

**HOLKAR SCIENCE (MODEL, AUTONOMOUS) COLLEGE, INDORE
(AUTONOMOUS)**

NAAC A++ Accredited Institution

DETAILED E-TENDER DOCUMENT

**ANNUAL CONTRACT FOR HOUSEKEEPING, SANITATION AND CAMPUS
CLEANLINESS SERVICES**

*(For Academic Blocks, Departments, Classrooms, Laboratories, Library, Administrative Offices, Toilets,
Corridors, Common Areas and Campus Premises)*

Tender Reference No.:3632/26

Date: 22/4/2026

Mode of Tender: Online through MP e-Procurement Portal

Bid System: Two Bid System (Technical & Financial)

Principal

Govt. Holkar (Model, Autonomous) Science College, Indore (MP)

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कार्यालय प्राचार्य शासकीय होलकर विज्ञान महाविद्यालय इन्दौर
भंवरकुआ ए.बी. रोड़ इन्दौर (म.प्र.) 452001
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NOTICE INVITING TENDER (NIT)

Tender Reference No.:3632/26

Date: 22/4/2026

Online bids are invited under Two Bid System (Technical & Financial) from eligible agencies / firms for Annual Contract for housekeeping, sanitation and campus cleanliness services at Govt. Holkar (Model, Autonomous) Science College, Indore. The detailed tender documents along with terms and conditions is available on the official website of the college, i.e., www.collegeholkar.org and government e-Tender portal www.mptenders.gov.in . All the details and any amendment in the tender and related events will be displayed on above websites only.

Sr. No.	Item/Work description	Tender Reference No.	Tender Cost	EMD
01	Annual Contract for Housekeeping, Sanitation and Campus Cleanliness Services	3632/26	5000 /-	50,000 /-

Contract Period: 01 Years (Extendable by 06 Months)

Bid Validity: 180 Days

Administrative Officer

Principal
Govt. Holkar (Model, Autonomous)
Science College, Indore (M.P.)
Holkar Science College
Indore (M.P.)

Schedule of e-Tendering Activities

Particular	Details
Tender Reference No./ Tender No.	3632/26 - Date: 22/4/2026
Date of commencement of sale / download of tender document	25/04/2026, Time: 10 AM (IST)
Last date for sale / download of tender document	15/05/2026, Time: 5 PM (IST)
Last date and time for submission of technical & financial bids	Date: 16/05/2026; Time: 5 PM (IST)
Place / mode of submission	government e-Tender portal www.mptenders.gov.in .
Pre-bid meeting date / time / place	NA
Date and time of opening of technical bid	18/05/2026
Tender document fee	5000 /-
Bid Security / EMD	50,000 /-

COVERGE OF WORK

The agency shall provide housekeeping, sanitation and campus cleanliness services at Government Holkar College, Indore. Therein, classrooms, departments, laboratories, library, offices, seminar halls, corridors, staircases, washrooms, canteen surroundings, campus roads, open areas, parking, and other notified premises of the college.

DEPLOYMENT PATTERN & DUTY STRUCTURE

S. No.	Category	Indicative Requirement
1	Housekeeping staff / sanitation workers (unskilled / semi-skilled as applicable)	10 Nos.
2	Supervisors	01 Nos.
3	Outdoor cleaning / campus sweeping staff	10 Nos.
4	Machine operator / utility worker (if required)	01_Nos.

Section-I: General Instructions to Tenderers

1. Definitions and Abbreviations

- "College" / "Institution" means Government Holkar College, Indore, or any building / premises under its administrative control covered under this tender.
- "Contract" means the written agreement entered into between the Tender Inviting Authority and the Contractor, together with all annexures, schedules, corrigenda and related documents.
- "Contractor" / "Agency" means the successful tenderer selected for execution of housekeeping, sanitation and campus cleanliness services.
- "Nodal Officer" means the officer designated by the Principal / Tender Inviting Authority to supervise execution of work.
- "Services" means the manpower, equipment, consumables, supervision and allied services required for cleaning, sanitation, waste handling, upkeep of toilets and common areas, and maintenance of campus hygiene under this contract.
- "EMD" means Earnest Money Deposit / Bid Security furnished by the tenderer.
- "Performance Security" means monetary / financial guarantee furnished by the successful bidder for due performance of the contract.

Abbreviations: BG = Bank Guarantee; GCC = General Conditions of Contract; GIT = General Instructions to Tenderers; NIT = Notice Inviting Tender; TIA = Tender Inviting Authority; MWA = Minimum Wages Act; EPF = Employees' Provident Fund; ESIC = Employees' State Insurance; GST = Goods and Services Tax.

2. Scope of Services

The detailed scope of services is given in Annexure-A. Eligible firms are advised to undertake a site visit to assess the actual requirement of academic and campus areas before submitting their bid, with prior permission of the College authorities during working hours.

3. Pre-bid Meeting and Clarifications

- A pre-bid meeting may be held in the office of the Principal / designated office bearer of the College on the notified date, time and venue.
- Prospective tenderers may submit written queries at least 7 to 10 days before the bid due date.
- Clarifications / corrigenda, if any, shall be uploaded on the MP e-Procurement portal and shall form part of the tender document.

4. Eligibility Criteria

- The tenderer shall be a proprietorship / partnership / company / registered society / trust legally registered in India.
- The tenderer shall have valid PAN, GST registration, EPF registration, ESIC registration, and registration under the Contract Labour (Regulation and Abolition) Act, 1970, wherever applicable.

- The tenderer shall not be blacklisted / banned by any Government department, PSU, autonomous body or local authority.
- The tenderer shall have a functioning office in Madhya Pradesh; preference may be given to agencies having a local support office in Indore or nearby for quicker deployment and supervision.
- The tenderer shall comply with all applicable MP Government labour wage notifications / District Collector rates, safety norms, and statutory deductions as amended from time to time.

5. Qualification Criteria

- Minimum 3 years' experience in providing housekeeping / sanitation / facility management services of similar nature.
- At least three satisfactory work orders / completion certificates from educational institutions, government offices, public buildings, hostels, libraries, commercial campuses, hospitals, hotels, or similar large establishments.
- Demonstrated capacity to deploy adequate trained housekeeping staff, supervisors, and replacement manpower.
- Experience in mechanized cleaning of large premises, including toilets, corridors, hard floors, and outdoor open areas, shall be preferred.
- The College may suitably relax experience / turnover conditions for eligible MP-based start-ups, if permitted under applicable Government policy.

6. Documents to be Submitted with Technical Bid

- Registration / incorporation certificate of the firm.
- PAN, GST, EPF, ESIC and Contract Labour registration certificates, as applicable.
- Audited financial statements / CA certificate of turnover (50,00,000/- lakhs) for the prescribed period.
- Copies of work orders and satisfactory performance certificates.
- Declaration of non-blacklisting and no pending disqualification by any Government authority.
- Details of staff available with the agency and escalation matrix.
- Proof of local office / support presence, if available.
- Site visit certificate, if mandated by the College.
- Any affidavit / undertaking required under the tender conditions.

7. Tender Fee, Validity, EMD and Price Bid

- Tender fee shall be non-refundable and payable in the prescribed online mode, if applicable.
- The tender shall remain valid for 180 days from the due date of submission.
- EMD shall be submitted in the prescribed manner; bids without valid EMD shall be rejected unless exempt under applicable MP Government policy.
- Financial evaluation shall be based on the combined monthly amount of manpower cost, consumables cost and management / service charges quoted by the bidder.
- Quoted wages shall not be lower than applicable statutory minimum wages / Collector rates.

- GST shall be payable only as applicable and against compliant tax documentation.

8. Submission, Opening and Evaluation of Bids

- Bids shall be submitted under the two-bid system: Technical Bid and Financial Bid.
- Only technically qualified bidders shall be considered for opening of financial bids.
- The lowest responsive bid (L-1), based on the tendered evaluation method, shall ordinarily be considered for award, subject to reasonableness and compliance.
- In case of identical financial bids, the College may adopt tie-breaking as per applicable tender rules / committee decision.

9. Performance Security and Award of Contract

- The successful bidder shall furnish Performance Security, ordinarily 10% of annual contract value, in the prescribed form, unless otherwise specified by the College.
- The successful bidder shall execute the contract agreement on non-judicial stamp paper of the prescribed value.
- Failure to submit Performance Security or sign the agreement within the stipulated time may lead to cancellation of award and forfeiture of EMD.

10. Duration and Commencement

The contract shall initially remain valid for 12 months from the date of commencement of services and may be extended by up to 6 months on the same terms and conditions, subject to satisfactory performance, administrative approval and requirement. Services shall commence within the period specified in the Letter of Acceptance or work order.

Section-II: General Conditions of Contract

1. The contractor shall deploy trained adult personnel, physically fit for cleaning, sanitation and allied campus housekeeping work.
2. All deployed workers shall be issued uniforms, identity cards, safety gloves, masks, gumboots and other protective gear as required for the assigned work.
3. The contractor shall be fully responsible for conduct verification, police verification (where required), attendance, wages, statutory compliance, insurance, and discipline of the deployed personnel.
4. The College shall provide reasonable access to the work area and may earmark a control point / store space subject to availability; however, custody of material and equipment shall remain at the contractor's risk.
5. The contractor shall maintain a complaint register, daily attendance register (preferably biometric), duty roster, and inspection checklist.
6. The contractor shall ensure that classrooms, labs, library, office rooms, common toilets and public areas remain clean, hygienic, odour-free and presentable during working hours.
7. The contractor shall ensure scientific segregation and disposal of dry waste, wet waste and sanitary waste in accordance with municipal rules and local body directions. Biomedical waste provisions are not applicable unless a notified health / first-aid unit specifically requires them.
8. No child labour shall be engaged. Any breach shall invite immediate termination.
9. The contractor shall not sublet or assign the contract without prior written approval of the College.
10. The College may terminate the contract for unsatisfactory service by giving written notice as per contract terms; the contractor may also seek foreclosure with prior notice and reasons.
11. Payment shall be released against monthly bill, attendance records, wage proof, statutory deposit proof, and certification by the Nodal Officer / authorised officer.
12. In the event of short deployment, poor cleaning, non-availability of consumables / equipment, or repeated complaints, penalties may be imposed as per Annexure-B and may be recovered from bills / security deposit.
13. Any loss or damage to college property caused by negligence of the contractor's personnel shall be recoverable from the contractor.
14. The contractor's personnel shall maintain confidentiality of examination records, office records, student data, and administrative matters encountered during duty.
15. All disputes shall be governed by Indian law and subject to arbitration / jurisdiction provisions stated in this tender.

Annexure-A: Scope of Services

A. Areas Covered

- Academic classrooms, lecture halls and tutorial rooms
- Science / computer / language laboratories and practical rooms
- Library, reading room, stack area and issue counters
- Principal office, administrative offices, departments, staff rooms and record rooms
- Seminar halls, meeting rooms, examination cell and reception areas
- Corridors, staircases, lobbies, verandas and entrance foyers
- Student and staff toilets / washrooms
- Canteen surroundings, drinking water points and handwash stations
- Campus roads, pathways, parking areas, lawns / paved courtyards, and other open spaces within notified limits
- Any additional rooms / blocks / hostels / auditoriums / stores specifically included by the College

B. Objective

The objective is to maintain the entire notified premises in a neat, clean, hygienic, dust-free and presentable condition suitable for an educational environment, ensuring uninterrupted academic and administrative functioning.

C. Daily Services

16. Sweeping, mopping and dust control of classrooms, corridors, staircases, offices, library and common areas before commencement of regular working hours and thereafter as required.
17. Cleaning and disinfection of toilets, wash basins, urinals, sanitary fittings, mirrors, taps, counters and floor traps at regular intervals during the day.
18. Cleaning of desks, benches, tables, chairs, shelves, counters, computers (external surfaces only), switchboards, railings, doors, windows, glass panels, notice boards and ledges.
19. Collection of waste from dustbins and transfer to the designated collection point as per municipal / campus disposal arrangement.
20. Replacement / refilling of toilet paper, liquid handwash, deodorizer cubes, naphthalene balls and other approved washroom consumables, wherever required under the contract.
21. Removal of cobwebs, litter and visible stains from common areas.
22. Spot cleaning of spills, mud, ink marks and accidental soiling in classrooms, corridors and laboratories, using appropriate non-damaging cleaning agents.
23. Cleaning around drinking water stations / coolers and ensuring no stagnation or slippery condition.
24. Reporting of plumbing leaks, broken taps, non-functional flushes, damaged tiles, glass breakages and other housekeeping-related defects to the Nodal Officer.

D. Laboratory, Library and Sensitive Area Cleaning

- Laboratories shall be cleaned with care, without disturbing instruments, specimens, chemicals or equipment kept under departmental custody.
- Only external cleaning of lab furniture, flooring, counters and non-sensitive surfaces shall be carried out unless otherwise directed by authorised faculty / lab in-charge.
- Library cleaning shall be low-dust and non-intrusive; books, archival records and computer terminals shall not be displaced without permission.
- Examination records, confidential answer sheets, office files and sealed stores shall not be touched except as specifically instructed by authorised officials.

E. Outdoor / Campus Services

- Sweeping of internal roads, pathways, parking areas, entrance zone and paved open areas.
- Collection of leaves, litter, wrappers and paper waste from campus open areas.
- Cleaning of open drains / grating tops visible in public areas, without undertaking major civil maintenance.
- Upkeep of waste collection points and transfer of collected waste to the designated municipal / institutional disposal point.

F. Weekly / Periodic Deep Cleaning

- Machine scrubbing / deep mopping of hard floor surfaces.
- Thorough cleaning of windows, glass panels, high ledges, fans, ventilators, grills and external dust-prone surfaces.
- Descaling and deep cleaning of toilets and washroom fixtures.
- High-pressure washing of selected outdoor hard surfaces, where permissible.
- Polishing / detailed cleaning of furniture surfaces and door handles in common areas.

G. Service Monitoring

- Toilet checklist to be displayed or maintained area-wise.
- Daily complaint / rectification register to be maintained by the contractor.
- Inspection by College authorities shall be binding for performance assessment.
- Immediate replacement of absent staff and maintenance of a standby pool are mandatory.

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency

Annexure-B: Resource Requirement, Consumables and Penalties

1. Equipment (Indicative Minimum Requirement)

S. No.	Description	Minimum Qty.	Availability	Penalty
1	Single disk scrubbing machine	01	As required / quarterly service	Rs. 800/- per week of non-availability
2	Wet and dry vacuum cleaner	01	Functional availability	Rs. 500/- per week
3	High pressure jet machine	01	Functional availability	Rs. 500/- per week
4	Industrial drain / choking cleaner	01	As required	Rs. 500/- per week
5	Wringer trolley	Minimum 4	Daily	Rs. 100/- per unit per day
6	Caddy basket / housekeeping kit	Minimum 4	Daily	Rs. 100/- per unit per day
7	Glass cleaning kit	Minimum 2	Daily	Rs. 50/- per unit per day
8	Wet mops / microfiber mops	As per area	Daily	Rs. 50/- per unit per day
9	Dry mops / sweeping brushes / brooms	As per area	Daily	Rs. 25/- per unit per day
10	Buckets, wipers, dustpans, scrubbers, safety gear	As per requirement	Daily	Recoverable with penalty

2. Penalties

S. No.	Irregularity	Penalty
1	Required manpower found less than prescribed minimum	Rs. 200/- per worker per day
2	Garbage not lifted / disposal point not cleared as scheduled	Rs. 500/- per occurrence
3	Staff without uniform / ID card / safety gear	Rs. 100/- per worker per day
4	No action within 1 hour of complaint regarding unclean premises	Rs. 200/- per complaint
5	Misbehavior with students / staff / visitors	Rs. 500/- per incident or as decided by the College
6	Repeated irregularity	Double penalty and further action as deemed fit

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency

Annexure-C: TECHNICAL BID FORMAT

TECHNICAL BID

A. Basic Information of Bidder

S. No	Particular	Details to be Filled by Bidder
1	Name of Agency	
2	Registered Office Address	
3	Local Office Address (MP)	
4	Contact Person Name	
5	Mobile No.	
6	Email ID	
7	PAN Number	
8	GST Number	
9	EPF Registration No.	
10	ESIC Registration No.	

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency

B. Statutory Documents Checklist

S. No	Document Required	Yes/No	Document No.	Annexure Page No.
2	GST Registration Certificate			
3	PAN Card Copy			
4	EPF Registration Certificate			
5	ESIC Registration Certificate			
6	Labour License			
7	Shops & Establishment Registration			
8	Annexure I – Undertaking for Non-Blacklisting Annexure II – Affidavit of Compliance with Labour Laws Annexure III – Declaration by Bidder			
9	Audited financial statements (Last 3 Years)			
10	CA Certified Turnover Certificate (Last 3 Years)			

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency

Annexure-D: Declaration, Staff Details and Performance Statement

Part-(i): Declaration

1. I, _____ son / daughter of Shri _____, proprietor / partner / director / authorised signatory of M/s _____, am competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

3. The information / documents furnished along with the bid are true and authentic to the best of my knowledge and belief. I / We understand that furnishing any false information or fabricated document shall lead to rejection of the tender and action under applicable law.

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency

Part-(ii): Details of Staff Available with the Agency

Sr. No.	Name	Employee Code	Qualification	ESI No.	PF No.	Experience in Housekeeping (Years)

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency

Part-(iii): Performance Statement of Tenderer (Last Three Years)

Sr. No.	Name & Address of Client / Contact	Contract Details	Total Manpower	Contract Value (Rs.)	Duration	Satisfactory Certificate Enclosed (Yes/No)

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency

Annexure-E:

FINANCIAL BID & BOQ FORMAT

(To be submitted online only)

Sr. No.	Description of Manpower	Basic Wage / Month / Worker	EPF (as applicable)	ESIC (as applicable)	Bonus, if any amount	Management/Service Charges including all taxes	Total Amount (Including all taxes)
1	Housekeeping staff						
2	Supervisor						
3	Outdoor Cleaning Staff						
4	Machine operator/utility worker (if required)						

Annexure-F: Proforma of Performance Bank Guarantee

In consideration of Government Holkar College, Indore (hereinafter called the "Client") having agreed to enter into an agreement with M/s _____ (hereinafter called the "Contractor") for housekeeping, sanitation and campus cleanliness services, the Contractor has agreed to furnish an irrevocable bank guarantee for Rs. _____ (Rupees _____ only) towards performance security.

We _____ (hereinafter referred to as the "Bank") hereby undertake as follows:

1. We undertake to pay to the Client any sum so demanded, notwithstanding any dispute raised by the Contractor, our liability being absolute and unconditional.
2. This guarantee shall remain in full force until due performance of the contract and till the Client certifies satisfactory completion / discharge.
3. The Client may vary terms, extend time, or forbear enforcement without affecting our liability under this guarantee.
4. This guarantee shall not be discharged by any change in the constitution of the Bank or the Contractor.
5. We undertake not to revoke this guarantee except with prior written consent of the Client.
6. This guarantee shall be valid up to _____ and our liability shall remain restricted to Rs. _____.

Date: _____

Place: _____

For _____ (Name of Bank)

Annexure-G: Format of Contract Agreement

THIS AGREEMENT made on the _____ day of _____, 20____ between Government Holkar College, Indore (hereinafter called "the Client") of the one part and M/s _____ (hereinafter called "the Contractor") of the other part.

WHEREAS the Client is desirous of obtaining housekeeping, sanitation and campus cleanliness services under Tender Reference No. _____ dated _____ and has accepted the bid of the Contractor for the said services for the contract price of Rs. _____ (Rupees _____ only), subject to the terms and conditions of this contract.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The words and expressions used herein shall have the same meanings as assigned to them in the tender conditions and annexures.
2. The following documents shall be deemed to form part of this Agreement: (a) Letter of Acceptance / Work Order; (b) Tender Document and Corrigenda; (c) Technical Bid; (d) Financial Bid; (e) Scope of Work; (f) Any mutually accepted clarifications.
3. In consideration of the payments to be made by the Client, the Contractor hereby covenants to provide the services in conformity with the contract.
4. The Client hereby covenants to pay the Contractor the contract price and such other admissible sums in the manner prescribed under the contract, subject to deductions, recoveries and statutory compliance.

Sl. No.	Brief Description of Services	Contract Duration	Monthly Price (Rs.)
1	Housekeeping, sanitation and campus cleanliness services	12 months (extendable as per contract)	

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed on the day and year first above written.

Signed, sealed and delivered by the said _____ (For the Client)

In the presence of:

1. _____
2. _____

Signed, sealed and delivered by the said _____ (For the Contractor)

In the presence of:

1. _____
2. _____

Annexure-H:

UNDERTAKING FOR NON-BLACKLISTING

(On Agency Letterhead)

To,

The Principal
Government Holkar (Model, Autonomous) Science College
Indore (M.P.)

Subject: Undertaking regarding non-blacklisting

Tender No.:.....

I/We, _____ (Name of Authorized Signatory), authorized representative
of M/s _____ (Name of Agency), hereby solemnly affirm and declare that:

1. Our agency has **not been blacklisted/debarred/terminated** by any Central Government Department, State Government Department, PSU, Autonomous Body, University, or any other Government Organization in India.
2. No criminal case is pending against the firm or its proprietors/partners/directors in any court of law relating to financial irregularities, fraud, or moral turpitude.
3. There is no ongoing litigation that may adversely affect the execution of the contract.
4. In case any information provided above is found to be false at any stage, the College shall have the right to:
 - Cancel our bid
 - Forfeit EMD/Performance Security
 - Terminate the contract
 - Initiate legal action as deemed fit

This undertaking is given voluntarily and with full understanding of its implications.

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency

Annexure-I:

AFFIDAVIT OF COMPLIANCE WITH LABOUR LAWS

(To be submitted on Non-Judicial Stamp Paper of ₹100/- duly notarized)

I, _____, S/o/D/o _____, aged ____ years,
residing at _____, authorized signatory of M/s
_____, do hereby solemnly affirm and declare as under:

1. That our agency shall strictly comply with all applicable labour laws including but not limited to:
 - Minimum Wages Act, 1948
 - EPF & MP Act, 1952
 - ESI Act, 1948
 - Contract Labour (Regulation & Abolition) Act, 1970
 - Payment of Wages Act, 1936
 - Payment of Bonus Act, 1965
 - Payment of Gratuity Act, 1972
2. That wages paid to deployed security personnel shall not be less than the minimum wages notified by the Government of Madhya Pradesh from time to time.
3. That EPF and ESIC contributions shall be deposited regularly and proof of deposit shall be submitted to the College every month along with the bill.
4. That the agency shall be solely responsible for any liability arising out of violation of labour laws.
5. That the College shall not be responsible for any statutory or financial liability of employees engaged by the agency.

Verification:

I hereby verify that the contents of this affidavit are true and correct to the best of my knowledge and belief.

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency

(Notary Seal & Signature)

Annexure-J:

DECLARATION BY THE BIDDER

(On Agency Letterhead)

Tender No.: _____

I/We hereby declare that:

1. I/We have carefully read and understood the complete tender document and agree to abide by all the terms and conditions.
2. I/We shall deploy trained, medically fit, and police-verified security personnel.
3. I/We shall ensure:
 - Proper uniform and ID cards
 - Maintenance of attendance register
 - Proper conduct and discipline
 - Replacement of personnel within 24 hours if required
4. I/We agree that the College reserves the right to:
 - Accept or reject any bid without assigning any reason
 - Terminate the contract in case of non-performance
 - Impose penalties for negligence
5. I/We confirm that the financial bid submitted by us includes all statutory liabilities and service charges.
6. I/We shall not sub-contract the work without prior written permission.
7. The information provided in the bid is true and correct. If any information is found false, our bid/contract may be cancelled.

Date: _____

Place: _____

Signature: _____

Name: _____

Designation: _____

Seal of Agency