

**INDIAN INSTITUTE OF TECHNOLOGY INDORE**  
(A Statutory Institute of Ministry of HRD, Govt. of India)



**NOTICE INVITING TENDER (NIT)**  
**FOR**  
**END TO END CLEANING AND SANITATION SOLUTIONS**  
**FOR**  
**IIT INDORE**

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**Materials Management Section**  
**IIT Indore**  
**Workshop Building, Simrol**  
**Khandwa Road, Indore- 453552**  
Tel.: 0731- 2438985, Email: [mms@iiti.ac.in](mailto:mms@iiti.ac.in)  
Website: [www.iiti.ac.in](http://www.iiti.ac.in)



भारतीय प्रौद्योगिकी संस्थान इन्दौर  
सिमरोल, खंडवा रोड, इन्दौर, भारत, पिन - 453 552

**Indian Institute of Technology Indore**  
Simrol, Khandwa Road, Indore, India, PIN - 453 552

Ph. : 0731-2438949 / 958  
Fax : 0731-2438966  
Mail : mms@iiti.ac.in

IIT Indore

NIT No. IITI (MM)/NIT/RC/HK/2017-18/02

May 15, 2017

**NOTICE INVITING TENDERS**  
**FOR**  
**END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE**

- i. Indian Institute of Technology Indore (IITI) invites sealed tender for the work of **END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE** as defined at Scope of Work.
- ii. **Tender Form:** Tender document will not be issued in person. The tender document can be downloaded from IITI Website [www.iiti.ac.in](http://www.iiti.ac.in). Tender documents are in 2 (two) parts viz., Part I (Technical Bid) and Part II (Price Bid).
- iii. The tenders are to be submitted in sealed envelopes super scribing the name of the work clearly.
- iv. **Opening of Part I of the bid:** Only Part I (Technical Bid) will be opened in the presence of tenderers or their authorized representatives, who are present. Late and delayed tenders will not be opened and stand summarily rejected.
- v. Details of EMD, submission of tender, etc. are indicated elaborately in the tender document.
- vi. **Opening of Part II of the bid:** After verification of Part I (Technical Bid), price bid of only those tenderers who satisfy all the eligibility criteria laid down in this notification will be opened.
- vii. In case any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, before award of work or during the period of the contract.
- viii. **Evaluation of tender:** In case two or more tenders are equal in monetary terms, work will be awarded to the contractor who has executed contracts on performance, tenure, complexity etc.
- ix. IITI reserves the right to: a) reject any or all the tenders without assigning any reason whatsoever; b) not bind himself to accept the lowest or any tender; and c) accept the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted. Canvassing in connection with tender/quotation is strictly prohibited. Tender details can be viewed in the website [www.iiti.ac.in](http://www.iiti.ac.in)

Sd/-  
Dy. Registrar (MM)



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### Schedule of Requirements

<u>Description</u>	<u>Details</u>
Download of tender document	May 15, 2017 from 1.00 PM
Submission of Queries for Prebid meeting	May 23, 2017 on or before 2.00 PM
Prebid cum Demonstration by Prospective bidders #	May 24, 2017 from 11.00 AM onwards  Note: The proposed Prebid meeting cum demonstration will be compulsory for all prospective bidders since the eligible bidders will be shortlisted to participate in bidding process.
Last date for receipt of tender	June 16, 2017 up to 3.00 PM
Opening of Technical Bid of the tenders	June 16, 2017 at 3.30 PM
Bid Security/ Earnest Money Deposit (EMD) Amount	Earnest money deposit of 1,50,000.00 (Rupees One Lakh Fifty Thousand Only) is to be submitted via online. The link for online EMD submission is <a href="http://deposit.iiti.ac.in/mms">http://deposit.iiti.ac.in/mms</a>  EMD in any other form will not be accepted. Tenders received without valid EMD stand automatically rejected. EMD should be kept in a TECHNICAL BID ONLY.  EMD to be submitted as per schedule of requirement. In respect of the successful bidder, this EMD will be returned on receipt of Security Deposit. EMD submitted by other bidders will be returned after finalization of the contract.
Security Deposit	For due performance of his/their obligations under the contract, during the validity, the successful tenderers shall have to deposit <b>₹ 5,00,000.00 (Rupees Five Lakhs Only)</b> as Security Deposit which will be free of interest, immediately after commencement of the contract. This security deposit is to be furnished in the form of Bank Guarantee as per the format furnished by the Institute from any of the Nationalized Banks or SBI or from any one of the scheduled banks.  The security deposit will be forfeited in case of breach of contract. After successful completion of the contract, the security deposit will be



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	refunded within 60 days after adjusting dues if any to the IITI from the Contractor.
<b>Contract Period</b>	<b>One Year on annual renewal basis subject to satisfactory performance from the date of contract.</b>
<b>Tender Validity</b>	<b>The bids submitted by the firm should be valid for 180 days</b>
<b>Tender to be submitted in</b>	Tender Box at Workshop Building, IIT Indore, Khandwa Road, Simrol, Indore- 453552
<b>Contact Person</b>	<b>Dy. Registrar (MM), Indian Institute of Technology Indore Khandwa Road, Simrol, Indore- 453552 Email: <a href="mailto:mms@iiti.ac.in">mms@iiti.ac.in</a> , Tel.: 0731- 2438958</b>

**The bidders shall send sealed quotations super scribing “NIT for END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE” with NIT No. and Due Date.**

### **INSTRUCTION TO BIDDERS (ITB)**

- 1. Submission of tender:** Tender should be submitted in two parts.
  - a) Part I** should consist of all the technical details including their previous experience, nature of work to be carried out, number of trained requisite manpower to be provided for each work, EMD details etc.
  - b) Part II** should contain only the price.
- 2. Envelopes:** Signed and sealed Part I and Part II should be kept in separate sealed covers. The cover for Part I should be super scribed as “Tender for ‘**END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE**’ Part I (Technical)” and the cover for Part II should be super-scribed as “**END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE**’ Part II (Price)”.
- 3. All the two covers should be kept in a big single sealed cover super-scribed as Tender for ‘END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE’.** Failure to comply with this instruction renders the tender/bid automatically disqualified.
- The tenderer should read the ‘General Terms and Conditions’ of the IITI annexed hereto and give their acceptance. The tenderer is advised to visit the IITI on any working day **between 1000 hrs and 1700 hrs** to assess the nature and quantum of work before tendering.



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5. The requisite manpower proposed to be deployed by the Company /Agency shall be subject to screening by the Institute, to ascertain their suitability and skills. Before deploying a person, equipment, consumables in the Institute the Company/Agency shall take prior approval of the designated officer of the Institute. **The company/ agency should submit acceptance certificate along with their bid.**
6. **Failure to fulfill any of the conditions laid down renders the tender invalid.**

### **PART – I (TECHNICAL DETAILS)**

Technical Details should be provided in the prescribed format i.e. Annexure “A” which should inter alia contain the following:

- A) The tenderer should be a registered contractor having all valid license under ‘The Contract Labour (Regulation and Abolition) Act’ , Sanitation etc. and should furnish the proof of relevant experience i.e. providing requisite Cleaning & Sanitation services in educational institution of repute, Govt., PSU, or R&D organization like IITs, IIMs, IISER, Universities and Corporate Houses etc.
- B) **Experience:** The tenderer should have experience of having executed/completed similar works during the last 5 years commencing on 01.04.2012 and ending on 31.03.2017 in educational institution of repute, Govt., PSU, R&D organization or Corporate Houses as stated above.  
Experience in other institutions will not be considered.

**Note:** Experience prior to 01.04.2012 and later than 31.03.2017 will not be considered as experience. **“Similar work” means ‘END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE’.**

The tenderer must produce work done certificate from the clients. The work done certificate should mention the details of work executed, the value of work done, the date of commencement and date of completion of the work.

**Note:** Copy of work order and/or self-certified certificate will not be accepted as certificate of experience. If any document other than certificate of experience is produced, such document will not be accepted as relevant. Tenders not accompanied by certificate of experience issued by the client will automatically stand disqualified.

- C) All pages of the tender document should be duly signed & sealed by the tenderer and the document should be submitted in sealed condition.



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- D) The tenderer shall submit the information sought in the format enclosed as **Annexure "A"** as part of Technical bid along with the General Terms & conditions (duly signed).
- E) The persons deployed for work should not be involved in any police case or any case should be pending against them. Police verification certificate for the persons deployed for work to be submitted.
- F) The workers must be provided with uniform (and where required standard safety shoes and other materials for safety and safe handling of chemicals, etc.) by the contractor from out of his service charges to the departments like transport and housekeeping.
- G) If in the opinion of the IITI authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behavior is not conducive to retain them for the work, he/she should be replaced within 24 hrs.
- H) All the copies of mandatory documents, except affidavits mentioned in e) and f) above, submitted by the tenderer should be attested. Failure to comply with these conditions renders the tender/bid automatically disqualified. The original documents should be produced for verification at any stage of tender process as and when sought for, failing which; the bids are liable for disqualification.

### **PART – II (PRICE-BID)**

- a) Price bid should be in the format enclosed with tender at **Annexure "B"**. Conditional offer will render the tender/bid automatically invalid.
- b) The tender should be clearly filled or typed and signed in ink legibly giving full address of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature, shall invalidate the tender. The tender should be duly signed by the authorized persons. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.
- c) The tenderer should ensure that the amounts are written in such a way that interpolation is not possible. No blank space should be left.
- d) Failure to fulfil any of the conditions given above shall render the tender liable for rejection.



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**ANNEXURE "A"**  
**TECHNICAL DETAILS**

**A. Documents details to be mandatorily submitted:**

Sl. No.	Particulars	Fill in the details
1	Name of Firm/Tenderer/Company (in block letters)	
2	Permanent Address & Telephone No.	
3	Full Postal Address, Telephone/Fax No./E-mail:	
4	Details of infrastructure persons employed and number of offices/branches available (attach separate sheet).	[Attach as enclosure & refer here]
5	EMD, Bank Draft No & Date, Banker's Name & Branch.	
6	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company has never been black listed or changed the name of the firm (in original). <b>The Notary should be self-attested.</b>	[Attach as enclosure]
7	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court (in Original). <b>The Notary should be self-attested.</b>	[Attach as enclosure & refer here]
8	Income Tax Return (last three years), TAN/PAN No., Professional Tax, Sales Tax and Service Tax Registration. Nos. (enclose photo copies)	[Attach as enclosure & refer here]
9	Copy of a valid License issued by the State/Central Labour Department under Contract Labour Act duly attested by a gazetted officer/notarized.	[Attach as enclosure & refer here]
10	Details of ESIC Registration with Date and proof of registration	[Attach as enclosure & refer here]
11	Details of EPF Registration with date and proof of registration	[Attach as enclosure & refer here]
12	Acceptance Certificate	[Attach as enclosure & refer here]



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13.	Letter of Consent	[Attach as enclosure & refer here]
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B. (i) Details of Experience: Should be furnished in the following format- till 31.03.2017 only:

Name of the Client and full address	Telephone and FAX number of the client	Tenure of contract	Value of contract

(ii) Three similar completed works during the last 5 years, each costing not less than the amount equal to Rs.1.00 Crore,

OR

Two similar completed works during the last 5 years, each costing not less than the amount equal to Rs. 1.50 Crore,

OR

One similar completed work during the last 5 years costing not less than the amount equal to Rs. 2.00 Crore

C. Documents to be submitted by the successful Tenderer before award of work:

1	Proof of Financial Capacity from his bankers/Chartered Accountant
2	Audited balance sheet and Profit/Loss A/c for last 03 financial years.

Date:

Signature of Tenderer,  
Seal & address





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## **GENERAL TERMS & CONDITIONS**

(Please read the following carefully and give acceptance for the same in the prescribed format and submit it with the Technical Bid).

1. **Bid Documents:** Tender should be submitted in Two-Bid:
  - a. **Cover 01(One) super-scribing Technical Bid along with Annexure-A, Scope of Work, Annexure-C & D, Receipt of Online Submission of EMD and all relevant documents including tender documents.**
  - b. **Cover 02(two) super-scribing Financial Bid as per Annexure- B.**

Both the envelopes are in turn shall be put in another envelope and this envelope should be superscripted prominently as “**NIT for END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE**”. The two envelopes are to be duly sealed. Technical Bid and Financial Bid shall be opened separately. No indication of the Prices will be made in the Technical Bid. Tenders received without proper sealing are liable to be rejected.

2. Tender will be opened in the presence of Bidders present on the due date of opening. Technical Bids of the Tenders received will be opened on that day and the sealed Financial Bids will be kept in IIT's custody.
  - a) The Time, Date and Venue of the opening of FINANCIAL BIDS will be intimated only to those Bidders, whose Technical Bid is accepted after evaluation of details.
  - b) Incomplete Tender or Tender in which both Technical Bid and Financial Bid are found in the same envelope is liable to be rejected.
  - c) All Columns should be furnished with relevant details and no column should be left blank.
  - d) Financial Bid of the selected bidders only will be opened.
  - e) Bidder shall furnish the documents as per **Technical Bid Form- Annexure- I**.
  - f) Rates should be quoted as per Annexure II.
  - g) The format of Financial Bid Form should not be changed in any manner.
  - h) Addition/deletion/alteration of the text will automatically render the tender invalid and therefore, will be summarily rejected.
  - i) Unsigned Technical Bid and Financial Bid will be considered as Invalid Bid.
3. **Earnest Money Deposit (EMD / Bid Security (BS) has to be submitted by bidders except those who are registered with**
  - i. Central Purchase Organization (CPO) i.e. DGS & D.*
  - ii. National Small Industries Corporation (NSIC). However, this certificate should be for manufacturing of the item indented and not for selling items manufactured by other firms. The NSIC should be valid for a period of six months (180 days) beyond the Bid validity.*



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**iii. Concerned Ministry / Department.**

4. No interest will be payable by the Purchaser on the Earnest Money Deposit. The earnest money of all the unsuccessful tenderers will be returned to them at the earliest. The Earnest Money of successful bidder shall be returned on receipt of Performance Security. If the successful bidder fails to furnish the performance security or fails to provide service as per order terms and conditions within stipulated period, the earnest money shall be liable to be forfeited by IIT Indore.
5. In the event of the Security Deposit falling short of the aforesaid amount due to recover/adjustment of the losses suffered by the Institute during the currency of the Contract, the Contractor shall deposit/pay such amount by which the Security Deposit falls short immediately on demand or the same may be recovered from the Contractor's pending Bills with the institute. No claim shall be made against the IIT, Indore in respect of interest, if any due on the security deposit or depreciation in value.
6. **The EMD/Bid security may be forfeited**
  - a) If the bidder withdraws his bid during the period of validity specified in the bid form.
  - b) If the successful bidder fails to accept the order within a week of the issue of order.
7. **Return of the EMD/BS:** EMD/Bid security of the unsuccessful bidder will be discharged/ returned within 30 days of the finalization/Award of the Contract.
8. **Submission of Bid:**
  - a. The bids should be duly sealed and addressed to Dy. Registrar (MM), IIT Indore, Simrol, Khandwa Road, Indore- 453552.
  - b. **Any bid received after the specified time and date for submission of bids shall be rejected and returned to the bidder unopened.**
9. **Tender Opening:** In case the date fixed for the opening of the bids is declared as holiday by the Government of India, the revised schedule will be notified. However, in the absence of such notification, bids will be opened on the next working day, time and venue remaining unaltered.

**A. GENERAL INSTRUCTIONS:**

- 1.** The tenderer submitting tender would be deemed to have inspected the institute premises, considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
- 2.** The contract will be for a period of one year initially, which can be extended for one *more year on satisfactory performance of the initial* period of the contract. The IITI may renew/extend the contract to such further period (s), as it may deem proper, having regard to the quality and manner of the



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contractor's performance. However, it shall be with consent/written request by the contractor in this regard.

- 3.** In case the Contractor fails in fulfilling the obligations fully and in time, the IITI shall have the absolute right to take up the work at the Contractor's cost and risk and recover any and all such expenses from the amounts due to the Contractor including the Security Deposit. The Institute shall have right to impose penalty commensurate with the fault and amount towards damages if any, shall be recovered from the bill.
- 4.** The Contractor shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the IITI from any claims in this regard.
- 5.** The Contractor will be required to post requisite trained & skilled manpower as may be needed to supervise and guide the workers, skilled, semiskilled as well as unskilled for proper execution of the work as per directions of the Officer-in-charge, Housekeeping Section of the Institute to administer the contract satisfactorily.
- 6.** All letters posted to Contractor at the address given by him will be considered to have been delivered in time.
- 7.** If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated and Security deposit forfeited. The Contractor will have no claims what so ever on the IITI.
- 8.** In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to the Institute for the inferior works as determined by the IITI and in case all payments have been made to the Contractor for this work, this amount may be deducted from any sum due to the Contractor on any other work within the Institute.
- 9.** Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made by these victims. The Contractor shall indemnify the IITI from any claims arising out of accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor. The contractor will fully indemnify IITI against all claims in this regard.
- 10.** The contractor shall be responsible for cleaning as well as security of the fixtures handed over at the time of commencement of the contract. In case of items/fixtures stolen/broken due to the fault of the contract personnel, either the penalties to recover the cost shall be imposed or the contractor shall



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have a choice to replace these fixtures of the same quality & under approval from nodal officer of the IITI.

- 11.** will be the sole responsibility of the contractor to abide by the provisions of the following acts as to the workers engaged by him for performance of this contract:
  - Employment of Children Act
  - Workmen compensation Act
  - Employment of Labour/Contract Labour Act
  - Industrial Employment Act
  - Contract Labour (Regulation & Abolition) Act 1970.
  - Minimum Wages Act
  - Employee Provident Fund Act
  - Employees State Insurance Act
  - Any other act or legislation as may be in force from time to time.
- 12.** Any liability arising on the IITI shall be deducted from the bills of the contractor and if the full amount is not recovered then the same shall be recovered from the security deposit of the contractor. There would be no liabilities towards the workers of the contractor by the IITI.
- 13.** The IITI through its officers, reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portions of the same carried out in the Institute by others and such alterations and variations shall not violate this contract.
- 14.** The Contractor is required to post his authorized representative at the site of the work who shall receive the instructions from the Officer (to be nominated by the Institute) from time to time. All such instructions received by the authorized representative on behalf of the Contractor shall be deemed to have been received by the Contractor within the scope of this work order.
- 15.** In the event of the contractor to execute the work under contract in whole or in part an alternative arrangement will be made by the IITI totally at the cost & risk of contractor besides any suitable fine /penalty.
- 16.** The contractor shall be liable to pay compensation for any loss & damage caused to the property of the IITI or its Staff Members/Students/Visitors by the contractor or his workers.
- 17.** The contractor shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff as regards work, discipline, attendance or any other matter concerning efficient and smooth functioning; the contractor will be under an obligation to change the worker concerned when instructed by IITI authority. The contractor shall observe all the laws and



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will be responsible for any prosecution of liability arising from breach of any of those laws. The IITI will not have any responsibility with regard to staff on the role of the contractor what so ever.

- 18.** The IITI reserves the right to terminate the contract without assigning any reason by giving a notice of one month. The contractor will also have to serve a similar notice, if he wishes to terminate the contract.
- 19.** In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Officer, Housekeeping Section or any other officer nominated by the institute for arbitration whose decision shall be final and binding on the parties. The contractor agrees that the arbitrator could be an employee of the Institute & shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.
- 20.** The services of employees of Contractor should be made available on all days on six-day week basis irrespective of holidays and on Sundays, if required. Institute may change the working pattern with consent of contractor if required.
- 21.** A verification report in respect of all the personnel of contractor from the concerned police station of concerned residential areas should be submitted and also list of employees with bio-data of each employee posted to the Institute along with photo and thumb impression should be handed over to the designated officer of IITI. Any changes should be informed immediately.
- 22.** The personnel engaged by the contractor should have qualification and experience as mention by the institute from post to post.
- 23.** The Contractor shall be fully responsible for providing leave benefits, weekly off, National & Festival holidays etc., to the personnel deployed and as and when any of personnel comes late or proceeds on leave or absents himself/herself, it will be the prime responsibility of the contractor to provide a suitable substitute.
- 24.** The contractor should not be employee of IITI, Central or State Government, Autonomous Body, Corporate House or PSU. He should submit a declaration to this effect.
- 25.** The Contractor's Supervisor will maintain Daily Attendance Registers, Deployment Chart, Task Sheet, SOP for each task, work instructions etc. to keep record of personnel on duty.
- 26.** That payment on account of enhancement/escalation charges on account of revision in wages and statutory payments like EPF/ESI contributions, and service tax levied by the appropriate Govt. (Central/State) from time to time shall be payable by the IITI to the contractor. No escalation of



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सिमरोल, खंडवा रोड, इन्दौर, भारत, पिन - 453 552

**Indian Institute of Technology Indore**  
Simrol, Khandwa Road, Indore, India, PIN - 453 552

Ph. : 0731-2438949 / 958  
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percentage of Contractor's Service Charges and/or cost of materials shall be admissible during the term of the contract.

**27. Other Terms:**

- i. **MODIFICATION OF TERMS AND CONDITIONS:** The IITI with the consent of the contractor may modify terms and conditions of the contract as and when necessary without affecting the basic nature of his contract.
- ii. **PAYMENT OF WAGES/SALARIES:** The contractor shall pay his workers' wages not less than the minimum wages fixed by the Central Govt. or State Govt. and all other statutory dues like EPF, ESI, bonus, etc., where minimum wages applicable, and in throughout the tenure of contract, through bank.
- iii. **In the event of local problems arising while discharging the functions IITI the contractor will deal with them appropriately at their cost and risk and the firm will not bring IITI on the scene for such matters.**
- iv. **The contractor shall provide** all necessary uniforms, identity cards etc. during the period of duty as per instruction of the nodal officer of the institute.

**B. REPORT:**

- 1.** The contractor or his representative shall daily report to the Health Office, IITI to supervise the work under the contract and take instructions every day from him for the work on a Book/Register maintained by the contractor exclusively for the purpose. He shall preserve the said book and produce the same as and when required. As far as possible bio-metric attendance shall be obtained. Institute shall compare the manual attendance with the help of bio-metric attendance.
- 2.** The contractor or his representative should approach the Administrative Section, if he needs any instructions /help or has any difficulties.
- 3.** The contractor or his representative should all the time be available at work site during the course of his work.
- 4.** Working timings are as follows:-
  - Office Time of the institute -9.15 am to 5. 45 pm with half an hour lunch break or as decided from time to time by the Institute. The work hour for cleaning and housekeeping will be prior, during and after the normal office hours. It should be in such a way that the presence of the manpower shall be minimum during normal office/class hours.
  - Specific instruction regarding timings will be given later on.



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**C. SCOPE OF WORK - END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT  
INDORE**

**(in detail):**

1. To provide such an end to end cleaning and sanitation solutions for each building/structure within IIT Indore campus.
2. Firm should provide service with their own trained manpower, modern equipment and consumables.
3. Firm should ensure the spotless cleaning of the entire campus in a modern way.
4. The areas covered under scope of work will be wash rooms, corridors, roads & pathways, Roof Top, Projections, Store Space, Lawn, Garden, Open Spaces, Workshop Floor, Office Room, Conference Hall, Seminar Hall, Hostel, Sports Facility center, Classrooms, and Laboratories etc.
5. Firm should ensure cleaning as per time slots provided by the IITI.
6. Firm should be ready with special automated cleaning mechanism for spotless cleaning for any event or function.
7. The firm should ensure proper waste disposal mechanism and segregation of waste at source i.e. Wet & Dry waste. Firm should incorporate safety measures for segregation of waste at source.
8. Please note that the methods of cleaning will be different for each building depending on the structure & function. So bidders shall present the methods and quote separate rates.

**Please Note:**

- The bidder shall visit the site for assessment of the Quantum and nature of work in each building & structure before the submission of bids with prior intimation. The bidder may quote for each building/structure separately which will be complete end to end solution. In case of under construction floor wise rate may be submitted.

1. The entire cleaning operation shall be carried out in a scientific modern and automated way with minimum manpower.
2. The Contractor should issue and display clear work instructions to Works about the nature and steps involved in clearing following necessary Safety and Hygiene standards.
3. The Supervision of the Cleaning work must be maintained by the Contractor which will be scrutinized by the Institute at the time of Billing and also for surprise checking.
4. Cleaning schedule for regular work and for Specific occasion should be coordinated with the nodal person from the institute and deployment should be made accordingly



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5. The Contractor should Quote Rate for each Unit of Work.
6. The cleaning items(Acid, Chemicals, Detergents, Soap, Liquids, Urinal cakes, Door Mats, Room Freshener, Brooms, Brush, Scrapper, Mop, Bucket, Mug, Naphthalene balls, Cloth Duster, Cotton waste, Tissue papers etc.) used should be approved by the institute if supplied by the Contractor. The contractor can give options for supply of the items from the institute.

#### **D. SUPERVISION-**

1. The Supervisor employed by the Contractor shall be responsible to ensure efficient and timely execution of the contract (daily work completion sheet, grant of weekly off, discipline, cleanliness of the institute, manage work, interaction with officer-in-charge for the day to day work).
2. The service of the workers may be required on all days in a month irrespective of holidays and they should be prepared to work on shifts as may be required. The Contractor has to ensure proper attendance and proper weekly off of the personnel deployed and should produce Character and antecedent's verification reports of the persons engaged by the Contractor and the same shall be submitted to IITI for verification.
3. The workers deployed by the Contractors shall maintain personal hygiene and wear prescribed uniform wherever uniform is issued while on duty.
4. The persons deployed by the contractor should be reliable, trust worthy, alert and efficient.
5. The contractor's personnel should be well disciplined, polite with good behavior. In case of any complaint or any unusual behavior of the worker, he/she should be replaced within 24 hours after receipt of intimation from the Institute.
6. The contract personnel shall undergo medical examination at the expense of the contractor to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for as and when required by the Institute.
7. The contractor shall not lease or sub-contract the whole or any part of the contract to anybody.
8. The contractors should make payment to the workers on the last working day of every month and there should be no linkage between this payment and settlement of the contractor's bill from the IITI.





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**E. PAYMENT CONDITIONS:**

Sl.No.	Activity	Who	Turnaround time
1	Providing work completion sheet for verification	Contractor	20 <sup>th</sup> of every month for the period from 16 <sup>th</sup> of previous month to 15 <sup>th</sup> of current month.
2	Returning of verified work completion sheet	IITI	22 <sup>nd</sup> of every month
3	Raising of invoice	Contractor	24 <sup>th</sup> of every month
4	Release of cheque dated first of next month	IIT Indore	28 <sup>th</sup> of every month
5	Disbursal of Wages by contractor from his money.	Contractor	Last working day of month.

9. In case of any delay in submission of the bills, the contractor would be required to ensure the payment of its workers by 7<sup>th</sup> of every month and there should be no linkage between this payment and settlement of the contractor's bill from the IITI.

**F. COMMENCEMENT OF WORK:** The Contractor is required to start the work of supply of requisite manpower with effect from the date of acceptance of the contract. In case it is found that the work has not been taken up from the above date, the IITI at its sole discretion may cancel the work order and the EMD Security Deposit shall be forfeited without any further reference to the Contractor.

**G. CANCELLATION OF CONTRACT:**

1. Notwithstanding any other provisions in this contract, the IITI reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in public interest. The contractor is not eligible for any compensation or claim in the event of such cancellation.
2. If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to the IITI shall be forfeited without any claim whatsoever on IITI and the contractor is liable for action as appropriate under the extant laws.



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## ACCEPTANCE CERTIFICATE

I/We.....(Designation)..... of (Name of  
the Company) ..... Have read and understood  
and hereby accept the above mentioned instructions, general terms & conditions, scope of work and  
the entire tender document for the **END TO END CLEANING AND SANITATION SOLUTIONS FOR  
IIT INDORE.**

Signature of Authorized Signatory

Company Seal / Stamp

Date:

Place:



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**ANNEXURE "B"**

**PART – II -PRICE BID**

Minimum No. of workers to be engaged as assessed by IITI for 'END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE':

TO BE FILLED BY THE CONTRACTOR: Please refer to rates pertaining to 'A' Area in Notification No.S.O.1285(E) with effect from 01.10.2011 as contained in Memorandum No.47(1)/2011-C2 dated 03.10.2011 issued by Govt. of India.

Sl. No.	Details of Scope of work	Amount/Rs. per month (lump sum inclusive of all)
	Building/Structure Details-	
1.	END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE	
2.	EQUIPMENT	
3.	MANPOWER	
4.	CONSUMABLE	
5.	OTHER CHARGES, IF ANY	
<b>TOTAL =</b>		

# after inspection of site bidders can submit quote for each building/structure separately.

Taxes: Taxes, statutory levies, if any will be paid as rules in force time to time.

**Date:**

**Signature of the Tenderer with Seal & Address**



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**ANNEXURE- C**  
**Letter of Consent**

To  
The Registrar  
IIT Indore

Date: \_\_\_\_\_  
Tender Ref. No.

**Name of Work: 'END TO END CLEANING AND SANITATION SOLUTIONS FOR IIT INDORE'**

I/We understand the nature and quantum of work to be carried out. I/we have read the various conditions to tender including general conditions and hereby agree to abide by the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 180 days from the date fixed for opening the Part I and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted.

I/We understand that my/our "Earnest Money Deposit" submitted along with the tender to Registrar, IITI will be liable for forfeiture. The rate quoted is firm and I/we will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract. I/We also hereby agree to abide by the rules and regulations of the IITI, general conditions of the contract as amended from time to time and to carry out the work according to the conditions of the contract laid down by IITI.

A sum of Rs..... (Rupees...) Only is hereby forwarded as Earnest Money via online. The full value of the Earnest Money shall stand forfeited without prejudice to any other right to remedies if:-

I /We do not execute the contract documents within 7 (seven) days after getting information from IITI, or

I / We do not commence the work within 15 (fifteen) days after getting information from IITI.

Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

**Signature of Tenderer(s) with Stamp, Address**

**Note:** The formats have been made available for the convenience of tenderers in word format in the document titled 'Annexure'. The formats may also be downloaded. No change should be made by the tenderers except filling-up details. In case any change is made in the content of the formats, except filling-up details, it shall be treated as unauthorised and such tender will stand automatically disqualified.



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**ANNEXURE "D"**  
**FORMAT FOR SECURITY DEPOSIT**

**To,**

.....

**WHEREAS** ..... (name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no. .... dated .....to supply (description of goods and services) (herein after called "the contract").

**AND WHEREAS** it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

**AND WHEREAS** we have agreed to give the supplier such a bank guarantee:

**NOW THEREFORE** we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of ..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We further undertake to pay the Purchaser/Service user any money so demanded notwithstanding any dispute or disputes raised by the supplier(s)/vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the supplier(s)/vendor(s) shall have no claim against us for making such payment.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ..... day of ....., 20.....

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch

Phone No., Fax No. & e-mail id.