



भारतीय प्रौद्योगिकी संस्थान इंदौर
Indian Institute of Technology Indore
सिमरोल, खंडवा रोड़ इंदौर – 453552
Simrol, Khandwa Road, Indore- 453552

E-TENDER MODE
END TO END CLEANING, SANITATION AND SANITIZATION SOLUTIONS
FOR
IIT INDORE

Documents to be submitted online for
(Technical & Financial Bid as per Schedule of requirement)

IIT Indore
Materials Management Section
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प्रशासनिक अधिकारी
Administrative Officer
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Indian Institute of Technology Indore



Indian Institute of Technology Indore
Simrol, Khandwa Road, Indore- 453552

Email: mms@iiti.ac.in

NOTICE INVITING TENDER (NIT)

FOR
E-TENDER

Online e- Tenders are invited by IIT Indore (in Two Bid System) for the working “(END TO END CLEANING, SANITATION AND SANITIZATION SOLUTIONS) with the following details.

Sl. No.	Description of Stores	NIT No. for submission of EMD	EMD (in INR) - Online
1.	END TO END CLEANING, SANITATION AND SANITIZATION SOLUTIONS	IITI(MM)/HS/ NIT/491/AM/ 2020-21	“NIL” Note: EMD waived off as per Govt. of India order Ref. O.M. No. F.9/4/2020-PPD ,Dtd. 12/11/2020 Waived off upto 31/12/2021.

SUBMISSION OF BIDS ONLINE IN TWO BID <https://eprocure.gov.in/eprocure/app>

Note:

1. Tender Documents with detail terms & conditions can be downloaded from our website: http://www.iiti.ac.in/tender_mms.php & <https://eprocure.gov.in/eprocure/app>
2. The pre-bid report is enclosed as a part of the tender document.
3. All the details/document pertaining to the NIT such as tender document, pre-bid report, corrigendum and any further updates will be available only on our website and also at Central Public Procurement Portal.
4. Bids/Quotations may be submitted directly by the Authorized distributors/ Dealers/ Resell Agents/Channel Partners with proof of authorization.

IIT Indore shall not be responsible for non-receipt bid due to internet issues or any other reasons. **For any issues related to tender please contact Material Management Section, Tel: +91-0731-6603551/3546/3590**

Email: mms@iiti.ac.in

Administrative Officer (MMS)

प्रशासनिक अधिकारी
Administrative Officer
भारतीय प्रौद्योगिकी संस्थान इन्दौर
Indian Institute of Technology Indore

ONLINE BIDDING DOCUMENTS FOR PURCHASE OF GOODSCONTENTS

Chapter 1	Schedule of Tendering
Chapter 2	Instructions for Online Bid Submission
Chapter 3	Instruction to Bidder
Chapter 4	Instructions for Online Bid Submission
Chapter 5	General Terms & Conditions
Chapter 6	Technical Bid (List of document to be Uploaded along with Annexure- I)
Chapter 7	Technical Bid Compliance Matrix (Annexure – I)
Chapter 8	Acceptance Certificate
Chapter 9	Letter of Consent
Chapter 10	Form of Undertaking
Chapter 11	Price Bid
Chapter 12	Pre- Bid Query Form
Chapter 13	Performance Security Format
Chapter 14	Bid Security Declaration

CHAPTER- 1
Schedule of Tendering:

Sl. No.	Event	Date and Time/ Remarks
01	Down loading of Tender document online from CPPP	From February 05, 2021 https://eprocure.gov.in/eprocure/app & http://www.iiti.ac.in/tender_mms.php
02	Submission of Queries for Pre-bid meeting (Email Only)	Upto February 11, 2021 – 05.00 PM (IST) Format for Submission of Queries enclosed as Part VI
03	Date & Time of Pre-Bid Meeting	February 16, 2021– 11.30 AM (IST)
04	Pre- Bid Report Upload	February 19, 2021 – 03.00 PM (IST)
05	Bid Start Date	February 20,2021
05	Last date & Time of Submission of Bids Online (Technical and Price Bid)	March 11, 2021 upto 03.00 PM (IST) Please refer tender Terms at IITI
05	Opening of Technical Bids Online	March 12, 2021 at 03.00 PM, (IST) Please refer tender Terms at IITI
06	Demonstration by Prospective bidders #	March 18, 2021 to March 22, 2021 Note: The proposed demonstration will be compulsory for all technically qualified bidders for participating in the financial bid process.
07	All the communications with respect to the tender shall be addressed to:	Administrative Officer (MM) Abhinadan Bhawan, 4th Floor IIT Indore Khandwa Road, Simrol, Indore- 453552 Tel.: 0731-6603551/3546
08	Submission of Bid Online	https://eprocure.gov.in/eprocure/app
09	For assistance If any	CPP Portal website: www.eprocure.gov.in CPP Portal Help Desk Toll Free No.: 18002337315, 180030702232

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Note:

- 1) Pre- Bid meeting is essential for vendors to attend for better comprehensions of institute requirement.
- 2) In view of the nationwide COVID-19 situation the PRE-BID Meeting would take place through online mode via : <https://meet.google.com/hbu-krbp-amn>
- 3) If the tender is not opened on the above date, due to unforeseen circumstances, then the next working day will be considered as tender opening date.
- 4) The tenderer is advised to visit the IITI on any working day(i.e.Monday to Friday) between 0900 Hrs to 1100 Hrs and can stay on campus lastly upto 1700 hrs to assess the nature and quantum of work before tendering.
- 5) The proposed demonstration will be compulsory for all technically qualified bidders for participating in the financial bid process.

CHAPTER-2
INSTRUCTIONS FOR ONLINE BID SUBMISSION

The tender shall be submitted in accordance with these instructions and any tender not confirming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender and the contract.

1. For Online Bid Submission as per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>). The bidders are required to submit copies of their bids electronically only on the CPP Portal, using valid Digital Signature Certificates.
2. More information useful for submitting the online bids on the CPP Portal is available/obtained at URL:<http://eprocure.gov.in/eprocure/app>
3. For Registration: Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
4. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
5. IIT I reserves the right to reject any tender/bid wholly or partly without assigning any reason.
6. The Technical Committee constituted by IIT I shall have the right to verify the particulars furnished by the bidder independently.
7. Tenderer(s) shall take into account all costs including expenses on Salary, EPF, ESIC, Group Insurance, and transfer of hired manpower to site/IIT Indore. In this regard no claim for any extra payment for any reason shall be entertained.
8. The hired manpower will be Deployed at IIT Indore, Khandwa Road, Simrol, Indore and the supplier shall be responsible for any damage during the transit of goods.
9. All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder.
10. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document should and must be uploaded On-line <http://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
11. The bidders may submit duly filled and completed bidding document ONLINE as per instruction contained in the bidding documents. Incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in complete bid document.
12. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. The IIT I reserves the right to accept or reject any or all the tenders.
13. The detailed instruction for online submissions of bid(s) through e-procurement module of Central Public Procurement of NIC, the bidder(s) may visit following link:-
<http://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page>



Administrative Officer (MMS)

CHAPTER- 3
INSTRUCTIONS TO BIDDER (ITB)

1. Indian Institute of Technology Indore (IITI) invites sealed tender for the work of **END TO END CLEANING, SANITATION AND SANITIZATION SOLUTIONS FOR IIT INDORE** as defined in the Scope of Work.
2. **Tender Form:** Tender document will not be issued in person. The tender document can be downloaded from IITI Website www.iiti.ac.in. Tender documents are in 2 (two) parts viz.,
 - a) **Part I (Technical Bid)**
 - b) **Part II (Price Bid).**

Please go through the following carefully before submitting the bid/tender:

3. **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.
4. 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 0900 hrs to 1100 hrs and can stay on campus lastly upto 1700 hrs** to assess the nature and quantum of work before tendering.
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 Institute. **The company/agency should submit acceptance certificate along with their bid.** In case any document produced in support of eligibility criteria turns out to be not genuine, stands automatically forfeited, whether before award of work or otherwise.
6. Conditional, incomplete tenders, tender in any form other than the prescribed form issued by IIT INDORE or bids received in any mode than the mode of submission prescribed will be rejected.
7. The tender is not transferable under any circumstances.
8. Canvassing of any kind, direct or indirect, shall lead to disqualification of the tenderer.
9. **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 of higher values.
10. 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.**
11. **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 “I” 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 01.01.2016 and ending on 31.12.2020 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 01.01.2016 and later than 31.12.2020 will not be considered as experience. “Similar work” means ‘END TO END CLEANING AND SANITATION SOLUTIONS’.

The tenderer must produce self attested certificate on the prescribed Performa along with recent contact details of the officials of organization who may be contacted by the Institute for verification purpose. current contact details of the officials should be provided by the tenderers (in case of old or non-responsive contacts the tenders may be rejected summarily).

- C) All pages of the tender document should be duly signed & sealed by the tenderer and the scanned copy of all the pages of the tender document should be submitted online, alteration in the tender document noticed at the tender stage or later will render the tender invalid.
- D) The tenderer shall submit the information sought in the format enclosed as **Annexure “I”** as part of Technical bid along with the General Terms & conditions (duly scanned after signing the document).
- 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 & Medical Certificate for the persons deployed for work to be submitted.
- F) The workers must be provided with complete uniform (including standard safety shoes and other materials for safety and safe handling of chemicals, etc.) by the contractor from their cost without charging their staff for the same.
- G) If in the opinion of 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 self-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.
- I) **Institute Waste Management policy-** The bidder should adhere to the Institute Waste Management Policy and should cooperate, follow and participate in the Waste disposal policy in terms of standard and eco-friendly cleaning Materials, Collection and segregation practices, apparels and safeguards to workers, Bio-Medical checkup etc.

CHAPTER - 4
INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on CPP Portal which is **free of charge**.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrollment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs-in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Help desk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

GENERAL INSTRUCTIONS TO THE BIDDERS

- 1) The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.

- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
- 3) Tenderer are advised to follow the instructions provided in the "Instructions to the Tenderer" for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>

Online Bid Form

The bidder shall complete the online bid form and the appropriate price schedule furnished in the online bidding documents, indicating, inter alia for the goods to be supplied, a brief description of the goods, their country of origin, quantity and prices.

Online Bid prices

The Bidder shall indicate on the Price Schedule the unit price and total bid prices of the goods it proposes to supply under the Contract. To this end, the Bidders are allowed the option to submit the online bids for any one or more schedule specified in the "Schedule of Requirement" and to offer discounts for combined schedules. However, Bidders shall quote for the complete requirement of goods and services specified under each schedule on a single responsibility basis, failing which such bids (for the schedule in question) will not be taken into account for evaluation and will not be considered for award.

BID OPENING:-

- i) The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.
- ii) Conditional bids will also be summarily rejected.
- iii) Subsequently, the selected technical bids will be evaluated as per the methodology given in the Clause No. 1 of bid documents.

1. TECHNICAL AND FINANCIAL BID EVALUATION METHOD AND WEIGHTAGE

(Adapted the criteria for Bid Evaluation from Office of the Comptroller and Auditor General of India, New Delhi e-tender for "Hiring of Manpower Services (Unskilled, Semi Skilled, Skilled, Highly Skilled, Clerical and Non Technical Supervisory staff) to work a from the year 2019-20 onwards)

The bidder should be required to fulfill all the Eligible Criteria for Qualification as mentioned in Chapter No. 6 & 7. Only such bidders who fulfilled these criteria will be technically shortlisted for opening of their Financial Bids.

The bidder will further be liable for disqualification if it has:

- i) Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the e-tender document.
- ii) Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
- iii) If the bidder or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law, their bid will be summarily rejected.

The e-tendering evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to Demonstration.

(A) Technical Bid Evaluation Criteria

The Technical Bid Evaluation Committee to evaluate the Technical Proposals on the basis of their responsiveness to the e- tender terms, Applying the Evaluation Criteria, Sub-criteria and Point system specified.

During the Technical Bid Evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:-

Technical Bid Evaluation Criteria and weightage matrix for Technical Bid Evaluation adopted at IIT, Indore [Total Marks: 100 marks]

S. No	Eligibility Criteria	Marks to be given as below during Evaluation	
		Marks	Maximum marks
1.	Total years of experience in the field of handling Housekeeping services for Central Govt/ State Govt./ Centrally funded Technical Institutes (CFTI) which included IITs, IISERs, CSIR Institutes, Central Universities and or DAE Institutes (NISER, TIFR) (Determined from years of incorporation) Firms having less than 3 years' experience will not be considered. a) 3 to 5 years b) 6 to 10 years c) 11 to 15 years	15 20 24	24
2.	Average Annual turnover for last three Financial Years in the Business of providing of housekeeping services (determined from last three years (2017-18 to 2019-20) Balance sheet with profit and loss Accounts figures duly certified by the Chartered Accountant/Company Secretary). Firms having less than 3 crores turnover will not be considered. a) Rs. 3 to 5 Crores b) Rs. 6 to 8 Crores c) Rs. 9 to 12 Crores and above	15 20 24	24
3.	Total number of manpower (Determined from Form 9A EPF & Form No. 5A ESIC Return of Contribution to ESI) provided by the firm. a) Upto 200 nos. b) 201 to 400 nos. c) 401 to 600 nos and above	15 20 24	24
4	ISO 9001:2008 Certificate (ISO Certificate for Mechanized and Automated Cleaning, Housekeeping & Allied Services.) a. Yes b. No	08	08
5	Training, Site Visit, satisfactory work performance certificates & work plan presentation. Tie up for Vocational training in Sanitation from Govt. approved Institutes.	10	10
6.	Certificates from the respective clients certifying suitability, technical knowledge or capability of the bidder should be signed by an Officer not below the rank of Authorized Officer.	10	10
	TOTAL MARKS		100

Minimum score for the Technical Bid shall be 60 marks for Technical Qualification. The price bid of only those bidders who qualify the Technical Qualifications and Score minimum 60% marks shall be considered.

11(B) Demonstration: The bidders whose score 60 marks & above shall be considered for demonstration. The bidders have to carry their own machine at the time of demonstration.

11(C) Evaluation and comparison of bids: 70% weightage shall be given to technical evaluation and 30% to Demonstration those Total Technical Score (TTS) would be arrived at out of 100 points. The price bid of only those bidders who score minimum 60% marks in TTS shall be considered.

11(D) FINANCIAL BID: - The financial bid shall be open only those bidders who qualify the Technical Parameters and Demonstrations.

12. CLEANING MACHINE: Bidder should furnish the list of Cleaning Machine and equipment to be used in carrying out the work. Details of any other plant & equipment required for the work not included in NIT and available with the applicant may also be indicated.

13. AWARD CRITERIA

13.1 IIT, Indore reserves the right, without being liable for any damages or obligation to inform the bidder to:

- (a) Amend the scope and value of contract to the bidder.
- (b) Reject any or all the applications without assigning any reason.
- (c) Any effort on the part of the bidder or his agent to exercise influence or to pressurize the IIT, Indore would result in rejection of his bid. Canvassing of any kind is prohibited.

13.2 Intimation to Successful Tenderer

The acceptance of E-tender may be communicated to the successful Tenderer in writing through Letter of Acceptance/Notification of Award or otherwise either by the E-tender opening authority or any Competent Authority of the IIT, Indore.

Period of validity of Online bids: Online Bids shall remain valid for acceptance for 180 days after the date of bid submission.

Note – Non-compliance of the above may disqualify your offer for consideration.

Administrative Officer (MMS)

प्रशासनिक अधिकारी
Administrative Officer
भारतीय प्रौद्योगिकी संस्थान इन्दौर
Indian Institute of Technology Indore

Benefits to Micro and Small Enterprises (MSEs)

With reference to the Order of the Ministry of MSME , under the Public Procurement Policy March 2012 , Micro and Small Enterprises shall be entitled for benefits, subject to terms and conditions, as under:

a) *Qualifying Criteria for MSEs , SC/ST vendors :*

- i. MSE bidders must submit registration certificates from any of the following (or any other body specified by the Ministry of MSME) :
 - National Small Industries Corporation (NSIC)
 - District Industries Centres (DIC)
 - Coir Board
 - Khadi and Village Industries Commission (KVIC)
 - Khadi and Village Industries Board (KVIB)
 - Directorate of Handicrafts and Handloom
 - Adhar Udyog Memorandum
- ii. SC/ST owned enterprises (i.e. SC/ST proprietorship, or holding minimum 51% shares in case of Partnership/Private Limited Companies) shall additionally submit relevant SC/ST certificates issued by any of the following:
 - District/Additional District Magistrate /Collector/Deputy Commissioner/ Additional Deputy Commissioner/Deputy Collector/1st Class Stipendiary Magistrate/Sub-divisional Magistrate / Taluka Magistrate / Executive Magistrate/ Extra Assistant Commissioner
 - Chief Presidency magistrate /Additional Chief Presidency magistrate /Presidency magistrate
 - Revenue Officer not below the rank of Tehsildar
 - Sub-divisional Officer of the area where the individual and/or his family normally resides
- iii. The registration shall be valid as on date of placement of order. A self- attested photocopy of the relevant certificate shall be submitted as a support document.
- iv. The registration must be for the items/category of items /services relevant to the tendered items/category of items/services.

b) *Purchase Preference for MSE :*

In tenders, where the L1 (evaluated price) bidder is a non-MSE, up to 25% of the tendered quantity shall be allowed to be supplied by participating MSEs provided that the tendered quantity is divisible into two or more orders and adequate for the purpose; all qualifying bidders have agreed for acceptance of part-order quantity and participating MSE matches the L1 rate.

A share of 4% out of this 25% shall be allowed to be supplied by participating MSEs owned by Scheduled Cast/Scheduled Tribe entrepreneurs. In the case of an SC/ST owned MSE failing to participate in the tender or not meeting the tender requirements, this 4% sub-target shall be met by other participating MSEs.

A share of 3% out of this 25% shall be allowed to be supplied by participating MSEs owned by Women Entrepreneur (proprietorship, or holding minimum 51% shares in case of Partnership/Private Limited Company).

The above shall be subject to that the participating MSE (including SC/ST & Women Entrepreneur) bidders shall have quoted a price within +15% of the L1 bid price and further that they shall agree to match their quoted price with the L1 price.

In case that two or more MSEs are within the L1 +15% band, all such MSEs will be offered the opportunity to match the L1 rate and 25% of the order will be shared equally by them.

Where the MSE is SC/ST owned or Women Entrepreneurs, they shall be exclusively awarded a share of 4% & 3% of the above 25% in addition to equally sharing the balance 18% with other non-SC/ST or Women Entrepreneur MSEs.

In case of more than one SC/ST or Women Entrepreneur MSE matching the L1 price, they shall equally share 4% & 3% of the order, and additionally share the balance 18% with other non-SC/ST & Women Entrepreneur MSE bidders.

(ii) Startup(s):

Startup(s) as recognised by Department for Promotion of Industry and Internal Trade (DPIIT), Govt. of India, are exempted from Bid Security. However they have enclose valid self-attested registration certificate(s) along with the tender to this effect

Exemption from Earnest Money Deposit (EMD)/ Tender cost and Security Deposit (SD) for MSE:

- i) Tenders shall be provided free of cost and tender documents are downloadable from the websites of IIT, Indore (<http://www.rcfltd.com>) and the Central Public Procurement (CPP) Portal (<http://www.eprocure.gov.in/epublish/app>).
- ii) MSE units qualifying as at (a) above shall be exempt from paying EMD/security deposit.
- iii) No exemption shall be allowed for the submission of Security Deposit/ Performance Bank Guarantee, if applicable in the particular tender.
- iv) **Other than eligible MSE and Start-up bidders, Bid Security Declaration:** Bidders should have to submit the Bid Security Declaration (As per the format attached in Annexure-) in duly filled and signed condition.

“If the bidder is a MSME, it shall declare in the bid document the Udyog Adhar Memorandum Number issue to it under MSME Act, 2006. If a MSME bidder do not furnish the UAM Number along with bid documents, such MSME unit will not be eligible for the benefits available under Public Procurement Policy for MSEs order 2012.”

The benefit as above to MSEs shall be available only for Goods produced and services rendered by MSEs. However, trader/sellers/distributors/authorized agents will not be considered for availing benefits under PP Policy 2012 for MSEs as per MSE guidelines issued by MoMSME.

Note: Eligible MSE and startup bidders who seeks exemption from Bid Security as per clause no.(c) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit the performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit the bids for contracts with the entity that invited the bids.

Public Procurement (Preference to Make in India), Order 2017

Purchase preference shall be given to Class-I/Class-II local Suppliers meeting the institute requirement of minimum in line with the public procurement (Preference to Make in India) vide OM No. P45021/2/2017-PP (BE-II) dated 04 June 2020.

A Self-Declaration Certificate regarding "Class-I Supplier" for the tendered item as per the Annexure- is to be submitted.

Purchase preference shall be given to Class I local suppliers in all procurements undertaken by the purchaser in the following manner:

- a) **Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a 'Class-I local supplier', the contract for full quantity will be awarded to L1.**
- b) **If L1 bid is not a 'Class-I local supplier, 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.**

In the procurements of goods which are not divisible in nature the Class-I local supplier shall get purchase preference over 'Class-II local supplier' as per following procedure:

- I. **Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a Class-I local supplier, the contract will be awarded to L1.**
- II. **If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local suppliers, will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.**
- III. **In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the Class-I local supplier with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local suppliers' within the margin of purchase preference matches the L1 price, then the contract may be awarded to the L1 bidder 'Class-II local supplier'.**

'Class-II local supplier' will not get purchase preference in any procurement undertaken by the procuring entity

Chapter-5
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).

A. GENERAL INSTRUCTIONS:

1. The tenderer submitting tender would be deemed to have inspected the 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. No interest will be payable by the Purchaser on 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.
3. 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.
4. **The contract will be for a period of 02 year initially, which can be extended for further period of maximum two years in a spell of one year subject to satisfactory performance of the contract.** 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 contractor's performance. However, it shall be with consent/written request by the contractor in this regard.
For the first three months, IITI shall be observed the performance of the service provider, if performance shall be satisfactory the contract shall be continued for 02 years. If performance found not satisfactory, the IITI reserve the rights to award the contract to the next successive Bidder with agreed to match their quoted price with the L1 price.
5. In case the contractor fails in fulfilling the obligations fully and in time, 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 Security Deposit. The Institute shall have right to impose penalty of not less than 1% of the total order value (including all taxes), commensurate with the fault and amount towards damages if any, shall be recovered from the bill.
6. 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.
7. **The Contractor will be required to post requisite trained & skilled manpower as may be needed to supervise and guide the workers, skilled (Managers), semiskilled (supervisors) as well as unskilled (Helpers) for proper execution of the work as per directions of the Officer-in-charge, Housekeeping Section of the Institute to administer the contract satisfactorily.**
8. All letters posted to Contractor at the address and e-mail address given by him will be considered to have been delivered in time.

9. 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.
10. 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.
11. Contractor will be fully responsible for the safety of their workers deputed at the Institute; 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.
12. 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 have a choice to replace these fixtures of the same quality & under approval from nodal officer appointed by the IITI.
13. It 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.
 - Payment of Wages Act
 - Minimum Wages Act
 - Employee Provident Fund Act
 - Employees State Insurance Act
 - Labour Laws Rules 2017 in accordance with Gazette of India GSR 154(E) dated Feb 21, 2017
 - Any other act or legislation as may be in force from time to time.
14. Any liability arising on 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.
15. 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.
16. 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 tender and work order issued in accordance with this tender.

17. 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 as mentioned in Para 8 of General Instructions.
18. 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.
19. 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 immediately when instructed by IITI authority. The contractor shall observe all the laws and 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.
20. The IITI reserves the right to award the tender to a single party for the end to end cleaning, sanitation and sanitization services for the whole campus on the basis of option A, or to multiple vendors for separate buildings/areas on the basis quotes sought as per option B.
21. Disposal of waste will be done as per Institute Policy. Wet waste will be processed on campus by the agency and handed over the produce to the institute and after segregation category wise, the dry waste will be handed over to the Institute for disposal.
22. The IITI reserves the right to terminate the contract without assigning any reason by giving a notice of three months. The contractor will also have to serve a notice of three months, if he wishes to terminate the contract.
23. 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, IITI or any other officer nominated by the IITI 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.
24. The personnel of Contractor should observe 08 holidays in a calendar year. Holidays would be counted as (i) 26 January, (ii) 15 August, (iii) 2 October, (iv) Bakri Eid, (v) Holi, (vi) Raksha bandhan, (vii) Diwali, (viii) Christmas day.. In addition, they will be entitled to one and half day Casual leave for every completed month of service/duty.
25. 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.
26. 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.
27. 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.

28. The contractor should not be employee of IITI, Central or State Government, Autonomous Body, R&D Labs, IITI, IISER or PSU. He should submit a declaration to this effect.
29. The Contractor's Supervisor will maintain Registers as per Form A, B, C and D of Labour Laws Rules 2017 in addition to Daily Attendance Registers, Deployment Chart, Task Sheet, SOP for each task, work instructions etc. to keep record of personnel on duty.
30. 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 percentage of Contractor's Service Charges and/or cost of materials shall be admissible during the term of the contract.
31. **Other Terms:**
 - a) **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.
 - b) **PAYMENT OF WAGES:** The contractor shall pay his workers wages not less than the minimum wages fixed by the Central Govt. and all other statutory dues like EPF, ESI, bonus, etc., where minimum wages applicable, and in throughout the tenure of contract, through bank.
 - c) **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.**
 - d) **The contractor shall provide:**
 - i) **Uniforms:** 02 (two) complete Sets of Uniforms to his employees (both male and female), Shoes, Gloves, Masks, Cap, Raincoat, Shoes & safety helmet (as per the work requirement), the quality and standard of so issued uniform should be of good quality. In case found inferior by the IITI authorized officer same shall be replaced by the company. Such charges would be borne by the company and no deduction in any form shall be done from the employees deputed at IITI.
 - ii) **Identity Cards:** The contractor will issue identity cards to his workers/supervisors after getting them verified by the IITI. Any worker found without identity card will not be permitted to enter the premises. He will post a supervisor at a specific point to receive & manage complaints & instructions. Suitable fine will be levied on the contractor whose worker(s) is/are found on campus without wearing the identity card.

B. REPORT:

1. The contractor or his representative shall daily report to the Administrative Section, 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/recognition automated attendance shall be obtained. Institute shall compare the manual attendance with the help of such 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 by the user department.

5. The Contractor shall deploy his persons in such a way that they get one day Weekly Rest. The working hours/leave, for which the work is taken from them, do not violate relevant Provisions of labour laws, shops and Establishment Act or any other labour law in force at any time of currency of the contract. The Contractor shall in all Dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs. In the event of the Contractor committing a fault or breach of any provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said regulations and rules which is materially incorrect, he shall without prejudice to any other liability pay to the Institute a penalty which may be imposed upon.

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

A. Schedule of Work

The expected schedule of work building wise is mentioned at para D of this section in the tender. However the frequency of tasks are enumerated below which is only indicative and not exhaustive.

1. Daily Tasks

- Cleaning of general/common toilets and attached toilets at least thrice daily with Taski branded Phenol/Disinfectants and Detergent and maintain the toilets floors dry the whole day. Cleaning of windows and window sills of all toilets to be done regularly. Wash Basins, Urinals, WCs are to be cleaned with suitable Taski branded Detergent. Checking of flush system of toilets every day. Naphthalene Balls, Air Freshener, Liquid Soap/Hand Wash and Paper Rolls are to be provided by the agency on daily basis.
- Cleaning of corridors, passages, staircases, common area, pantries and other rooms with Phenol/Disinfectants in the morning and with plain water continuously.
- Cleaning of office/classrooms/conference halls removing dust from floors, windows, doors, Furniture, fixtures, telephones, cupboards, air conditioners, filing Almira's, cabinets, glass Pans, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of Floors with phenol/ Disinfectants will be done by Mechanical means.
- Cleaning of Carpets by soft brush followed by vacuum cleaner.
- Cleaning of glass panes on doors, windows & partitions with soap/cleaning agent.
- Cleaning, sweeping and wiping of floors, furniture and hand washing area etc.
- Collection of garbage/waste from dust bins and disposal at the designated location.
- Spray of Taski branded Room fresheners in all living rooms twice a day in the morning & afternoon.
- Machinery enabled daily road cleaning.
- Sweeping of Roads, Pathways, Garden, Play Fields and other such areas.
- All floors in common area including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc.
- On completion of daily task, Housekeeping staff and the Supervisor will obtain signature of Users on Checklist.

2. Weekly Tasks

Cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and Walls in toilets/rooms, corridors with soap, detergents or any other suitable chemicals, automatic Mopper / scrubbing machine to be used for the purpose.

- Cleaning of all drains in & outside Building premises, etc.;
- Cleaning of all Cobwebs on the ceiling;

3. Monthly Tasks

- (a) Cleaning of water coolers and disinfecting;
- (b) Cleaning/washing/dusting door foot mats;
- (c) Cleaning of fans and ACs by Mechanical means.

4. Quarterly/Half Yearly Tasks

- (a) Cleaning of sewerage lines to be done quarterly or earlier wherever necessary.
- (b) Cleaning of underground, overhead tanks & other water tanks by
 - (i) Mechanized Cleaning
 - (ii) Removing water and sludge with using special sludge pump
 - (iii) High pressure water Jet leaning
 - (iv) Vacuumed Cleaning (walls, floors and ceiling)
- (c) Dry cleaning of sofa sets twice a year.
- (d) Cleaning of false ceiling.
- (e) Cleaning of venetian/vertical/any other blinds, curtains, etc quarterly.
- (f) Cleaning roof top/terrace/Rain water spouts quarterly.
- (g) Cleaning of Overhead/underground water storage tanks and disinfecting.
- (h) Painting of Flag Poles and Tree Trunks on Ceremonial Occasions.
- (i) Façade Glass Cleaning.

5. Yearly Tasks: Painting Works (Water Coolers, Flag Poles) etc.

D. Roles and Responsibilities of Contractor are as follows-

Schedule of work as per succeeding paras is required to be adopted:

1. Cleaning activity shall start in the morning at early hours may be 06:00 AM so as to complete all the dusting/ cleaning/ moping work before 9:00 AM.
2. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts, lobbies, ceilings and window panes/ glasses. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage's etc. with dry/wet cloth, feather brush and duster.
3. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc.
4. Sanitizing the common areas, toilets and other areas in the building with appropriate sanitization chemical for COVID-19 protection.
5. Replenishing all toiletries including hand towels (M-fold/C-fold/Toilet roll), Liquid soap, toilet rolls/GRD air freshener and tissue boxes, installation of soap dispensers of approved make after daily check-ups in the morning, afternoons and on call basis during daytime.
6. Upkeep and maintenance of the pantry area to operate the necessary equipment such as fridges, Microwave Oven, Water coolers, Water Dispensers, Tea Vending Machine etc.
7. Cleaning of Furniture and Fixtures with appropriate cleaning devices and chemicals.
8. Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.
9. The contractor has to supply all the necessary consumable items including door mats & steel or equivalent dustbins as approved by the Institute, equipment, tools and vacuum cleaners of approved make including deploying manpower, supervisors and materials for daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the representative of the IIT Indore.
10. Waste segregation at source and disposal to the waste collection site inside the campus.
11. Mixed waste which is not segregated at source will have to be disposed by the agency at their cost. Institute shall not be responsible disposal of such waste at any time.

12. Collection of furniture and other items required for usage in the building of deployment from any other building (in these routine shifting tasks the responsibility of the agency deployed in the building receiving the items) this task would be assigned by the user department.
13. Frequency of Cleaning, Sanitation and Sanitization tasks would be dependent on usage of building, some of the special occasion like convocation, orientation, seminars and conference would need more frequency of the tasks.
14. Any other task pertaining to cleaning, sanitation and sanitization solutions assigned by the Institute authorities as general and special condition.

E. Additional Details scope of work

All Areas and premises under four walls of IIT, Indore which includes All the Buildings/Hostels/Library/Sub-Stations/Pump Houses/ Animal House/ Auditorium/Guest House/Residential Complex/Roads/Parks/Play Grounds /Parking/Surrounding area's f Buildings etc., and area within the Boundary and Walls of IIT, Indore).

Name of Building	Area for Housekeeping, Cleaning & Allied Services Operations
1. Health Centre	Entire functional area of Health Centre i.e. OPDs, Wards, Diagnostic Areas, Consultants Rooms, Offices, Departments, Corridors, Patient Waiting Areas, All General Public Toilets. Staff Toilets, Registration Counters, etc.
2. Entire Office Area all Buildings	Entire Area of Office Area's, Various Departments, Halls, Board Room, Conference Rooms, Offices, Toilets, its surroundings, Front, Back, & side Roads etc.
3. Entire Laboratories	Entire Laboratories, its Corridors, Offices, Class Rooms, Teaching Labs, Halls, Toilets, Pantries, etc.
4. Hostels (Boys Hostel, Girl Hostel,	Entire Hostels (Boys, Girls Hostel) its Corridors, Common Area of units (Individual rooms need to be cleaned only once during the start of the semester), Dining Hall, Pantry Area, Toilets, Offices, Warden Offices, Recreation Rooms , Play Grounds, etc.
5. Service Buildings, Sub-Stations, Pump Houses, AC Plant, Library, Guest House etc.	Entire said Buildings, its Courtyard, Rooms, Halls, Courtyards, Offices facilities, etc.
6. Residential Complex	Entire common public facility Areas, Corridors of the all Residential Blocks, Courtyards, Roads, Children Parks and other common use facilities/areas, etc.
7. Roads, Footpath, Parks, Parking's, Play Grounds, IIT Main Gates, other open areas, Surrounding of Buildings, Boundary Walls	Entire Areas of Roads, Footpath, Parks, Parking place, Playgrounds, IIT Main Gates, Other open areas, Surroundings of Buildings, Boundary Walls etc.

1. The contractor shall procure the consumables (soap, toilet roll, paper towels, Handwash plastic mugs, hockey brush, wipers, toiletries etc). / Chemicals/ detergents/ disposables/disinfectants and other stores related to sanitation & housekeeping. The contractor shall use eco friendly and ISI marked detergents, chemicals, consumables only in the IIT, Indore Housekeeping works. These chemicals should not damage/cause harm to the IIT, Indore property or of the users.
The approval of the authorized representative of the IIT, Indore shall be obtained before placing the purchase order to their consumable items suppliers. The IIT, Indore shall have the discretion regarding the quality and quantity of the stores. The proper record of such stores shall be maintained by the store keeper of the contractor. The contractor is bound to change any chemical, consumable, detergent to the satisfaction of the IIT, Indore authorities.
2. The prices for providing required consumables needed to be used for handling the IIT, Indore Housekeeping job shall be added in the Administrative/Service Charges during filling of its financial Bid. IIT, Indore will not pay any amount separately to any Contractor on account of Consumable Items means the Contractor himself workout the monthly consumption of consumable items and shall add the same in their Administrative/Service Charges during bidding in this e-tender.
3. No cleaning material and consumables shall be manually transported. Janitor's trolleys shall be used during cleaning activities.
4. Bidder shall be deemed to have full knowledge of the site and no extra charges consequent on any misunderstanding or otherwise shall be allowed. The bidder shall visit the IIT, Indore in coordination with the IIT, Indore authorities to inspect and examine the site and assess the manpower required in a professional manner and also collect all information that he/she considers necessary for proper assessment of the prospective assignment. The bidder shall be responsible for arranging and maintaining facilities for workers and other services required for executing the work. Submission of e-tender bid implies that the bidder has read this notice and has made himself fully aware of the scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.

KEY PERFORMANCE PARAMETERS

Key performance parameters have been grouped under four major headings, i.e., building elements, fixture elements, equipment elements and environmental elements as given below:

Building elements	Required cleaning standard
External features, fire exits and stairwells Handrails are clean and free of stains	<ul style="list-style-type: none"> Landings, ramps, stairwells, fire exists, steps, entrances, porches, balconies, eaves and external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta. Handrails are clean and free of stains. Garden furniture is clean and operational.
Walls, skirting's and Ceilings	<ul style="list-style-type: none"> Internal and external walls and ceilings are free of dust, grit, dirt, lint, soil, film and cobwebs. Walls and ceilings are free of marks caused by furniture, equipment or staff. Light switches are free of fingerprints, scuffs and any other marks. Light covers and diffusers are free of dust, grit, dirt, lint and cobwebs. Polished surfaces are of a uniform lusters.
Windows (internal and external)	<ul style="list-style-type: none"> Surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges. Window frames, tracks and ledges are clear and free of dust, dirt, grit, marks, spots and cobwebs. The outside glasses of the buildings are need to be cleaned by the contractor on Quarterly basis.

Doors	<ul style="list-style-type: none"> Internal and external doors and doorframes are free of dust, grit, dirt, lint, soil, film, fingerprints and cobwebs. Doors and door frames are free of marks caused by furniture, equipment or staff. Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks. Door tracks and door jambs are free of grit, dirt and other debris. Polished surfaces are of a uniform luster.
Hard Floors	<ul style="list-style-type: none"> The floor is free of dust, grit, dirt, litter, marks and spots, water or other liquids. The floor is free of polish or other buildup at the edges and corners or in traffic lanes. The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. Inaccessible areas (edges, corners and around furniture) are free of dust, grit, dirt, lint and spots. Polished or buffed floors are of a uniform lustre. Appropriate signage and precautions are taken regarding pedestrian safety near newly cleaned or wet floors.
Ducts, grills and ventilations	<ul style="list-style-type: none"> All ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks. All ventilation outlets are kept clean and uncluttered following cleaning.

Environmental Elements

Environmental Elements	Required cleaning standard
1. General tidiness	<ul style="list-style-type: none"> The area appears neat, clean, tidy and uncluttered Floor space is clear, only occupied by furniture and fittings designed to sit on the floor. Furniture is maintained in a way that allows for cleaning. Fire access and exit doors are left clean and unhindered.
2. Door control	<ul style="list-style-type: none"> The area smells fresh. Door should not distasteful or unpleasant. R

Equipment Elements

Equipment Elements	Required cleaning standard
Lab Equipment	<ul style="list-style-type: none"> Equipment is free from soil including blood or body fluids, smudge, dust, dirt, fingerprints, grease and spillages. Equipment is free of tapes/plastics etc that may compromise cleaning. Equipment legs, wheels and castors are free from mop strings, soil, film, dust, dirt and cobwebs. Equipment has no odor that is distasteful or unpleasant. Equipment is free from signs of non use.

Cleaning equipment	<ul style="list-style-type: none"> • Electrical appliances (and filters), wet and dry vacuum cleaners and burnishes/buffing machines are stored free of grease, dirt, dust, encrustations, marks, stains and cobwebs. • Electrical and battery operated appliances have visible, current tags displaying safety check, service and inspection information. • Battery operated equipment (auto scrubber) is stored free of dirt, dust, marks, stains and cobwebs. • Legs, handles, wheels and castors on cleaning equipment are free from stains, soil, dirt, film, cotton, fluff, cobwebs and dust. • Cleaning equipment using water is stored clean and dry. • Vacuum head and hose are free from dust and blockages and vacuum bags are in good condition and not over full. • Annual review and risk assessment of cleaning equipment is documented and current. Cleaning trolleys are free from spillages, dirt and dust. • Use of cleaning chemicals complies with chemical safety data sheets, dilution and storage instructions.
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F. List of Standard Material/Equipment to be used for Cleaning.

Following equipment are to be provided by the contractor. The quantity of equipment should be as per the requirement of the building/ unit mentioned below:

Duster white, Dry Mop, Wet mop, Washing powder, Naphthalene ball, Air freshener, Liquid Toilet Cleaner r Bottle, Liquid Cleaner Glassware, Tissue Paper Roll /Toilet Paper, Phenyl White, Room freshener, Urinal cubes, Liquid Hand wash, Garbage Polybags big and small (Bio-degradable), Liquid Floor Cleaner, off / Acid, Furniture Polish, Scrubbing Pad, Steel Scrubber, Urinal Screen Guard, Gloves, Masks, Broom stick, coconut broom/Long broom, Floor wiper (small & big), Toilet cleaning brush, Spray cans, Dust pan, Dustbins, Door mats, Hand wash dispensers. Sanitization machines and sanitizer.

All Activities		Material Used : Taski Brand Chemicals
Sl. No.	Equipment /Machine to be used	Remarks/ qty.
1.	Single/Double Disc floor cleaner	As appropriate
2.	Jet pressure cleaning machine	As appropriate
3.	Specialized toilet cleaning machine	As appropriate
4.	Industrial Ladder	As appropriate
5.	Double bucket wringer trolley 30/50 ltrs.	As appropriate
6.	Caution signage for toilets, floors and offices	As appropriate
7.	Heavy duty vacuum cleaners	As appropriate
8.	Heavy duty scrubber driers	As appropriate
9.	Cleaning solution for laboratory areas and lab equipment	As appropriate
10.	Equipment for spider cleaning for high rise buildings	As appropriate
11.	Industrial Ladder	As appropriate
12.	Ride On Machine	As appropriate
13.	Road sweeper machine	As appropriate
14.	Hand Sanitization Machine	As appropriate
15.	Any other equipment for enhancement of standard of cleaning and sanitation.	As appropriate

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 in most economical manner.
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
5. The Contractor should quote rate separately for each unit of work.
6. **PENALTY CLAUSE: RATE OF RECOVERY TOWARDS SHORT SUPPLY OF**

Sr No	Shortage/ Defaults	Penalty
1	Shortage in Housekeeping Staff (less than the minimum numbers on a given day)	Number of HKS x Daily wage Rate x 2
2	Non-Use of cleaning Material	Rs. 1000/- per instance
3	Improperly Dressed Housekeeping Staff	Number of improperly Dressed HKS x Rs 500/-
4	Using unbranded/Substandard Material	Twice the quantity found in stock x Rate of Taski mark standard material
5	Unserviceable Machinery	Rs 1000/Day/Machine
6	Improper cleaning of any area	Rs. 5000 per instance

G. DETAILS OF BUILDING AND THEIR FREQUENCY OF CLEANING

<u>Daily cleaning</u>	
School building	Hostels (APJ, VSB, HJB, CVR, DA)
Director bungalow	Pod buildings (Silicon, Titanium, Vanadium, Chromium and Manganese)
Sophisticated Instrumentation Center	Carbon Building (Central Dining Facility) & associated areas in the building.
Central workshop building	Takshila (Classroom complex)
Taste buds	J.C. Bose Apartments (only common areas)

Abhinandan Bhawan (Administrative Building)	Health Centre
Learning Resource Centre	Vindhyachal Guest house
Roads	02 faculty housing complex (only common areas)
Vikramsila (Seminar Halls)	

Alternate days cleaning

Gate 1 & 2 complex	MRS UGT & ESS PLANTS
Computer & Information Technology Centre	LA fresco
Xenon Building	Balda farm
STP and WTP	Sports complex

Cleaning on demand

Nalanda (Auditorium)

Few of the above-mentioned buildings are presently under construction and would be handed over to the Institute in due course of time. The contractor will be allowed to commence the End to End Cleaning, Sanitation and Sanitization Solutions for IIT Indore only when the building is handed over to them by the Institute. The rate quoted by the contractor in the tender will be applicable. In case a building is handed over partially or in the mid of any month, then the rate will be calculated in pro-rata basis.

Quotation's for rates-

Option A.

- 1) End to End cleaning for complete campus on per month basis including waste management.
- 2) Cleaning rates of area's/ buildings per service mentioned above.

Option B.

- a) Area wise end to end cleaning for each building month wise.
- b) Cleaning rates of area's/ buildings per service mentioned above
- c) Rate of waste management services for the whole campus on quantity basis.

NOTE- The tenderers has to provide the rates in both the formats in different sheets.

H. 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 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 IIT for verification.
3. The workers deployed by the Contractors shall maintain personal hygiene and wear prescribed uniform 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 IIT.

I. PAYMENT :

Monthly payment will be paid by the IIT Indore for the services in accordance with the agreement.

Payment of bills for services rendered will be on reimbursement basis of monthly payment cycle. After payment of salary, the bills when submitted shall be supported by the following documents:-

- i) Bill on the Company letter-head giving details of services provided.
- ii) Amount shall be claimed along with details of payment made to the staff engaged for the previous month (copy of the Attendance Particulars to be attached) on reimbursement basis.
- iii) Certificate to the effect that "Conditions as envisaged Government of India Minimum Wages Act and other Statutes on the subject have been complied with."
- iv) The amount of statutory requirement viz. EPF, ESI and GST will be deposited by the Company separately for their employees deputed at IIT Indore. Copies of the challans and ECR towards remittance shall be enclosed. The payment of EPF, ESI and GST by IIT Indore will be on billing basis. The proof indicating the reference of all beneficiaries of such remittance to ESI, EPF departments and GST would be submitted by the agency along with the bill of next month. In case there is any discrepancy in the remittance; the amount would be deducted from the next month billing. First bill after the deployment would be reimbursed in full.
- v) The company will ensure that all of their staff personnel should possess bank account in a national bank and their salaries are remitted to their account.

vi) Income Tax will be recoverable from the Contractor's monthly bill as per rules.

The payment activity dates will be observed as per details below:

Sl.No.	Activity	By	Timeline
1.	Providing work completion sheet for verification	Contractor	1 st working day of every month for a calendar month.
2.	Returning of verified work completion sheet	IITI	3 rd working day of every month
3.	Disbursal of Wages by contractor from his money.	Contractor	On or before 7th of month.
4.	Raising of Invoice	Contractor	On or before 7th of every month
5.	Payment to the Contractor	IITI	14 working days from the date of submission of Invoice with all relevant data found to be in order

In case of any delay in submission of the bills, the contractor would be required to ensure the payment of its workers on time every month and there should be no linkage between this payment and settlement of the contractor's bill from the IITI.

Payment shall be disbursed by the Agency to its staff deployed at the Institute on OR before 7th day of the month. Any delay beyond this limit or any discrepancies in disbursement of salary will invite the agency to pay 1% compensation per day on the total amount of bill raised to IIT Indore. In special circumstances or non-payment by the firm, payment to the staff will be made by the IITI and such amount shall be recovered from the bills of the firm.

J. COMMENCEMENT OF WORK:

The Contractor is required to start the work with 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, then IITI at its sole discretion may cancel the work order.

K. TERMINATION :

The contract may be terminated in the event of occurrence of any of the following contingencies: -

- Without any prior notice on the expiry of the contract period.
- Either party may terminate the Contract by giving the other 30 days prior written notice of the same and this agreement will stand terminated on the expiry of the 30 days period provided always that the Company has fulfilled and complied with all its obligations to IITI in connection with and under this Agreement on the date of such termination. ***This is without prejudice to the right of institute to terminate the contract within first three months of initial deployment in which the institute may terminate the contract by giving notice of 30 days.***
- In case of breach of any of the terms of this Agreement by the Company, IITI shall be entitled to terminate this agreement immediately without giving any written notice to the Company for the same. At this stage IITI shall be entitled to retain from and out of any amount then due to the Company hereunder or which become due after termination thereof, any amount which, according to IITI is due and owing to it by the Company arising directly or indirectly under this contract.
- Notwithstanding any other provisions in this contract, IITI reserves the absolute right to terminate the contract forthwith, if it is found that continuation of the contract is not in public interest or the

performance is not as per the requirement of IITI. The contractor is not eligible for any compensation or claim in the event of such cancellation.

- v) 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.

- vi) IIT Indore shall reserve the right for imposing penalty or cancellation of the contract.

L. Post Termination Responsibility of the Company

Upon termination of this Agreement or on renewal of the same, the Company shall immediately deliver to IITI all the Documents and any/all data, held by it and which are in possession/custody/control of its Facility Staff, to IITI. The Company shall also forthwith remove its entire Staff together with its machines/equipment whatsoever from the premises of IITI. This is further subject to the fact that IITI may at its option direct the Company to finish any particular work/works which may at date of termination be outstanding.

Any breach of the obligation or delay in its implementation shall without prejudice to IITI's other rights at law, result in damages at the rate of Rs.10,000 per day with interest thereon at the rate of 18% per annum. This amount may without prejudice to all other rights of recovery vesting by law in IITI be, also recovered from the outstanding monies, if any, of the Company which may at the date be outstanding in the hands of IITI.

M. Non-Exclusive

It is agreed and clarified that this Tender/Agreement is on a non-exclusive basis and the parties are at liberty to enter into similar agreements with others. (Provided, however, the Company shall ensure that its entering into agreement/s with other parties, shall not in any way conflict with or affect IITI's interests, rights, remedies under this Agreement or in law).

N. Arbitration

In the event of disputes, differences, claims and questions arising between the parties hereto arising out of this Agreement or in any way relating or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the parties shall first endeavor to settle such differences, disputes, claims or questions by friendly consultation and failing such settlement, the same shall be referred to the arbitration of arbitrator, to be appointed by IITI. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act 1996 or re-enactment thereof for the time being in force and shall be held in Indore. All legal disputes will be subjected to jurisdiction of Indore Courts.

CHAPTER – 6

TECHNICAL BID (LIST OF DOCUMENTS TO BE UPLOADED ALONG WITH ANNEXURE-I)

1. The Tenderer shall upload a self-declaration on their letter-head as PDF file in Cover-I of e-tender, along with the tender documents, confirming that they are service provider for End to End Sanitation and Cleaning Solutions.
2. The tenderer should be a registered contractor having a valid license under 'The Contract Labour (Regulation and Abolition) Act' and should furnish the proof of relevant experience i.e. providing End to End Sanitation and Cleaning Solutions in educational institution of repute, Govt., PSU, or R&D organization like IITs, IIMs, IISER, NITs and Universities etc.
3. **Experience:** The tenderer should have experience of having executed/completed similar works during the last 5 years commencing on 01.04.2015 and ending on 31.03.2020 in educational institution of repute, Govt., PSU, or R&D organization as stated above (IIT, NIT etc.) Experience in other institutions will not be considered. The experience should be one of the following:
 - a. *Three similar completed works during last 5 years, each costing not less than the amount equal to Rs. 3.00 Crore, OR*
 - b. *Two similar completed works during the last 5 years, each costing not less than the amount equal to Rs. 4.50 Crore, OR*
 - c. *One similar completed work during the last 5 years costing not less than the amount equal to Rs.6.00 Crore*

Note: Experience prior to 01.04.2016 and later than 31.03.2021 will not be considered as experience.

4. The tenderer must produce self attested certificate on the prescribed Performa along with recent contact details of the officials of organization who may be contacted by the Institute for verification purpose, current contact details of the officials should be provided by the tenderers (in case of old or non-responsive contacts the tenders may be rejected summarily).
5. PAN details of the firm have to be indicated along with a certified copy.
6. An affidavit, in original, duly certified by a Notary that the Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed.
7. An affidavit, in original, duly certified by a Notary that there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Hon'ble Court.
8. All pages of the tender document should be duly signed & sealed by the tenderer and the document should be submitted in sealed condition.
9. The tenderer shall submit the information sought in the format enclosed as Annexure "I" as part of Technical bid along with the General Terms & conditions (duly signed). The Tenderer must have EPF/ESIC Registration number as per the rules to contribute to EPF/ESIC.
10. 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.
11. 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.

12. If in the opinion of IITI authorities, 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 15 days.
13. 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.
14. Security Deposit: - *For due performance of his/ their obligations under the contract, during the validity, the successful tenderers shall have to deposit **Rs. 22,00,000.00 (Rupees Twenty Two Lakhs Only)** as Security Deposit which will be free of interest, within 15 days 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 validity of such security deposit should be 2 months beyond the scheduled completion date of the contract. The security deposit will be forfeited in case of breach of contract. After successful completion of the contract, the security deposit will be refunded within 60 days after adjusting dues if any to the IITI from the Contractor. (PBG Format attached as Chapter 13)***
15. 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 before 1100 hrs to assess the nature and quantum of work before tendering with prior permission.
16. The company/Agency will submit an undertaking (as per Annexure "D") regarding compliance of the above with certified copies of publication. The company/Agency will furnish complete particulars and obtain written approval of the designated officer of the Institute.



Chapter- 7
ANNEXURE "I"

TECHNICAL BID COMPLIANCE MATRIX

Documents details to be mandatorily submitted:

Sl. No.	Particulars	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.	Firms Incorporation certificate	[Attach as enclosure & refer here]
6.	PAN No.	[Attach as enclosure & refer here]
7.	GST Certificate No. (enclose photo copies)	[Attach as enclosure & refer here]
8.	Income Tax Return (last three years, FY 17-18, 18-19 & 19-20),	[Attach as enclosure & refer here]
9.	Copy of a valid License issued by 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.	ISO 9001:2008 Certificate (ISO Certificate for Mechanized and Automated Cleaning, Housekeeping & Allied Services.)	[Attach as enclosure & refer here]
13.	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). The Notary should be self-attested.	[Attach as enclosure & refer here]
14.	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). The Notary should be self-attested.	[Attach as enclosure & refer here]
15.	The Signed copy of NIT	[Attach as enclosure & refer here]
16.	Acceptance Certificate	[Attach as enclosure & refer here]
17.	Letter of Consent	[Attach as enclosure & refer here]
18.	Bid Security Declaration	[Attach as enclosure & refer here]

***Note- A separate detailed sheet need to be attached for the machineries mentioning about their name, Quantities and specification which are deployed at their other sites of operation. These machineries should be owned by the bidders.**

(i) Details of Experience: Should be furnished in the following format - till 31.03.2020 only:

Name of the Client and full address	Telephone and Email id 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.3.00 Crore,

OR

Two similar completed works during the last 5 years, each costing not less than the amount equal to Rs. 4.50 Crore,

OR

One similar completed work during the last 5 years, costing not less than the amount equal to Rs. 6.00 Crore

A. 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

Chapter- 8
ACCEPTANCE CERTIFICATE
(To be given on Company Letter Head)

To, _____

Sub: Acceptance of Terms & Conditions of NIT Reference No: _____

Name of Tender / Work: - _____

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____ as per your advertisement, given in the above-mentioned website(s). I/We do hereby undertake that we have not made any changes in the tender document and I/We understand that in case found to be done so, my/our bid will be liable to be declared invalid.
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We do hereby declare that we have quoted our firm rates inclusive of taxes if not mentioned extra.
7. I/We agree to hold this offer open until **180 days** and shall be bound to provide service within the specified period.
8. I / We certify that all information furnished by the our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

(Signature of the Bidder, with Official Seal)

Chapter- 9
LETTER OF CONSENT

To
The Registrar
IIT Indore

Date: _____

Tender Ref. No.

Name of Work: 'END TO END CLEANING, SANITATION AND SANITIZATION 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.

Chapter- 10

FORM OF UNDERTAKING

(to be submitted by the successful company/agency before deployment of manpower)

We hereby declare that the advertisement inviting applications for deployment of Housekeeping Staff at IIT Indore has been published in _____ newspaper dated _____ exclusively and wide publicity has been given. The candidates have been evaluated with regard to the qualitative requirement as mentioned in the published invitation of application.

We will be liable to appropriate action as per the contract in case of any shortcomings omission and commission.

SIGNATURE OF THE CONTRACTOR OR HIS AUTHORIZED SIGNATORY

DATE:

ADDRESS WITH SEAL OF THE AGENCY /FIRM

CHAPTER- 11
PRICE BID

PRICE BID - Schedule of price bid in the form of BOQ format (Separate sheet may be attached with same format for better clarity):

Option A.

- 1) End to End cleaning for complete campus on per month basis.

Minimum Manpower Deployment (Designation wise details)	
Equipment	
Consumables	
Price (Inclusive of Tax)	

- 2) Cleaning rates of area's/ buildings per service mentioned above.

SI No.	Name of Building/ Structure	Price (Inclusive of Tax)
1.	Nalanda (Auditorium)	

- 3) Rate of waste management per quantity

SI No.	Name of Building/ Structure	Price (Inclusive of Tax)
1.	Dry Waste	
2.	Wet Waste	

NOTE: Disposal of both types of waste will be done inside the campus after suitable segregation at source (Designated Colored Dustbins). After segregation and processing the waste shall be handed over to the Institute. The mixed waste will not be addressed to by the agency doing the waste management services.

Option B.

4) Area wise end to end cleaning for each building month wise.

Sl No.	Name of Building/ Structure	Area (in Sqm)	Minimum Manpower Deployment (Nos.)	Total Manpower Cost	Equipment Cost	Consumables Cost	Price (Inclusive of Tax)
1.	School Building	8628					
2.	SIC Building	1208					
3.	Director's Residence cum Office	666					
4.	Academic Pods (1A to 1E)	43405					
5.	Computer & Information Technology Centre	2000					
6.	Roads	14kms					
7.	JC Bose Studio Apartments (Common area only)	2165					
8.	Narmada (Faculty Housing complex) (per complex)	1166.08					
9.	Sports complex	4257					
10.	MRS, ESS-07A, ESS-05, ES5-02, UGT-G, UGT-B, UGT-A	2478					
11.	CV Raman Hall of Residence	14069					
12.	Vikram Sarabhai Hall of Residence	14069					
13.	Deviahilya (Girls Hostel)	14069					
14.	Homi Jahangir Bhabha Hall of Residence	14069					
15.	A.P.J Hall of residence	14069					
17.	Health Centre	3775					
18.	Learning Resource centre	9264					
19.	Abhinadan Bhavan (Administrative Building)	8365					
20.	Carbon Building (Dining hall)	9289					
21.	Gate complex (1 & 2)	400					

22.	Vindhyachal Guest house	1170					
23.	Central Workshop building	2594					
24.	Xenon building	1685					
25.	STP & WTP	1450					
26.	LA fresco	414					
27.	Balda farm	360					
28.	Takshila Classroom Complex	8350					
29.	Vikramshila (seminar halls)	3360					
30.	Taste buds	480					

5) Cleaning rates of area's/ buildings per service mentioned above

SI No.	Name of Building/ Structure	Price (Inclusive of Tax)
1.	Nalanda (Auditorium)	7996 Sqm

Note:

1. Firm should quote the Price for each Building separately in Option (B) and inclusive of Tax.
2. Firms should visit the site to access the quantum of work and area before submission of bid.
3. Order may be placed on two or more firms for different buildings.
4. If required, the firm will be asked to give physical demonstration at IIT I along with the equipment.
5. Firm should specify the charges towards each component i.e. Equipment, Manpower, Consumables, etc.
6. Firm should submit the Price bid on Firm's/ Company Letter Head
7. Taxes, statutory levies, if any will be paid as rules in force time to time.

Date:

Annexure 'I'

SUPERVISOR'S CHECK LIST: HOUSEKEEPING SERVICES

Sr. No.	Checks	Carried out		Specify Not Carried out	Remarks
		Yes	No		
1.	All Housekeepers in Uniform, proper attire and shaving etc.				
2.	Adequate Attendance				
3.	No. of Housekeeping Staff deployed				
4.	Cleaning Material Adequate or not				
5.	Hand wash available at all places or not				
6.	All PCs, Phones, Printers cleaned with Soft Cloth & Dettol applied or not?				
7.	Cleaning of Windows, Door, Corridor				
8.	Cobwebs (Jaala) removed or not				
9.	Cleaning of fans (Fortnightly)				
10.	Weekly cleaning of Water Coolers				
11.	Daily dusting of furniture items				
12.	Cleaning of Wash Rooms (Two hourly)				
13.	Cleaning of Front & Surrounding Area				
14.	Rooms closed after cleaning				
15.	Utilize complete 08 hours for HKS. Not to leave early. Check list be completed during last 15 minutes.				
16.	Set right furniture in all Classes, Labs, Offices & Dusted up.				
17.	Washing/Cleaning of Dustbins & Garbage Sheets				
18.	Garbage disposal as per Norms				
19.	Automated services (Machines used)				
20.	Weekly cleaning of Rooftop				
21.	Packing material at one Central Place				
22.	Non-use of items like paan masala/gutka, cigarette etc.				
23.	Daily Attendance Register – Properly maintained at Main Gate & signed				

Note: HK Supervisor to be present with Diary & Check Sheet

Name of Supervisor _____ **Area of Responsibility** _____ **Date** _____

CHAPTER- 12
PRE-BID QUERY FORM

Sl. No	Reference of the Clause No. of the Tender Document	Query/Clarification/ Deviation sought	Clarification/Response from IITI
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

CHAPTER- 13
PERFORMANCE SECURITY FORMAT

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 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.

Chapter-14
Bid Security Declaration
(On Firm Letter Head)

To,
The Joint Registrar
Materials Management Division
I.I.T. Indore,
Simrol, Khandwa Road
Indore – 453 552.

Date :

Sub: NIT No. IITI(MM)/HS/NIT/491/AM/2020-2021 dated 04thFeb, 2020 for “End to End Cleaning, Sanitation and Sanitization Solutions”

Sir,

We, the undersigned, declare that

1. We understand that, according to your conditions, bid must be supported by a Bid Securing Declaration.
2. We accept that we will be automatically suspended from being eligible for bidding in any contract with the Institute for the period of 3 Year starting from the bid closing date, if we are in breach of our obligation(s) under the bid conditions, because we:
 - (a) Have withdrawn our bid during the period of bid validity specified in the letter of bid; or
 - (b) Having been notified of the acceptance of our bid by the institute during the period of bid validity, (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the performance security, in accordance with the tender conditions.

Yours faithfully,
(Signature of the bidder)
Printed Name
Designation
Seal
Date :

Business Address :

