



Guwahati Biotech Park
Technology Complex, IIT
Guwahati Guwahati- 781 039
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REFERENCE NO. GBP/1.18/2021-22/4975 DATED 29/10/2021

NOTICE FOR INVITING TENDER THROUGH E-PROCUREMENT

Online bids are invited from the reputed firms under two bid system for from experienced firms/ agencies having their own office at Guwahati, Assam for providing the following services in premises of Guwahati Biotech Park Amingaon

1. Housekeeping and gardening Services
2. Driver
3. Plumber

CRITICAL DATE SHEET

Tender No	GBP/1.18/2021-22/ 4975 DATED 29/10/2021
Date of release of Tender through e-procurement	29 th October, 2021 at 2 PM
Bid Submission start date	2 nd November, 2021 at 2 PM
Last date & time for submission of bid	18 th November, 2021 at 2 PM
Date & time for opening of technical bid	19 th November, 2021 at 3 PM
Financial Bid Opening Date	Will be informed later
Address for Communication	The Chief Executive Officer, Guwahati Biotech Park Technology Complex: IIT Guwahati Guwahati -781039, Assam, India

1. The Tender form/bidding documents may be downloaded from the Institute website www.guwahatibiotechpark.com/Business/Tenders and www.assamtenders.gov.in. Online submission of Bids through www.assamtenders.gov.in is mandatory. **Bids which are not submitted through the portal will be summarily rejected.**
2. Tenderers/Bidders after submission of their bids online through the Portal must submit Hard Copies of all the documents submitted/uploaded in the portal (Except Financial Bid -BOQ). Any discrepancy between bid document submitted in E-portal and hard copy, the E-portal documents shall prevail. The documents should reach at Guwahati Biotech Park, Technology Complex: IIT Guwahati, Guwahati -781039, Assam on or before 2.00 P.M, 17th November, 2021 failing which their tenders/bids will not be considered and their tenders will be rejected.

3. Tenderers/bidders are requested to visit the above website www.assamtenders.gov.in regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum in the website www.assamtenders.gov.in
4. In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The Institute reserves the right to accept or reject any or all the tenders.
5. All bidders are required to pay a bid processing fees of **Rs. 500/- (Rupees Five Hundred only)** and bid security(EMD) (If not Exempted) of **Rs. 20000/- (Rupees Twenty Thousand only)** through online in the eProcurement portal itself failing which the bids will be declared nonresponsive.
6. All Government Departments, National Small Industries Corporations (NSIC) or Small Scale Industries (SSI) including MSME is exempted from payment of EMD subject to submission of document of registration as per provisions of the Policy.
7. Bidders need not come at the time of Technical as well as Financial Bid opening at Guwahati Biotech Park, Guwahati. They can view live bid opening after logging in on e-procurement portal at their remote end. If bidder wants to join bid opening at Guwahati Biotech Park, then they have to come with bid acknowledgment slip that is generated after successfully submission of online bid.

Sd/-
Chief Executive Officer
Guwahati Biotech Park

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MINIMUM ELIGIBILITY CRITERIA

1. The Tenderer/Bidder shall have at least three (3) years of experience in all these fields and shall submit the self-attested copies of the following documents along with the tender document:

- a) Copies of Work Order for similar nature of work carried out in Central/ State Govt. bodies/Department/PSUs/Autonomous bodies/ Industries/ Factories/ or other similar organization in the last 3 years ending on 31st March, 2021.
- b) The bidder must have its Office in Guwahati.
- c) Copy of the PAN Card
- d) Copy of the PF Registration certificate
- e) Copy of the ESI registration certificate
- f) Copy of the Labour License/ Registration
- g) Copy of GST Certificate
- h) Copy of Income Tax Return and Annual Average Turnover Certificate and Audited Balance Sheet/Profit & Loss account for the last three financial years 2018-2019, 2019-2020 and 2020-2021
- i) Bidders must submit the documentary proof in support of meeting the minimum eligibility criteria. Simply an undertaking by the bidder for any item of the criteria shall not suffice the purpose. All documentary proof must be listed on the letterhead of the company.

2. Evaluation of Technical Bids:

Sl. No.	Qualifying Criteria	Maximum Marks	Evaluation
1	<p>Previous experience of work of similar type in last 3 years</p> <p>Number of works done (Minimum work done should be 5 contracts under each category);</p> <ol style="list-style-type: none"> a) Housekeeping & Gardening (5 Marks) b) Driver Service(5 Marks) c) Plumber (5 Marks) 	15	<p>A)60% Marks for minimum eligibility criteria</p> <p>B)100% marks for twice the eligibility criteria</p> <p>C) In between A&B on pro-rata basis.</p>
2	Number of staffs employed	15	

	<p>in the categories mentioned (Minimum staff strength should be 3 in each category)</p> <p>a) Number of Staff under Housekeeping & Gardening currently employed (5 Marks)</p> <p>b) Number of Drivers currently employed (5 Marks)</p> <p>c) Number of Plumbers currently employed (5 Marks)</p>		
3	<p>Annual average turnover and audited Balance sheet authorized by chartered accountant for the F.Y. 2018-2019, 2019-2020 and 2020-2021</p> <p>(Minimum Annual Average Turnover should not be less than Rs. 20 Lakhs approx.)</p>	20	

Bidders should score a minimum 60% marks to qualify for opening the Financial Bid.

SCOPE OF WORK

I. HOUSEKEEPING AND GARDENING SERVICES

Maintenance contract of Gardening, cleaning work of office space, laboratories and other common areas (Total approx. area- 100000 sft) of Guwahati Biotech Park, Amingaon, Guwahati-781031.

The broad scope of work is as outlined below: Though the items of work involved under this contract are detailed out as below, there may be some exigencies/circumstances, where the Contractor has to perform the activities to ensure proper cleanliness in the complex, which may not find express mention herein. As the workers of the Contractor will have accessibility to the general records of the office, it will be incumbent on the part of the Contractor and the employees under him to observe utmost discipline and due care in handling the records so as to avoid damage, theft and leakage of information. Any lapse on this account shall be treated as violation of the contract and consequently invite / invoke punitive clause of the Tender Document. Further, the Contractor shall be responsible for making good the damages, if done. **The workers should always wear the uniforms and name badges.**

The House Keeping Services cover the entire cleaning and upkeep of office premises. The scope of work in detail includes: -

1. Daily cleaning, sweeping and mopping of the premises of Guwahati Biotech Park, Amingaon
2. Cleaning, sweeping and mopping of floors of all the office chambers / conference room / Board Room/Auditorium/ Library/ Utility Area/Cafeteria / laboratories/ corridors / other common areas etc. to be done on daily basis on all working days and as and when required by the Administrative Department. Cleaning activity shall start at 8.30 A.M. so as to complete all the dusting / cleaning / mopping work before 9.30 A.M.
3. Thorough cleaning of all toilets using required detergent etc and by putting naphthalene balls and air purifier in all urinals / wash basins and WC area up to the end of office hours.
4. Daily cleaning and dusting of entire furniture / partitions / cabin walls / railings / name plates / doors / windows / ventilators / venetian blinds / racks / computers / telephones / curtains / attachment & fixtures like tube lights, fire extinguishers etc. with dry / wet cloth, feather brush and duster.
5. Daily removing of wastage / garbage etc. and dumping it at the place earmarked by the local authority for the purpose from all the rooms / lobbies / corridors / toilets / driveways / drains / roof etc.
6. Daily cleaning and refilling of drinking water in water filters.

7. Electrical Fittings (Tube Light & Fans) to be cleaned once in a month.
8. Removal of cob-webs / bee-hives from the office building and its premises.
9. Taking proper care to avoid blocking of the sewerage system.
10. Maintenance of Parking area / lawns/ approach Road and surroundings / cutting of hedges / cutting and shaping of plants etc.
11. Vacuum cleaning as and when required.
12. The Contractor shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver Fish, crawling Insects and Rats etc.
13. The Contractor shall employ adult laborers only. Employment of child laborers will lead to the termination of the contract.
14. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor must also ensure that they are of decent character, sound health and possess general abilities to carry out the required works and are also able to read instructions written in Assamese / English.
15. The Contractor shall provide Identity Cards and Uniforms (Three sets each for summer and winter) to the workers.
16. GBP reserves the right to bar any worker, employed by the Contractor, for carrying out the works, if there happens to be any doubt about his / her integrity, conduct and character. The decision of GBP in this regard shall be final and binding on the Contractor.
17. **SUPERVISION OF WORK:** The Contractor shall ensure proper supervision of the work on daily basis. The contact number of the person deputed for supervision shall be intimated to the Administrative Department, Guwahati Biotech Park. Proper registers / records for the jobs carried out shall be maintained by the Supervisor on daily basis, which will be signed by the Administrative Department, Guwahati Biotech Park, at regular intervals and finally at the end of each month.
18. The Contractor must possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by Guwahati Biotech Park.
19. It will be the responsibility of the Contractor to store the materials for housekeeping properly in the space provided by GBP. The security of such material will be the sole responsibility of the Contractor. The Contractor will maintain record of usage of all the material on daily basis and get it verified from the Administrative Department, Guwahati Biotech Park
20. Preparation of Check-list of all the work to be done under the Contract on daily basis, get it verified/checked from the Administrative Department, Guwahati Biotech Park (twice daily- Morning Session and After Lunch Session) and to submit report to the Administrative Department, Guwahati Biotech Park for information on daily basis by 10.30 AM and 2.30 PM while maintaining a copy with themselves for record and verification.
21. The Tenderers are advised to visit all the premises listed in the Tender Document to have a clear picture of the work involved.

PROVIDING OF WORK FORCE

The Contractor has to provide work force in sufficient numbers to maintain the building as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Administrative Department. Tentative requirement of work force to be deployed is given hereunder: -

SL. NO.	TYPE OF PERSONNEL TO BE DEPLOYED	NO.
1	House Keepers (Under Semi Skilled category)	2
2	Gardener (Under Semi Skilled category)	1
3	Peon cum Housekeeper (Under Skilled category)	1

Additional requirement of manpower will be intimated, if required, in due course of time to the contractor.

SUPPLY OF MATERIAL AND CONSUMABLES

All materials / consumables and other related items as listed below are to be provided by the Contractor and the same should bear ISI mark or in conformity with the specification / make keeping in view good quality / standard after discussion and finalization with the Administrative Department. The Contractor shall assess the quantity of consumables to be used and supply them in advance and store them at the allotted space. The stores are to be replenished at least 5 days in advance.

The following list of materials and consumables are required to be provided periodically for carrying out the housekeeping activities at the office premises of GBP.

S. No	DESCRIPTION OF MATERIAL	ESTIMATED FREQUENCY OF REPLACEMENT
1	FLUSH / TOILET CLEANER	MONTHLY
2	PHENYLE FOR FLOOR / SURFACE	MONTHLY
3	ODONIL	MONTHLY
4	LIQUID SOAP OR HAND WASH	MONTHLY
5	FLOOR / SURFACE CLEANER	MONTHLY
6	ROOM FRESHNER	MONTHLY
7	URINAL CUBES	MONTHLY
8	STAIN / GLASS CLEANER	MONTHLY
9	NAPATHELENE BALLS	MONTHLY
10	HIT	MONTHLY

11	YELLOW DUSTER FOR GLASS CLEANING	QUARTERLY
12	WHITE DUSTER FOR FURNITURE CLEANING	QUARTERLY
13	LIQUID MEDICINE FOR KILLING WEEDS/GRASS	QUARTERLY
14	BROOM HARD	QUARTERLY
15	BROOM SOFT	QUARTERLY
16	FLOOR DUSTER	HALF YEARLY
17	BRUSH COBWEB WITH TELESCOPIC ROD	HALF YEARLY
18	WIPER COMMERCIAL SIZE	HALF YEARLY
19	MOP WET WITH ROD	HALF YEARLY
20	MICROFIBER DUSTER	YEARLY
21	DUST BIN	YEARLY
22	PLASTIC BUCKET	YEARLY
23	GARDEN HOE	YEARLY
24	DAO	YEARLY
25	VACUUM CLEANER	YEARLY
26	GRASS CUTTER MACHINE	YEARLY
27	R-6 TOILET CLEANER	AS REQUIRED
28	ACID	AS REQUIRED

Note:

1. The frequency of replacement/usage mentioned here-in-above can be altered keeping in view the requirement by the Administrative Department of Guwahati Biotech Park deputed for the purpose of verifying the matter on daily basis. The contractor should replenish the items as and when required without fail irrespective of the estimated requirements mentioned above. In case of any delay in supply of materials/consumables, 1% penalty will be charged for each week of delay or part thereof subject to a maximum of 10% penalty of the Gross monthly Bill value in addition to clause number 14 of General Terms and Conditions.
2. The Bidders/Tenderers are advised, in their own interest, to visit the office premises to have a clear picture of the work involved and cost to be borne by Bidders/Tenderers for giving prompt and efficient housekeeping services before quoting rates in the Financial Bid.

WASTE DISPOSAL MANAGEMENT

The Contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The Contractor will also ensure segregation of biodegradable and non-bio-degradable garbage.

II. DRIVER SERVICE

The firm needs to provide two number of qualified driver (one under skilled category and one under high skilled category) with valid driving license for light motor vehicle and having

at least two years' experience of driving for driving the official pool vehicle of Guwahati Biotech Park.

Age: Must not be less than 18 years and not more than 44 years

Educational Qualification: 8th Examination passed

III. PLUMBER

The Contractor shall employ one plumber whenever required at extra payment as per circular of Labour & Employment Department under Skilled category on per day wages basis or per work basis which will not exceed per day rate.

TECHNICAL DATA SHEET

(To be submitted in the organizational letterhead)

FORM 'A'

Details of Contractor/Service Provider

[To be submitted in the organizational letterhead]

Sl. No.	Description	Information with supporting document	Page numbers of the attached documents
01	Name of the Tenderer/Contractor & Contact Person with complete address, email & Mobile No. (Attach Electricity Bill/Telephone Bill etc as address proof)		
02	Status of the Tenderer : (attach documents, if registered company/partnership/proprietary ship) with Year of Establishment		
03	Number of years of experience in such services (work orders, experience certificates etc to be attached)		
04	Experience of having successfully completed/ongoing similar nature of work in Central/State Govt. Bodies/ Govt. Departments/ PSUs/Autonomous bodies / industries/ factories/ or other similar organization during the last three years ending on 31 st March, 2021 a) Housekeeping & gardening b) Driver Service c) Plumber		
05	Trade License Number/Society Regn. Number Copy should be enclosed		
06	Labour License Number/Registration Number Copy should be enclosed		
07	Permanent Account Number Copy should be enclosed		
08	EPF Registration Number with Employer Login Details Copy should be enclosed		

09	ESI Registration Number with Employer Login Details Copy should be enclosed		
10	GST Registration Number Copy should be enclosed		
11	Acknowledgement of Income Tax return for the last three financial years 2018-2019, 2019-2020 and 2020-2021		
12	Average Annual Turnover for last three financial years 2018-2019, 2019-2020 and 2020-2021 certified by CA.		
13	Audited Balance Sheet for the last three financial years 2018-2019, 2019-2020 and 2020-2021		
14	Proof of employment of persons under Housekeeping, Gardening, Plumber and Driver Services Number of persons on payroll [Copy of the last three months challan (say, for January 2021 to March 2021) in support of the deposit of the contribution made both with the ESIC, and the EPFO] with breakup against each services(Housekeeping, Gardening, Plumber & Driver) and under which category(semi skilled/skilled/high skilled)		
15	Copy of the last three months challan in support of the deposit of the contribution made both with the ESIC, and the EPFO and details of number of employees		
16	Self-certification that the Agency/Firm has never been blacklisted by any Govt. organization		
17	Bank Details		

Declaration: I hereby certify that the information furnished in this document is complete and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not be allowed to have any dealing with Guwahati Biotech Park.

Date:

Signature of the tenderer with seal

FINANCIAL INFORMATION

Financial Analysis—Details to be furnished duly supported by figures in Balance Sheet/Profit and Loss Account for 3 (Three) years ended on 31st March 2021 in Lakhs and certified by the Chartered Accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached).

Sl. No	Details	Financial Years		
		(1) 2018-19	(2) 2019-20	(2) 2020-21
i)	Gross annual turnover (Rs. in Lakh)			
ii)	Gross annual turnover (Rs. in Lakh) for similar services			
iii)	Profit/Loss (Rs. in Lakh) for similar services			

Note: Attach additional sheets, if necessary

Date:

Signature of the tenderer with seal

NOTE:

Price bid of that bidder will be opened which do technically qualify based on Minimum Qualification Required for bidding as mentioned in this tender document, for further consideration. Attach all relevant documents duly signed and sealed.

DECLARATION

1. I, ----- Son /Daughter of Shri -----
----- Proprietor/Partner/CEO/MD/Director/ Authorized
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 above application are true and
authentic to the best of my knowledge and belief.
4. I/ we/ am are well aware of the fact that furnishing of any false information/
fabricated document would lead to rejection of my tender at any stage besides liabilities
towards prosecution under appropriate law.
5. Each page of the tender document and papers submitted by my Company is
authenticated, sealed and signed, and I take full responsibility for the entire
documents submitted.

Signature of the Authorized Person

Date : -----

Full Name : -----

Place : -----

Company Seal : -----

GENERAL TERMS AND CONDITIONS

3. The contractor shall ensure that the payment of wages to his workmen deployed for carrying out his contractual obligations shall not be less than the minimum wages prescribed by Government
4. Enhanced minimum labour wages will be paid to the contractor as and when Government of Assam (Office of the Labour Enforcement Officer) issues notification in this regard.
5. The contractor must abide by all the prevalent labour rule and minimum wages rule of the Government and provide ESI, EPF etc to the staffs deployed at Guwahati Biotech Park as per applicable law.
6. The Employees share of ESIC and EPF should be deducted from the monthly wages of the workers.
7. The Service charge quoted in the Financial Bid should include the Employers share of ESIC and EPF. Employers share of ESIC and EPF should not be deducted from the workers' wages in any circumstances
8. The bill of the executing agency / contractor shall be subject to such normal statutory deductions as per existing rules.
9. All consumables, gardening tools and tackles required for the above work should be provided by the contractor / agency at no extra cost to the Institute. The contractor at his own expense shall arrange all consumables and cleaning materials for both dry & wet cleaning. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repellent, etc., shall have to be done whenever required as suggested by Guwahati Biotech Park.
10. Proper care must be taken on safety aspects of the job. Safety measures to be used wherever applicable. The contractor will be solely responsible for any mishap due to lapse in safety measures. In case of a death or mishap occurred during discharging the duty, the compensation liability will solely rest with the Contractor.
11. The contractor shall visit the work areas indicated in the tender documents. He shall have to report to see the officer dealing with the services under the contract awarded to him, for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any observed in their working. Non-performers would be removed and replaced by competent workers within two working days by the contractor.
12. The duty of the personnel of the contractor for this contract purpose will be as per the Duty Roster prepared in consultation with the Administrative Department of Guwahati Biotech Park. They may also be called on Weekly Off Days and as and when required. They may also be asked to remain in the work area beyond normal working hours also on occasional demands.
13. The personnel deployed shall be healthy and active. Nobody shall have any communicable diseases.
14. It is to be noted that neither you nor your deployed employees shall have any claim on employment with this Institute at any point of time and this arrangement is purely

between your company and the Institute for specific services for the specific contract period.

15. In case of any loss that might be caused to the Institute due to lapse on the part of the personnel deployed by the contractor discharging their responsibilities, the such loss shall be compensated by the contracting Agency and in this connection, the Institute shall have the right to deduct appropriate amount from the bill etc. to make good of such loss to the Institute besides imposition of penalty. In case of any deficiencies / lapses on the part of the personnel deployed by the contractor, the Institute shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
16. The Contractor shall pay their staff deployed at Guwahati Biotech Park by 7th of each month irrespective of any payment received or not from Guwahati Biotech Park failing which 1% penalty will be charged for each week of delay or part thereof subject to a maximum of 10% penalty of the Gross montly Bill value.
17. The contractor shall arrange to maintain the daily attendance record of the contract personnel deployed by him showing their arrival and departure time. This attendance record to be submitted every week to the Administrative Department of Guwahati Biotech Park with and attested photocopy of the attendance record of the personnel to which it pertains. The attendance record shall be produced for verification on demand by the Institute at any other point of time.
18. The contractor shall be solely liable for all payment /dues of the workers employed and deployed by him with reliable evidence provided to the Institute.
19. The contractor should maintain all the records and documents under various labour laws applicable to contract labours.
20. If any of the personnel of the contractor indulges in theft or any illegal /irregular activities, misconduct, the contractor will take appropriate action as per law and rules against its erring personnel in consultation with this office and intimate the action taken to this office. If need be, an FIR should be lodged against the erring personnel. Such personnel, who indulge in such type of activities, should not be further employed in this office by the contractor in any case.
21. Arbitration for all disputes between the agency and the Institute in connection with the works shall be referred to the sole arbitrator as appointed by CEO, Guwahati Biotech Park and that shall be final and binding on the parties.
22. CEO, Guwahati Biotech Park reserves the right of canceling the order without showing any reason thereof.
23. **Payment:** Payment shall be released through bank transfer on monthly basis against bills in triplicate after certification by the Administrative Department, Guwahati Biotech Park, and also after deduction of applicable taxes and other dues, if any. The bill shall be submitted by the service provider by 10th of the succeeding month. The following documents should be submitted along with the bills;
 - i. List of consumables provided.
 - ii. Attendance Sheet of the workers
 - iii. Electronic Challan cum Return (ECR) with valid TRRN details
 - iv. Payment Acknowledgement Receipt against the ECR with TRRN and CRN details
 - v. ESI payment details.

One month bill of vendor shall be kept as lien during the whole contract period and payment shall be made for other remaining months. This Amount will be refunded to the Contractor on completion / termination / cancellation of the contract after deducting any dues payable to GBP.

24. PERIOD OF CONTRACT

- i. The contract will be for an initial period of three years from the date of commencement of work with a provision to extend the contract for a further period subject to the same terms and conditions on providing satisfactory services. The extension of contract will be at the sole discretion of GBP. A Service Level Agreement will be executed for the period of contract.

25. TERMINATION OF CONTRACT: GBP may, without prejudice to any other remedy for breach of Contract, terminate the contract in whole or in parts, if

- i. The Contractor fails to provide service within the period (s) specified in the contract or any extension thereof granted by GBP.
- ii. The Contractor fails to perform any other obligation(s) under the contract.
- iii. The Contractor fails to make monthly payment to the workers or is found to make short payments.

26. DISPUTES & JURISDICTION

- i. Settlement of disputes: It is incumbent upon the bidder to avoid litigation and disputes during the tenure of the contract. However, if such disputes take place between the parties, efforts shall be made to settle at the level of Guwahati Biotech Park. The bidder shall make request in writing to the CEO, Guwahati Biotech Park for settlement of any disputes within 30 days of arising of the cause of dispute failing which no disputes / claims shall be entertained by Guwahati Biotech Park. The decision of the CEO, Guwahati Biotech Park will be final and binding on the parties, if differences still persist, the settlement of the disputes may be sought in the court of law, in Guwahati jurisdiction.
- ii. Jurisdiction: Gauhati High Court only will have the jurisdiction to deal with and decide any legal matters or disputes whatsoever arising out of this contract.

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