 - Perform their duties with honesty and sincerity.
 - Extend respect to all Officers and Staff of the office of KIAL

- Shall not consume intoxicated drinks on duty hours, or come drunk and report for duty.
- Will not gossip or chit chat while on duty.
- Will never sleep while on duty post.
- Will not read newspaper or magazine while on duty.
- Will immediately report to the Reporting Officer any untoward incident/ misconduct or misbehavior.
- Do not entertain visitors.
- Shall not smoke in the office premises.

9. It is the sole responsibility of the deployed Manpower engagement services personnel to execute the assigned work perfectly and neatly. If any damages are caused to KIAL's assets while discharging the duty, suitable amount will be deducted from the contractor's monthly payment.

10. The contractor shall follow the instruction of KIAL from time to time in discharging the duty every day.

11. KIAL shall have the rights to remove any deployed Manpower engagement services personnel from the duty who is considered to be undesirable and for the same suitable replacement shall be made immediately.

12. The contractor shall exercise adequate supervision to reasonably ensure proper performance of Manpower engagement services work in accordance to the schedule of work.

13. The contractor shall issue photo-identity cards to his personnel deployed in the building for performing duty, which will be signed by him and displayed by them on their person while they are in the premises of KIAL.

14. All necessary reports and other information shall be supplied immediately by the contractor as and when required by KIAL and at regular meeting will be held with KIAL.

15. The contractor shall not employ any person of age below 20 years and above the age of 60 years and they should be sound in health in carrying out the duty and should not have infected diseases.

16. The contractor shall not subcontract the assigned work to any other agencies.

17. KIAL shall comply with and fulfill the recommendations (if any), if deemed necessary by KIAL, made in writing by the Contractor in connection with the performance of the services. KIAL shall notify the contractor of any dishonest, wrongful or negligent acts or omissions of the contractor's employees or agents in connection with the assigned services as soon as possible after KIAL becomes aware of them.

18. If required amendment to the contract shall be effected from time to time in

accordance to Government notifications or otherwise.

19. The contractor shall raise the invoice/Bill before 05th of the succeeding month for the payment. TDS/Service Tax etc. are to be deducted at source from the monthly claim/bill of the contractor, as admissible under the rules. All bills should be accompanied with EPF, ESI and WWF payment challans pertaining to previous month.

20. All the payments to the contractor by KIAL shall be made through NEFT/RTGS only with applicable TDS in accordance with the Govt. of India guidelines from time to time.

21. Terms of payment of wages etc. once decided at the time of the award of the contract and included in the agreement shall not be subject to revision except that payment on account of enhancement/escalation charges on account of revision of wages by appropriate Govt. from time to time shall be payable by KIAL to the contractor.

22. Administrative Service charge (Bid Value) claimed for providing Manpower engagement services contract shall not be raised at any cost during the contract period for any reason, force majeure etc.

23. On expiry of the contract, such portion of the said Performance Security Deposit may be considered by KIAL sufficient to recover any incorrect or excess payments made on the bills to the firm, shall be retained until the final bill is settled.

24. In case of any accident caused to the Manpower engagement services personnel during the work period, it is the sole responsibility of the agency to meet any expenditure in this regard.

25. The contract shall be for a period of one year from the date of awarding of contract service and the same shall be extended for further period of two years with same rates and Terms & Conditions subject to mutual consent between KIAL and Contractor and satisfactory performance by the contractor each year.

26. The contractor shall execute the assigned work as per the schedule and if the same have not been executed up to the expected level, warning notice shall be issued in this regard. If the situation continues still, penalty will be imposed at the rate of 10% of the contract value per month.

27. The contract may be terminated by either party by giving Two month notice in writing.

28. The contract may be terminated by KIAL by giving notice in writing to the Contractor, if in case of serious negligence or serious breach of any of the terms and conditions of the contract by the contractor, and KIAL is of the opinion that any further continuance of the contract is not in the interest of KIAL, then KIAL shall have the right to terminate the contract without assigning any reason thereof, or without giving any notice, and any amount payable by KIAL as well as the performance security is liable to be forfeited.

29. Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this contract) arising out of, or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period of 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by KIAL in accordance with the provisions of the Arbitration and Reconciliation Act 1996 and rules made thereunder including any modifications, amendments and future enactments thereto. The venue for the Arbitration will be Kannur and the decision of the arbitrator shall be final and binding on both parties.

30. Jurisdiction of Court: This contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Kannur.

31. Indemnification: That the contractor shall keep Kannur International Airport Ltd (KIAL) indemnified against all claims whatsoever in respect of the manpower deployed by the contractor. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever it will be the primary responsibility of the contractor to contest the same. In case KIAL is made party and supposed to contest the case KIAL will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses which shall be paid in advance by the contractor to KIAL on demand. Further, the contractor shall ensure that no financial or any other liability comes on KIAL in this respect of any nature whatsoever and shall keep KIAL indemnified in this respect. The contractor shall further keep the KIAL indemnified against any loss to the KIAL property and assets. KIAL shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.

32. Authority at its discretion may give any specific assignment to any of the staff deployed by the contractor based on their capacity to perform the job of which no extra payment will be made.

TECHNICAL DETAILS

Sl. No.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) NEFT/RTGS Ref#	
	(iii) Date	
	(iv) Bank	
3	Date of Registration of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobil Number and name of the contact person	
5	Whether registered with all concerned Government Authorities. (Copies of all certificates of registration to be enclosed)	
6	PAN/TAN Number (copy also to be enclosed)	
7	Service Tax Registration Number (Copy also to be enclosed)	
8	Whether the firm is blacklisted by any organisation or any criminal case is registered against the firm or its owner/partner anywhere in India. (If no, an undertaking is to attached in this regard)	

9	Length of experience in the field	
10	Experience in dealing with Govt./other organisations. (Indicate the names of the Departments and attach copies of experience certificates/work completion certificates issued by those organisations)	
11	Whether Unconditional Acceptance Letter (as per Annexure- IV), duly signed, in token of acceptance of the terms and conditions, is attached?	
12	Whether agency profile is attached?	
13	List of other clients	
<p style="text-align: right;">Signature of the authorized Person Full Name: Seal:</p> <p>Date:</p> <p>Place</p>		

PROFORMA FOR FINANCIAL PROPOSAL
(Only to be filled in the BOQ.XLS and uploaded in Cover 3. Not to be attached/uploaded in Cover-2 with technical bid)

Name of Work: For Providing Services of House Keeping and Allied Services at the Registered Office at Trivandrum and Project Office at Mattannur of Kannur International Airport Ltd.
 Contract No: KIAL/RFP/HR001/2016-17
 Bidder Name:

SI No	Details of services	Monthly Salary (Including Company EPF/ESI/Bonus/Gratuity/WWF etc)	Agency Service Charges	Minimum No of Persons required for providing described list of services	Total Amount in Rs.	Total Amount in Rs.
		(A)	(B)	(C)	(A+B) x C (In figures)	(A+B) x C (In words)
1	Office Assistant	12629.00		7		
2	Engineering/ Technical Assistant	12629.00		2		
3	Security	10916.00		4		
4	Driver	12629.00		1		
5	House keeping	9745.00		2		
6	Messenger	10916.00		2		
Total Amount						

Signature of Authorized Signatory of the Agency
 (SEAL OF THE AGENCY)

- Note: 1. Messengers who are using Two Wheelers for KIAL official documents will be eligible for Rs 200/- per day, and the messengers who are using public transport shall be eligible for Rs 50/- per day as conveyance charges.
 2. Security Guard shall be eligible for Rs 1000/- per month as uniform maintenance charges, in addition to above mentioned emoluments.

UNCONDITIONAL ACCEPTANCE LETTER
(On the letter head of the company)

To,

The Managing Director,
Kannur International Airport Limited

Date:

Sir,

Sub: Acceptance of KIAL's Terms and Conditions

We are in receipt of the quotation documents for **Providing Outsourcing Services** for **Kannur International Airport Limited** for their different offices. We hereby unconditionally accept the terms and conditions of **Kannur International Airport Ltd** mentioned in the tender document in entirety, for Providing Outsourcing Services. Any conditions submitted by us stands automatically withdrawn.

Yours faithfully

(Signature of the bidder with office seal)

TENDER COST & EMD SUBMISSION : Compliance Statement

(This Compliance statement duly filled, along with the scanned copies of the documents to be submitted in Cover-1: Fee)

SL No	DOCUMENTS	“YES “for Complied “NO” for not Complied
01	Online submission of Tender Cost / Fee : Rs 2625/- (Rupees Two thousand One Hundred Twenty Five only)	
02	Online submission of EMD (Earnest Money Deposit) : Rs. 50,000/- (Rupees fifty thousand only)	

AUTHORIZED SIGNATURE :

NAME OF THE SIGNATORY :

NAME & ADDRESS OF THE TENDERER :

OFFICIAL SEAL & Date :

Annexure-VI

Pre-Bid Qualification Documents :Compliance Statement

(Scanned copy of this Compliance statement duly filled, along with the along with copies of the documents to be submitted in Cover-2)

SL No	DOCUMENTS	“YES “for Complied “NO” for not Complied	Page No
01	Duly filled and signed Technical Details (Annexure II)		
02	Self attested/attested copy of Certificates of Incorporation / Partnership Deeds or any other valid document issued by the respective Registrar of firms/companies. In case of Proprietorship firm, Self-declaration or self-certificate supported by PAN in the proprietor name would suffice		
03	Copy of PAN card & Proof of Service Tax Registration		
04	Attested copies of EPF and ESI Registration		
05	Attested copy of relevant documents showing that the firm has minimum three years’ experience in providing similar services. (the Name & address of the Clients need to be enclosed in Annexure-17)		
06	Income Tax Return of the company/firm /proprietor for the past three years		
07	Service Tax Return of the Company/firm for the past three years		
08	Undertaking for not been Black Listed (Annexure-VII)		
09	EPF (monthly return) for the month of January & February 2016		
10	Signed unconditional acceptance letter (as per Annexure IV)		

AUTHORIZED SIGNATURE :
NAME OF THE SIGNATORY :
NAME & ADDRESS OF THE TENDERER :
OFFICIAL SEAL & Date :

*Note: Ambiguous statements & incomplete supporting documents for vital tender requirements may attract the risk of rejection without further reference.

UNDERTAKING FOR NOT BEEN BLACKLISTED

(Duly filled in the letter head of the tenderer, scanned copy to be submitted in Cover-
2)

We do hereby undertake that our firm or its partners or Directors have not been blacklisted or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any Organization or any Indian State/Central Governments Departments or Public Sector undertaking of India

Date:

Signature of tenderer with seal