भारतीय प्रौद्योगिकी संस्थान इंदौर
सिमरोल, खंडवा रोड, इंदौर, पिन- 453552

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

NOTICE INVITING TENDER
for
End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus

आवश्यकता की अनुसूची के अनुसार तकनीकी एवं वित्तीय बोली के दस्तावेज़ ऑनलाइन जमा करने हेतु

सहायक कुलसचिव
(सेवा अनुबंध)
Assistant Registrar
(Service Contracts)

भारतीय प्रौद्योगिकी संस्थान इंदौर
खंडवा रोड, सिमरोल, इंदौर - 453552
Indian Institute of Technology Indore
Simrol, Khandwa Road, Indore- 453552
Tel.: 0731-6603408/3369
Email: servicecontracts@iiti.ac.in

निविदा आमंत्रण सूचना / NOTICE INVITING TENDER (NIT)

Indian Institute of Technology Indore invites online e-Tenders under the Quality-cum-Cost Based System (QCBS) from experienced and reputed service providers for providing End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus.

The bidder should have proven experience in similar nature of work and shall be capable of deploying adequate and trained manpower, along with modern equipment, machinery, tools, and approved consumables, to effectively handle the housekeeping, sanitation, and sanitization requirements of the Institute in a comprehensive, safe, and timely manner.

The service provider shall ensure compliance with all statutory norms, including labour laws, safety regulations, and environmental guidelines, and shall maintain high standards of hygiene and service quality throughout the contract period.

The tender details are as follows:

Sl. No.	Name of the Item	NIT No.	EMD
1.	End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus	**IITI(SCS)/HS/024 /SS/NIT/2025-2026**	Rs. 30,00,000/- (Rupees Thirty Lakhs Only) Online EMD Submission: Bidder can submit their EMD online by visiting: https://onlinesbi.sbi.bank.in/sbicollect/icollecthome.htm
SUBMISSION OF BIDS ONLINE IN TWO BID https://eprocure.gov.in/eprocure/app			

**NIT No. 024 should be mentioned for the purpose of EMD Submission, and Tender No. should be referred for bid submission/ communication etc.*

Note:

i. Tender Documents with detail terms & conditions can be downloaded from our website: https://www.iiti.ac.in/tender & https://eprocure.gov.in/eprocure/app
ii. The pre bid report will be published as a part of the tender document.
iii. All the details pertaining to the NIT such as tender documents, pre-bid report, corrigendum and any further updates will be available only on our website and also at Central Public Procurement Portal.

IIT Indore shall not be responsible for non-receipt of bid due to internet issues or any other reasons.

For any issues related to tender, contact Service Contract Section at 0731-6603369/3408 or email at servicecontracts@iiti.ac.in.

Assistant Registrar
(Service Contracts)

सहायक कुलसचिव
(सेवा अनुबंध)
Assistant Registrar
(Service Contracts)

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अनुभाग 1 / SECTION 1

निविदा की अनुसूची/ SCHEDULE OF TENDER

Sl. No.	Event	Date and Time/ Remarks
01	निविदा अपलोड करने की तिथि Date of uploading of Tender	November 20, 2026 https://eprocure.gov.in/eprocure/app and https://www.iiti.ac.in/tendercs
02	बोली-पूर्व बैठक के लिए प्रश्न प्रस्तुत करने हेतु Submission of Queries for Pre-bid meeting	November 30, 2026, upto 02:00 PM
03	बोली-पूर्व बैठक की तारीख़ और समय Date & Time of Pre-Bid Meeting	November 30, 2026, at 03:00 PM
04	बोली जमा करने की तिथि Bid Submission Start Date	December 04, 2026, from 05.00 PM (IST)
05	बोली-पूर्व बैठक की जगह Place of Pre-Bid Meeting	Pre-bid meeting will be done **Offline** at **IIT Indore, Khandwa Road, Simrol, Indore-453552** The pre-bid report will be uploaded on the website & CPPP and the same will be a part of the tender document.
06	बयाना राशि Earnest Money Deposit	**Rs. 30,00,000/- (Rupees Thirty Lakhs Only)** **Online EMD Submission**: -Online by visiting to the below link: https://www.onlinesbi.com/sbicollect/icollecthome.html -EMD can also be submitted in the form of e-BG through NeSL portal. The EMD should be valid for 180 days from the date of bid submission.
07	प्रदर्शन सुरक्षा जमा Performance Security Deposit:	For due performance of his/their obligations under the contract, during the validity, the successful tenderers shall have to deposit a Security Deposit equivalent to 5% of annual contract value, which will be free of interest, before commencement of the contract in the form of a e-Bank Guarantee from any Nationalized / Scheduled Bank, in favour of "The Registrar, IIT Indore" payable at Indore. The Performance Security should be valid for a period of 2 (two) months beyond the date of expiry of the Contract tenure.
08	ऑनलाइन बोली जमा करने की अंतिम तिथि और समय (तकनीकी और वित्तीय बोली) Last date & Time of Submission of Bids Online (Technical and Price Bid)	**December 14, 2026 up to 03.00 PM** Please refer to NIT Documents
09	तकनीकी बोलियाँ खोलने की तिथि एवं समय Date & Time of Opening of Technical Bid	**December 15, 2026 at 03.00 PM**
10	निविदा के संबंध में सभी संचार को संबोधित करने हेतु Address for all communication:	Assistant Registrar, Service Contracts Section 4th Floor, Abhinandan Bhavan (West Wing), Indian Institute of Technology, Indore Khandwa Road Simrol, Indore- 453552 Tel.: 0731-660 Ext 3369/3408 Email: servicecontracts@iiti.ac.in
11	सीपीपीपी से संबंधित तकनीकी समस्याओं के लिए संपर्क सूत्र: Point of Contact for Technical Issue on CPPP:	CPP Portal website: www.eprocure.gov.in CPP Portal Help Desk Toll-Free No.: 18002337315, 180030702232

अनुभाग 2 / SECTION 2

ऑनलाइन बोली जमा करने के लिए बोलीदाताओं को निर्देश

INSTRUCTIONS TO THE BIDDERS FOR ONLINE BID SUBMISSION

1. The tender must be submitted in accordance with instructions provided in this document and non-conformance of the same may lead to rejection. Instructions shall form part of the tender and the contract. The conditions of the tender shall be governed by the details contained in the complete bid document.

2. For Online Bid Submission as per the directives of Department of Expenditure, this tender document is published on the CPP Portal https://eprocure.gov.in/eprocure/app. Bidders are requested to submit the copies of their bids electronically (digitally) only on CPP Portal, using valid Digital Signature Certificates.

3. The tender is not transferable. Only one tender shall be submitted by one Bidder.

4. **Registration**: Bidders are required to enroll on the e-Procurement module of the CPP Portal by clicking on the link at https://eprocure.gov.in/eprocure/app.

5. **Submission**: Only *online bids* will be accepted. All the requisite supporting documents mentioned in the bid document must be uploaded online at https://eprocure.gov.in/eprocure/app. Bids sent by FAX, E-mail, hand, post/courier shall **not** be accepted/ processed, in any case. 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 Bidder stipulates any condition of his own, such conditional tender is liable to be rejected.

6. Bidders are to submit duly filled and completed bid online as per instructions mentioned in this document. All the uploaded documents shall be digitally signed by the authorized signatory of the Bidder. The Digital Signature Certificate should be in the name of authorized signatory (who will sign the bid) of the Bidder. In case digital signature is not available then all the documents should be stamped with the firm's seal and signed by authorized official and uploaded in pdf format.

7. Telegraphic, conditional, or incomplete Tender will not be accepted. Canvassing of any kind, direct or indirect, shall lead to disqualification of the tenderer.

8. IIT Indore reserves the right to reject any tender/bid wholly or partly without assigning any reason.

9. For detailed instruction on online submissions of bid(s) through CPPP the Bidder(s) may visit http:// https://eprocure.gov.in/eprocure/app.

10. The Bidder shall be solely liable to bear all costs and expenses associated with the preparation and submission of its bid, and IIT Indore will in no case be held responsible or liable for payment of any costs associated with the preparation or submission of the said bids irrespective of the outcome of the bidding process as also in case the entire bidding process or part thereof is nullified/ cancelled due to any reason whatsoever.

11. The Bidder should not be an employee of any of the IITs, Central or State Government, Autonomous Body, R&D Labs, IISERs, CFTIs (Centrally Funded Technical Institutes) or PSUs. Declaration to this effect is to be submitted.

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.

13. For detailed instruction on online submissions of bid(s) through e-procurement module of Central Public Procurement Portal, the Bidder(s) may visit following link https://eprocure.gov.in/eprocure/app.

अनुभाग 3 / SECTION 3

GENERAL TERMS AND CONDITIONS

PART-I

Bid Submission: Bidders are requested to submit their bids from the date of submission of bids indicated Schedule of Tender. Bidders are requested to submit the bids only after the issue of pre-bid meeting report duly considering the changes made if any, during the pre-bid meeting. Bidders are totally responsible for incorporating/ complying with the changes/ amendments issued, if any, during pre-bid meetings in their bid. All the two parts of the bid shall be submitted online at CPP Portal.

1. Late Bids: Bids received after the last date of submission will not be accepted and IIT Indore shall not be responsible for non-receipt of bid due to internet issues or any other reasons whatsoever.

2. Bid Validity: Bids shall be valid for a period of **180 days from the date of opening of tender.**

3. Modification and withdrawal of bids: No bid can be modified and withdrawn after the deadline for submission of bids.

4. Opening of Tenders: The opening of the bids would be done as per the Schedule of Tender mentioned in **Section-I**. In the event of the specified date of bid opening being declared holiday in the Institute, the bids shall be opened at the same time and location on the next working day.

5. Bid Security/ EMD:
   a) Micro and Small Enterprises who are Service Provider of the Primary Service Category and give specific confirmation to this effect at the time of bid submission and whose credentials are validated online through Udyam Registration (as validated by Government from time to time) and through uploaded supporting documents.
   b) Start-ups as recognized by the Department of Industrial Policy and Promotion (DIPP).
   c) In such case, a copy of the valid certificate showing registration with the above-mentioned institutions to be uploaded in PDF format.
   d) In case the unit is not covered as above, EMD should be submitted online via https://www.onlinesbi.sbi/sbicollect/icollecthome.htm and the payment reference should be attached in PDF along with the technical bid.
   e) EMD will be returned to the unsuccessful bidders within 30 days from the finalization of technical evaluation/award of contract.
   f) EMD will be forfeited if the qualified bidder fails to accept the order or fails to provide the service based on his/her offer/bid.
   g) The EMD of the successful bidder shall be returned on receipt of Performance Security. If the successful bidder fails to furnish the performance security or fails to provide the service as per award of contract (AOC) terms and conditions within the stipulated period, EMD shall be liable to be forfeited by the Institute.
   h) No interest will be payable by the Institute on the Earnest Money Deposit.

   i) Purchase Preference Policies of the Government: The Institute reserves its right to grant preferences to eligible Bidders under various Government Policies/ directives (like Make in India; MSME; Start-ups etc.) for pre-qualification criteria.

6. Fall Clause: The price quoted by the bidder should not be higher than the maximum price of the services offered and the same shall not be higher than the price usually charged by the service provider for services of the same nature to any other Institute/ organization.

7. Subletting of Work: The successful bidder shall not assign or sublet the work/ job or any part of it to any other person or party. In case the subletting of the contract is done, the institute reserves the right to terminate the contract.

8. No correspondence/ discussion/ visits whatsoever will be entertained on the subject unless specifically called by the Institute, after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the bids invalid and the bidder is liable to be blacklisted.

9. Representation against disqualification:

   (a) Bidder has the right to submit a representation to the Service Contract Section within **03 days from the date of intimation via email and uploading the information on technical evaluation in the Institute website.**

   (b) Representation will be reviewed by TEC and the appropriate response will be provided via email.

   (c) In case no response is revived from bidder against any communication from the Institute within the specified time, it will be presumed that the query has been resolved and no further communication on the said point will be considered.

10. False information: Furnishing fraudulent information/ document, false declarations will be in breach of the Code of Integrity under Rule 175 (1)(i)(h) of the General Financial Rules, for which, a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

11. Force Majeure: On the occurrence of any unforeseen event, beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof. Unless otherwise directed by the Institute in writing, the successful bidder shall continue to perform its obligations under the contract as far as reasonably practicable and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

12. In case the owner of the successful bidder or any of their partners/employees has close relations working with IIT Indore, the same must be intimated in writing to the Service Contract Section of the Institute before the commencement of services.

13. The Institute reserves the right to modify/ alter/ insert or delete any part of the tender document to ensure fulfillment of its service requirement at any stage.

14. IIT Indore reserves the right to call for techno-commercial/price negotiations. The company should depute a competent representative for such discussion/negotiations whenever called for and he shall be competent to take on the spot decisions.

15. Settlement of Disputes:

a) Amicable Settlement: In case a dispute arises between the Institute and the Agency (parties) regarding any matter under the contract, the Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days from the date of receipt of notice.

b) On receipt of the dispute notice, the matter will be referred to the Dispute resolution Committee nominated by IIT Indore. The matter shall then be resolved between them, and the agreed course of action will be documented.

16. Cancellation of Contract:
Notwithstanding any other provisions in this contract, the Institute reserves the absolute right to terminate the contract forthwith, if it is found that continuation of the contract is not in public interest. The Agency is not eligible for any compensation or claim in the event of such cancellation.

If at any later date, it is found that the documents and certificates submitted by the Agency are forged or have been manipulated, the work order issued to the Agency shall be cancelled and Security Deposit issued to the Institute shall be forfeited without any claim whatsoever on the Institute and the Agency is liable for action as appropriate under the extant laws.

17. Termination:

a) Termination on expiry of the Contract: This contract shall be deemed to have been automatically terminated on the expiry of the Contract period unless the Institute has exercised its option to extend this Contract in accordance with the provisions, if any, of this Contract.

or

b) Termination on account of Force Majeure: Either party shall have the right to terminate this Contract on account of Force Majeure.

or

c) Termination on Account of Insolvency: In the event of the Service provider, at any time during the term of this Contract, becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the Institute shall, by a notice in Writing have the right to terminate this Contract and all the Service provider's rights and privileges hereunder, shall stand terminated forthwith.

or

d) Termination for Unsatisfactory Performance: The Institute will judge the performance of the Service provider periodically through feedback from the user department. If the Institute considers that the performance of the Service provider is unsatisfactory or, not up to the expected standard, then the Institute shall notify the Service provider in writing and specify the cause of such dissatisfaction. The Institute shall have the option to terminate this Contract by giving 30 days' notice in writing to the Service provider, if, the Service provider fails to comply with the requisitions contained in the said written notice issued by the Institute.

or

e) Termination due to any other reason: If the Institute intends to terminate the contract before the agreed tenure, a one-month notice will be provided to the firm. Conversely, if the Service provider wishes to terminate the contract before the completion of the tenure, it must give a written notice of three months or continue its services until the succeeding service provider takes over the dining operations.

or

f) Consequences of Termination: In all cases of termination herein set forth, the obligation of the Institute to pay shall be limited to the period up to the date of termination. The Institute shall conduct an inquiry against the Contractor and consequent to the conclusion of the inquiry, if it is found that the fault is on the part of the Contractor, then they shall be debarred for a period of two years from the date of the order for putting the Contractor on debar list is issued.

g) Post Completion/ Termination Responsibility of the Successful Bidder: Upon completion/ termination of this Agreement, the successful Bidder shall immediately return all documents/ data held by it or its staff, to IIT Indore. It shall also forthwith remove its entire Staff together with its machines/ equipment whatsoever from the campus of IIT Indore. However, IIT Indore reserves the right to engage or disengage the same personnel of the Bidder upon termination/post completion of the contract. This is further subject to the fact that IIT Indore may direct the successful Bidder to finish any particular work/works which may at date of termination be outstanding.

18. Breach of Terms and Conditions: The Institute reserves the right to accept or reject or cancel any or all inquiries or quotations at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, no compensation will be paid towards the progress of order/ procurement.

19. Indemnity: The successful Bidder shall be solely responsible and liable for its acts and omissions and shall indemnify, defend, and hold IIT Indore harmless at all times from and against any and all claims, liabilities, losses, damages, costs, charges, expenses, proceedings, or actions of whatsoever nature, whether arising directly or indirectly, due to any wrongful, incorrect, dishonest, criminal, fraudulent, or negligent act, default, failure, misfeasance, bad faith, breach of contractual obligations, or omission on the part of the successful Bidder and/or any of its employees, agents, or staff, including but not limited to theft, robbery, or fraud.

20. Governing Law: The Service Order placed will be a contract between the successful bidder and the Institute. It shall be governed by the Laws of India and the area of jurisdiction will be Indore, MP, India.

21. Conflict of Interest among Bidders/Agent: Bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:

    (a) They have controlling partner (s) in common; or

    (b) They receive or have received any direct or indirect subsidy/ financial stake from any of them; or

    (c) They have the same legal representative/ agent for purposes of this bid; or

    (d) They have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder; or

    (e) The bidder participates in more than one bid in this bidding process. Participation by a bidder on more than one Bid will result in the disqualification of all bids in which the parties are involved.

22. Code of Integrity: The code of integrity is applicable to both the Institute and the bidder. The bidder should disclose any conflict of Interest or any previous offense. Institute may take appropriate measures including debarment of the bidder. The code of integrity prohibits the following:

    (a) Making an offer, solicitation, or acceptance of a bribe.

    (b) Any misrepresentation that attempts to be misleading.

    (c) Collusion, bid rigging, anti-competitive approach.

    (d) Coercion or threat to impair or harm.

23. The award of contract to the successful bidder does not restrict the Institute from hiring any other service provider to cater the requirement of the institute.

24. Preference will be given to the Bidders having experience with IITs/NITs/IISERs/CFTIs.

PART-II

1. Online **e-Tenders** are invited under the **Quality-cum-Cost Based System (QCBS)** from **professional, experienced, and reputed service providers** for providing **End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus** at **Indian Institute of Technology Indore**.

2. Tender Type: **Quality cum Cost Based Selection (QCBS) with Two-Bid system through Online Mode.**

   (a) Technical Bid (Cover-1): Technical bid will be opened on the due date for technical evaluation. The technical evaluation matrix will be uploaded on CPP Portal for intimation to the service providers. Technically disqualified service providers can represent disqualification, within a week of uploading of technical evaluation matrix.

   (b) Financial Bid (Cover-2): Financial bids of technically qualified responsive bidders only will be opened.

3. Pre–Bid Meeting:

   (a) Bidders are requested to attend a Pre-bid meeting for clarification on the Tenders' technical specifications and commercial conditions, on the time, date, and place/ mode mentioned in the Schedule of Tender. Participation in such a Pre-bid meeting is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical & Commercial specifications/ conditions shall be entertained after the date of pre-bid meeting.

   (b) Bidders are advised to submit their doubts/ questions/ clarifications in FORM VIII, if any. It should bear tender no., title, and marked "Queries for Pre-Bid Meeting". Form should be sent through email at servicecontracts@iiti.ac.in as per the Schedule of Tender mentioned in the Section-I.

   (c) Any modification of the tender document, arising as an outcome of the Pre–Bid meeting, shall be notified through amendment on the website of the Institute and CPP Portal. No queries will be entertained beyond the date of the Prebid meeting.

   (d) Bidders are totally responsible for incorporating/ complying with the changes/ amendments issued, if any.

4. Bid Evaluation Procedure: To select the bidder, Quality cum Cost Based Selection (QCBS) method will be followed through a two-stage bidding process.

   (a) Bids should be submitted in two parts viz. Technical Bid & Financial Bid.

   (b) The Technical Evaluation Committee (TEC) shall examine the bids to ascertain that all documents mentioned in Section-6 have been provided and examine the completeness of each document submitted. If any of these documents or information sought is missing, TEC may disqualify the bid.

   (c) Evaluation will be done strictly on Pre-Qualification, Scope of Work and Technical criteria as mentioned in Section-6 (Parts I & II).

   (d) The TEC will invite the shortlisted bidders (who qualify the Pre-Qualification and Technical criteria) to give a presentation as part of the technical evaluation.

   (e) Any exemption or relaxation granted to Micro and Small Enterprises (MSEs) as per policies and guidelines shall not be considered for the Technical Evaluation Parameters. Accordingly, all bidders, including MSE bidders, shall be required to fulfil the prescribed Technical Evaluation Criteria and submit all relevant supporting documents as specified in the tender for evaluation of their technical bids.

   (f) The TEC shall evaluate the technical bids and based on the technical evaluation and presentation, shortlist the technically qualified bidders. The financial bids of only those bidders found technically qualified shall be opened for further evaluation in accordance with the QCBS methodology.

5. Selection Procedure:

   (a) It is mandatory for all bidders participating in the tender to submit their quotations strictly as per the Scope of Work and BOQ. Bids not conforming to the prescribed scope and BOQ shall not be considered for evaluation and are liable to be rejected.

   (b) The firms shall be required to secure a minimum technical score of **40 marks to be shortlisted for the presentation stage.**

i. The bidders must obtain a minimum technical score of **60 marks to be considered technically qualified,** as specified in Section-VI Part-2 of the tender document.

ii. The financial bids shall be opened only for those bidders who are declared technically qualified by the Technical Evaluation Committee (TEC) and **have secured a technical score of 60 marks or above.**

iii. The bidder securing the highest combined QCBS score (H1) shall be considered for award of contract, with **30% weightage assigned to technical parameters** and **70% weightage to the commercial bid.**

iv. The selection shall be carried out on a **group basis.** IIT Indore reserves the right to **engage one or more service providers, either fully or partially, as per the group-wise requirement of the Institute.**

6. IIT Indore reserves the right to negotiate financial terms with the selected service provider at the time of award of contract.

7. Award Criteria:

(a) Prior to the expiry of the period of bid validity, the Institute will notify the successful bidder in writing by e-mail that the bid has been accepted, and a Service Order shall follow through post.

(b) The bidder with the highest QCBS score (30% weightage to technical parameters, as and 70% weightage to commercial price as Part-2 of Section 6) will be awarded the contract.

(c) The successful bidders with the highest cumulative QCBS scores for each category will enter into a written agreement with the Institute within 15 days of award of contract. If the successful bidder does not sign the agreement within 15 days or fails to furnish the performance Bank Guarantee within 15 days from the date of receipt of award of contract, the Institute reserves the right to cancel the contract and apply all remedies available under the terms & conditions of this contract. (at least 90 days for the agreement, if approved).

(d) The qualified bidder will abide by all the Terms & Conditions of the Tender Document.

(e) The services of the successful service provider will be reviewed by the committee during the contract period. IIT Indore reserves the right to cancel the contract or amend the contract period based on performance review, if necessary.

8. Bid Price: The bidders shall indicate per sq meter price in the BOQ and service charge for campus beautification, plant care and associated work (wherever applicable). The rate must be quoted by the bidder, both in words and in figures. Price quoted must remain firm during its performance of the Contract and is not subject to variation on any account. All duties and taxes payable by the bidder under the Contract for which this Bidding Document is being issued, shall be included in the rates, prices and total Bid Price submitted by the bidder, and the evaluation of bid shall be made accordingly.

9. Discount: Bidders are advised not to give any separate discount. Discount, if any, should be merged with the quoted prices. Discounts of any type, indicated separately, will not be taken into account for evaluation purposes. However, in the event of such an offer, without considering discount, is found to be lowest, IIT Indore shall avail such discount at the time of award of contract.

10. In case the successful Bidder fails in fulfilling the obligations fully and/or in time, IIT Indore shall have the right to take up the work at the Bidder's cost and risk and recover any and all such expenses from the amounts due to the Bidder including Performance Security.

11. Concessions permissible under statutes: Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under existing Tax Acts, failing which it will have to bear extra cost where Bidder does not avail exemptions/ concessional rates of levies. IIT Indore will not take responsibility for this. However, necessary assistance, wherever possible, may be provided in this regard.

12. Non-Exclusive: It is agreed and clarified that this contract would be on a non-exclusive basis, and the parties are at liberty to enter into similar contracts with others. (Provided, however, the successful bidder

shall ensure that its entering into contracts with other parties, shall not in any way conflict with or affect IITI's interests, rights, and remedies under this contract or in law).

13. Information Ownership:
All official information processed, stored or transmitted by manpower deployed by the Bidder belongs to IIT Indore. By having the responsibility to handling the official information by the manpower deployed, the successful Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The successful Bidder understands that Civil, Criminal or Administrative Penalties may apply for failure to protect information appropriately.

14. Empanelment of service Providers:
a) In the event of failure, non-performance, persistent deficiencies, abandonment of services, financial incapacity, or termination of the existing housekeeping contract due to any reason attributable to the current Service Provider, **IIT Indore reserves the right to empanel additional eligible agencies through this tender.**
b) The empanelled agencies may be engaged for immediate and seamless continuation of housekeeping, sanitation and allied services, without any further tendering process, to ensure that Institute operations remain uninterrupted.
c) The empanelled agency shall be required to take over the services **at the same rates, terms, and conditions as finalized through this tender or as mutually agreed upon by IIT Indore.**
d) The duration of such engagement may be for the remaining period of the terminated contract or for a period deemed appropriate by IIT Indore, based on operational requirements.
e) Further, IIT Indore reserves the right to allocate the entire scope of work or a part thereof to any empanelled agency, depending on the urgency, magnitude of service gaps, and the Institute's functional requirements. The decision of IIT Indore in this regard shall be final, binding, and not subject to arbitration.

15. Performance Evaluation:
a) The Institute shall conduct a **comprehensive Monthly Performance Review of the services rendered by the Successful Bidder, evaluating parameters such as service quality, manpower adequacy, adherence to schedules, statutory compliance, responsiveness to complaints, hygiene standards, and overall operational efficiency.**
b) If the performance of the Successful Bidder is found below **average in any given month, the Institute shall issue a formal notice outlining the deficiencies and directing the Bidder to implement corrective measures within a prescribed time period.**
c) In the event the Successful Bidder receives **three consecutive below-average performance reviews, such continued non-compliance shall be considered a serious breach of contract.**
d) Upon the **third consecutive below-average rating, the Termination Clause of this tender shall automatically become applicable, and the Institute reserves the right to terminate the contract without any financial liability.** The decision of the Institute regarding performance assessment and subsequent actions shall be final and binding.

16. Any bidder having a record of non-performance, unsatisfactory service, or who is involved in any ongoing legal dispute, arbitration, or litigation with any government department, PSU or CFTIs in respect of similar services, shall be liable for disqualification. The Institute reserves the right to reject such bids at any stage, if found adversely affecting the performance or credibility of the bidder.

अनुभाग 4 / SECTION 4

विशेष नियम और शर्तें/ SPECIAL TERMS AND CONDITIONS

1. Period of Contract:
   a) The contract shall initially be awarded for a **period of two (02) years, which shall include a trial period of six (06) months**. Subject to satisfactory performance during the trial period, the contract shall remain valid for the remaining one and a half (1½) year. In the event that the services rendered during the trial period are found to be unsatisfactory, the contract shall be liable to termination upon giving two (02) weeks' notice.
   b) The contract may be further extended for **a maximum period of two (02) additional years, on a yearly basis, subject to comprehensive half-yearly performance reviews conducted by IIT Indore.** During the contract or any extended period, if the services are found to be unsatisfactory, the contract shall be liable to termination by giving one (01) months' notice.
   c) Any extension shall be considered only upon consistently satisfactory service delivery, shall require mutual consent, and shall be granted at the same rates, terms, and conditions.
   d) IIT Indore reserves the right to award the tender to more than one bidder, on a group-wise basis, based on the evaluation criteria and at the sole and absolute discretion of IIT Indore.

2. Submission of Labour License:
   a) The Successful Bidder shall mandatorily obtain and submit a valid Labour License, as applicable under OSH&W Code 2020 within 30 days from the commencement of service contract. The bidder shall ensure strict compliance with all statutory provisions relating to engagement and employment of labour at site.
   b) In case the Labour License is under process after the award of service contract, the Successful Bidder shall furnish documentary proof of the application submitted to the competent authority and shall submit the approved Labour License within 30 days of issuance of the Service Order.
   c) Failure to submit the valid Labour License within the stipulated timeframe, or non-compliance with statutory labour regulations at any stage, shall render the agreement liable for termination and may lead to forfeiture of Performance Security and other actions as deemed appropriate by the Institute.

3. Performance Security: The successful Bidder must submit a performance security of 5% of annual contract value, which will be free of interest, before commencement of the contract in the form of a **e-Bank Guarantee** from any Nationalized / Scheduled Bank, in favour of **"Registrar, IIT Indore" payable at Indore**. No interest will be payable by IIT Indore on Performance Security. This Performance Security will be liquidated and forfeited in case the successful Bidder performs poorly/ terminates the contract during the middle of contract period/ discontinues their service without prior notice/ incurs any loss to IIT Indore property for reasons attributable to the successful Bidder or as mentioned in this tender. The PBG should be submitted in the prescribed form provided in Form-X.

4. If the successful Bidder, when called upon by IIT Indore to furnish the Performance Security, fails to do so within the specified period, IIT Indore shall have the right, at its sole discretion, to annul the award of the contract and forfeit the EMD, in addition to taking any other administrative or punitive actions, including but not limited to removal from the list of registered service providers.

5. Reporting of Personnel: The deployed personnel shall mandatorily record their daily attendance and availability with the Security Guard on duty or the designated Lab Custodian of the respective building/department at the time of reporting for duty. The Security Guard or Lab Custodian shall verify the presence of each staff member and maintain a proper attendance record. Any failure by the staff to report for duty or to obtain acknowledgment of attendance shall be considered as non-availability for the day and may attract deductions or penalties in accordance with the terms and conditions of the tender.

6. Deputation of Facility Manager:
   a) The Successful Bidder shall depute a qualified and experienced Facility Manager exclusively for managing, supervising, and coordinating all housekeeping, sanitation, and related services. The Facility Manager shall be deployed on a full-time basis and shall remain available on-site during all operational hours as specified by the Institute.

   b) The Facility Manager shall act as the single point of contact (SPOC) between the Institute and the Successful Bidder, and shall be responsible for:
      i. Effective manpower management
      ii. Monitoring service delivery
      iii. Maintaining daily records
      iv. Addressing grievances

v. Ensuring strict compliance with all statutory, safety, and quality standards prescribed in the tender.

c) Any change, replacement, or temporary absence of the Facility Manager shall be communicated to the Institute in advance in writing, and the Successful Bidder shall ensure the deployment of a competent replacement without any disruption of services. Non-deputation or prolonged unavailability of the Facility Manager shall be treated as a breach of contract and may attract penalties as defined in the terms and conditions of this tender.

7. Real-Time Housekeeping & Hygiene Feedback System: The successful Bidder shall, at its own cost, install, operate and maintain a QR Code-based feedback system in washroom and certain other areas as identified by the Institute, with four feedback options: Excellent, Very Good, Good and Poor. The system shall provide location-wise feedback, daily/monthly reports and downloadable data. Any Poor feedback shall trigger an immediate alert to the concerned supervisor and be addressed within the response time prescribed by the Institute. All costs towards installation, connectivity, maintenance, repairs, technical support and data storage shall be borne by the Bidder throughout the contract period, without any additional financial liability to the Institute.

8. Site Visit: In order to have a better understanding of the services and work involved, a campus visit may be planned with prior intimation before submission of the bid, site visit is mandatory and site visit certificate to be submitted along with the bid.

9. Penalty: IIT Indore reserves the right to impose penalty to the Service Provider for non-compliance of the terms and conditions or delay of service as mentioned in this tender and service contract. The quantum of penalty would be decided on the gravity of non-compliance, mentioned in **Part 2 (Clause no. 7)** of **Section 5**, and the decision of IIT Indore would be final.

10. Payment: 100% payment shall be released after standard deduction through NEFT/RTGS within 30 days or in accordance with the labour codes after submission & acceptance of the invoice with all supporting documents. The final payment will be made by IIT Indore, only after obtaining clearance of any liabilities pending with the successful Bidder. The invoice should be supported by the following documents:
    (a) Forms XIII, XIV, XV, XVI as per OSH&W Code 2020.
    (b) Proof of submission of EPF, ESI and GST for the same month of invoice. Copies of the challans and ECR towards remittance to be enclosed.
    (c) Biometrics attendance report for both in and out of the deputed staff for the billing month.
    (d) Proof of payment of wages done online to the bank account of the employees.
    (e) And any other proof of remittances which is part of wages/statutory obligations.
    (f) That the payment on account of enhancement/ escalation charges due to the 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 IIT Indore to the successful Bidder on reimbursable basis on submission of proof of such remittances. No escalation of the percentage of Bidder's Service Charges and/or cost of materials shall be admissible during the term of the contract.

11. The timeline of the payment activity dates shall be as per the details below:

Activity	By	Timeline
Submission of work completion sheet	Bidder	**1st working day of every calendar month**
Returning of verified work completion sheet	IIT Indore	**3rd working day of every month**
Disbursal of Wages by Bidder from his money.	Bidder	**On or before 1st of every month**
Raising of Invoice	Bidder	**Before 10th of every month**
Payment to the Bidder	IIT Indore	**30 working days from the date of submission of Invoice with all relevant data found to be in order**

12. In case of any delay in submission of the bills, the successful Bidder must pay the wages of its workers on or before 1st of every month and there should be no linkage between this payment and settlement of the Bidder's invoice. Any delay beyond this limit or any discrepancies in disbursement of wages will invite the successful Bidder to pay 1% compensation per day on the total amount of invoice raised to IIT Indore. In special

circumstances or non-payment by the successful Bidder, payment to the staff will be made by IIT Indore and such amount shall be recovered from the bills of the successful Bidder.

13. The cost quoted should include expenses on Wages, EPF, ESIC, Group Insurance, Uniform etc. In this regard no claim for any extra payment for any reason shall be entertained.

14. The successful Bidder will be required to be governed under following acts:
    (a) The Code on Wages, 2019
    (b) Code on Social Security, 2020
    (c) The Industrial Relations Code, 2020
    (d) The Occupational Safety, Health and Working Conditions Code, 2020
    (e) Employee Provident Fund (EPF) Scheme, 2026
    (f) Employment of Children Act, 1938
    (g) The Workmen Compensation Act, 1923
    (h) Industrial Employment (Stading Orders) Act, 1946
    (i) Contract Labour (Regulation & Abolition) Act, 1970 and Central Rules, 1971
    (j) Maternity Benefit Act, 1961
    (k) Payment of Wages Act, 1936
    (l) Minimum Wages Act, 1948
    (m) The Employees Provident Fund and MP Act, 1952.
    (n) Employees State Insurance Act, 1948.
    (o) Labour Laws Rules 2017 in accordance with Gazette of India GSR 154(E) dated Feb 21, 2017
    (p) Any other act or legislation in force from time to time.

15. The deputed manpower shall be primarily deployed at Simrol campus; however, deployment can be done at other places too as decided by IIT Indore.

16. Space for Store: IIT Indore will provide space for the store for keeping machinery and cleaning materials, subject to availability for the maximum 100 sq. ft. area. If required, store space may be created at the risk and cost of the successful Bidder. Bidder to ensure that the store is maintained properly and should be ready for inspection by IIT Indore during working hours. Also, the rent of Rs. 35 per sq. ft. would be charged from the service provider for the storage space provided.

17. Attendance of the Deputed Staff: The successful Bidder shall install biometrics attendance geo tag device to capture the daily attendance of their staff at the central location in the campus at his own cost. The biometrics attendance system remains fully accessible to the Institute's designated office for daily verification of attendance records. The Institute's office shall have uninterrupted access to review, monitor and authenticate the biometrics entries of all deployed personnel on a day-to-day basis. The monthly attendance, as verified and certified by the Institute's office, shall be treated as final and mandatory for processing and disbursing wages. No wages or monthly invoices shall be released without the Institute certified biometrics attendance, and any deviation or failure to provide accurate and verifiable attendance data shall be treated as a breach of tender obligations. On the event of non-function of the device, the successful Bidder will replace or repair the device within 72 hours.

18. Registers to be maintained: Registers as per Form XII, XIV, XV and XVI of OSH&W Code 2020 and corresponding codes, Daily Attendance Registers, Deployment Chart, Task Sheet, SOP, work instructions etc. are to be maintained properly and kept ready for inspection at all times. IIT Indore presently has various buildings and roads spanning to 16 kms. The list of buildings, along with the area in **square meters**, include:

1	Academic Pods (1A to 1E)	43405
2	CV Raman Hostel	14069
3	Vikram Sarabhai Hostel	14069
4	Devi Ahilya (Girls Hostel)	14069
5	Homi Jahangir Bhabha Hostel	14069
6	A.P.J. Hostel	14069
7	Carbon Building (Central Dining hall)	9289
8	Learning Resource Centre	9264
9	School Building	8628
10	Meghdoot Sarovar and its surroundings	8500
11	Abhinandan Bhavan (Administrative Building)	8365
12	Takshashila Classroom Complex	8350
13	Nalanda Auditorium (**on need basis**)	7996
14	Sports Complex	4257

15	Health Centre	3775
16	Vikramshila (Seminar Halls)	3360
17	Central Workshop building	2594
18	MRS, ESS-07A, ESS-05, ESS-02, UGT-G, UGT-B, UGT-A	2478
19	J P Narayan Centre of Excellence	2280
20	Computer & Information Technology Centre	2000
21	JC Bose Studio Apartments (Common area only)	2165
22	Central HVAC Plant	1685
23	STP & WTP	1450
24	Surroundings of Swimming Pool	1458
25	SIC Building	1208
26	Vindhyanchal Guest House	1170
27	Narmada and Kshipra Faculty Housing Complex (Common area only)	1166
28	Director's Residence cum Office	666
29	Drishti CPS Foundation Office	480
30	La' Fresco	414
31	Gate Complex (1 & 2)	400
32	Animal Research Laboratory	900
33	Sports Arena	24211
34	Boys Hostel – 07	12078
35	Kshitij Mandapam	2244
36	Lab Complex	2140
37	Pragyan Innovation Transit Laboratory	3700
38	Balda Farm	360
39	1 BHK Studio Apartments, 2 BHK and 3 BHK Flats (one time cleaning)	303
40	Roads	16.44 kms.
41	C-ELITE Campus, Ujjain	3771
42	ESS-03	1783.48
43	New Faculty Housing (common area only)	7896
44	ESS-08	1435.48
45	ESS-01	1783.48
46	New Boys Hostel-02	11871
47	New Girls Hostel-04	11871
48	Multi Facility Complex	4280
49	NCC Ground	537
50	New Studio Apartment	6279
51	New POD Building	35344
52	Swimming Pool	1310
53	Cricket Ground	12070
54	Football Ground Opp. CITC	7365
55	Creative Craft Center	270
56	Faculty Cabins at POD 1D 6th Floor	325
57	New Classrooms at Lecture Hall Complex	1100

19. A few other buildings are presently under construction and would be handed over to IIT Indore in due course of time. IIT Indore, at its discretion, may allow the successful Bidder to commence the End-to-End Cleaning, Sanitation and Sanitization Solutions in the upcoming buildings at existing rate of similar buildings.

अनुभाग 5 / SECTION 5

कार्य का सेवा दायरा / Scope of Work

भाग 1 /PART 1

Task to be done on Daily Basis				
S. No.	**Task**	**Area / Scope**	**Frequency**	**Remarks / Details**
1	Cleaning of offices, labs, classrooms, passages, halls, corridors, lifts, staircases, pantries, grills, walls, tiles, common areas and other areas	All rooms, adjacent areas, extensions	Daily	Use of branded disinfectants/chemicals (Para 3 of Part 2); mop floors, clean carpets, furniture, fixtures, and items in area
2	Toilet Cleaning	Toilets, sanitary fittings, mirrors, fixtures	At least 4 times daily	Keep floors dry; check flush system; provide naphthalene balls/urinal screens, air fresheners, liquid soap/hand wash, paper rolls daily
3	Cleaning of Glass Panes	Doors, windows, partitions	Daily	Approved cleaning agents to be used.
4	Garbage & Waste Collection	Dust bins and biohazard waste	Daily (wet and dry wastes)	Disposal of biohazard waste as per IIT Indore policy. Waste to be disposed off in a covered four-wheeler vehicle at the designated point of the campus. Collection of garden and horticulture wastes at least once in a day.
5	Roads & Open Areas Cleaning	Roads, pathways, gardens, footpaths, parks, parking, playgrounds, boundary walls	Daily	Machinery enabled sweeping and cleaning of all designated roads, adjoining footpaths and surrounding areas. Regular removal of garbage of dustbins installed along footpaths and at commercial establishments. The services for emptying the dustbins shall be carried out at least three times, i.e., morning, afternoon and late night, to ensure sustained cleanliness and prevent the accumulation or overflow of waste.
6	Room Fresheners	All rooms	Twice daily	Spraying of prescribed branded room fresheners.
7	Exterior Cleaning of Water Coolers	All water coolers	Daily	Thorough cleaning and disinfection
8	Health Centre Disinfection and Waste Disposal	Health Centre areas	Daily	As per Indian Medical Standards
9.	Garbage. The successful Bidder shall collect garbage/waste from designated dustbins and transport it to the designated disposal location using a covered four-wheeler vehicle. The required vehicle which should have at least 2 tons capacity may be outsourced/hired by the successful bidder at its own cost, including all associated expenses for operation, fuel, maintenance, driver, and statutory compliances. Disposal of biohazard wastes as per IIT Indore policy and with meeting the compliances. Disposal of construction waste and debris on requirement basis.			

10.	Garden Maintenance and Allied Works. The successful Bidder shall undertake daily routine maintenance of gardens, lawns, landscaped areas, and green spaces within IIT Indore, including sweeping, removal of dry leaves and garden waste, weeding, watering of plants, lawn maintenance, trimming of hedges, upkeep of flower beds, and cleaning of pathways and surrounding areas. All collected garden waste shall be segregated and disposed of at designated locations. The Bidder shall ensure that all gardens and landscaped areas remain clean, hygienic, aesthetically maintained, and free from weeds and litter at all times. Any additional garden maintenance activities as directed by the Institute shall also be carried out as required.
11.	Shifting, Relocation, Loading, Unloading and Allied Services. The successful Bidder shall undertake routine shifting, relocation, loading, unloading, and movement of furniture, office equipment, machines, materials, and other items within IIT Indore, as and when required by the Institute as per deployment and provide necessary safety gears and handling assistance to ensure safe, careful, and timely execution of such activities without causing damage to Institute property. All such routine services shall be deemed included in the scope of work and the quoted contract rates, without any additional cost to the Institute.

Task to be done on Weekly Basis

S. No.	Task	Area / Scope	Frequency	Remarks / Details
1	Cobweb Cleaning	All areas of buildings	Weekly	Removal of all cobwebs from ceilings, corners, and walls
2	Roof / Terrace Cleaning	Roof tops, terraces, rainwater spouts of all buildings	Weekly	Ensure thorough cleaning and proper drainage of rainwater spouts
3	Electric Panels & Server Rooms Cleaning	Electrical panels, server rooms	Weekly	Cleaning to be done **in presence of technicians** to ensure safety
4	Deep Cleaning	Labs, offices, corridors, staircases, lifts, washrooms, balconies, and other areas	Every Saturday	Intensive cleaning including mopping, dusting, and disinfection of all surfaces

Task to be done on Monthly Basis

S. No.	Task	Area / Scope	Frequency	Remarks / Details
1	Cleaning / Washing / Dusting	Door foot mats	Monthly	Ensure mats are clean and free o f dirt and debris
2	Cleaning of Fixtures	Fans, lights, speakers, wall fixtures, ACs	Monthly	Dusting and wiping to maintain hygiene and proper functioning
3	Cleaning of Fountains	Entire campus fountains	Monthly	Ensure all fountains are clean and operational
4	Cleaning of False Ceiling	All false ceilings in campus buildings	Monthly	Remove dust, cobwebs, and accumulated dirt
5	Cleaning of Sofa Sets	All sofa sets in offices, common areas, lounges	Monthly	Dusting, vacuuming, and wiping with appropriate cleaning agents
6	Cleaning of Chamber Lines	Drains, sewer lines, chambers, manholes	Monthly / As required	Mechanized cleaning to remove clogging; waste disposal at bidder's cost following health, safety, and environmental standards; chamber dimensions: inner diameter ~300 mm (600 mm on turns), depth 1–3 m, outer cover diameter ~600 mm

7	Monthly Lab Training	All deputed personnel at IIT Indore	Monthly	Mandatory training on lab protocols, chemical safety, PPE usage, waste segregation, emergency reporting; maintain records of attendance, modules, trainer credentials, staff performance; **submit Monthly Lab Training Report with attendance sheet to IIT Indore**

Task to be done on Quarterly Basis

S. No.	Task	Area / Scope	Frequency	Remarks / Details
1	Training of Deputed Personnel	All personnel deputed for services at IIT Indore	Quarterly	• Comprehensive training on safety protocols, handling of fragile/heavy equipment, work ethics, campus conduct, waste management, machinery operation, health & safety, emergency response, biomedical waste handling at Health Centre, etc. • Training conducted by qualified trainers. • Individual certificates to be issued and consolidated Training Completion Report submitted with attendance, modules, and trainer credentials.
2	Rewards & Recognition Program	All deputed personnel	Quarterly	• Implement R&R program to motivate workforce and recognize exemplary efforts in performance, discipline, safety, and hygiene. Awards include certificates, commendation letters, badges, or modest incentives. • Minimum 2–5% of deployed manpower to be recognized each quarter. • Maintain documentation of evaluation criteria, selection process, and list of awardees. • Ensure Submission of Quarterly R&R Report to IIT Indore.

Task to be done on Half Yearly Basis (On Requirement Basis)

S. No.	Task
1	Facade Cleaning: The successful Bidder shall ensure cleaning of the exterior glass/ glass panes of all the buildings from exterior by using scaffoldings with Spiderman (rope-access) method. If required, the successful Bidder to use scaffolding/loft for high rise buildings. The maximum height for the façade cleaning is approximately 80 ft and the total area of façade cleaning is 15444.22 sq. mtrs. subject to

	further enhancement in the scope as required by the Institute. The successful Bidder can also outsource the façade cleaning.

Note:

1. IIT Indore reserves the right to assign additional or related works, other than those specified in the scope of work, as may be deemed necessary. Such additional works shall be undertaken by the Service Provider on mutually agreed terms and rates, subject to prior written approval of IIT Indore.
2. The frequency of services may be increased or modified during special occasions such as Convocation, Orientation and Registration programmes, seminars, conferences and other institutional events, depending upon the operational requirements of IIT Indore. The Service Provider shall ensure adequate deployment of manpower and resources to meet such additional requirements.
3. The consumption of consumables may increase during major institutional events, including Sports Events, Convocation, Foundation Day programmes, Fluxus, Registration and Orientation programmes, etc. The Service Provider shall ensure adequate availability of consumables to meet such additional requirements. Any additional financial implications shall be subject to prior approval of IIT Indore.
4. No deviation from the prescribed frequency or scope of work shall be permitted. A separate cleaning checklist shall be maintained for each building, clearly indicating the date-wise and time-wise details of cleaning activities carried out, in accordance with the stipulated frequency. The duly updated checklist shall be submitted along with each bill for verification and processing

भाग 2 / PART 2

OTHER CONDITIONS

1. Items, **as approved by IIT Indore**, to be provided by the successful Bidder are as follows:
   (a) Consumables like Dusters, Dry Mop, Wet mop, washing powder, detergent/detergent soap, Liquid Toilet Cleaner, Liquid Cleaner Glassware, Liquid Floor Cleaner, Furniture Polish, Scrubbing Pad, Steel Scrubber, Phenyl White, Floor wiper (small & big), Toilet cleaning brush, Spray cans, Dust pans, liquid handwash, buckets, plastic mugs, hockey brush, wipers, toiletries etc / Chemicals/ detergents/ disposables/disinfectants, aer pockets and other stores related to sanitation & housekeeping.
   (b) Wall Mounted M-Fold dispensers, Wall Mounted Hand Wash Dispensers, Tissue Paper dispensers, Room freshener and Hand Drier machines.
   (c) All toiletries including hand towels, paper napkins (M-fold/ C-fold/ Toilet Roll), liquid hand soap, toilet rolls/ GRD air freshener and tissue boxes, Urinal Screen Guard, Urinal cubes, refilling of soap dispensers, refilling of M-Fold dispensers and refilling of other toiletries of approved make after daily check-ups in the morning, afternoons and on call basis during daytime.
   (d) All necessary consumable items including Naphthalene balls, door mats.
   (e) Separate Steel dustbins for different types of waste including medical and biological waste with Garbage Polybags big and small (Bio-degradable) and dustbins with lid (2 for each ladies washroom).
   (f) Separate mopping and sweeping items for critical areas at Health Center and Hazardous Labs to prevent cross-contamination and minimize the risk of infection, in accordance with applicable hygiene, sanitation, and safety protocols.
2. The list of machines/ equipment / tools to be used for the services is mentioned below. The number of machines to be deployed is to be decided on a requirement basis.

Sl. No.	Machine / Equipment	Technical Specifications / Description
1	Single Disc Scrubber Machine	Power 1.5–2 HP; speed 165–175 RPM; for floor cleaning
2	Walk-Behind Auto Scrubber Drier	Electric operated; clean water tank 40–45 L; dirty water tank 50–60 L; brush width 500–550 mm
3	High-Pressure Jet Machine	Cold-water, single phase; pressure 150–180 bar; motor power 2800–3000 W
4	Foaming & Rinsing Machine	Heavy duty commercial/industrial grade
5	Hydraulic Industrial Ladder	Hydraulic industrial ladder machine should have minimum height 12-15 meters
6	Double Bucket Mop Wringer Trolley	Capacity 40 litres
7	Caution Signages	ABS heavy duty
8	Industrial Vacuum Cleaner	Double motor; tank capacity 50–60 litres
9	Mini Scrubber Drier (Laboratories)	Clean water 10–12 L; dirty water 12–15 L; brush width 12–15 inches

10	Façade Cleaning Equipment	Spider kit for high-rise buildings
11	Ride-On Scrubber Drier	Battery operated; clean water 90–100 L; dirty water 100–110 L; double scrubbing brush
12	Truck-Mounted Mechanical Street Sweeper Machine	Mechanical conveyer for transfer of dirt from road to hopper with Kubota Auxiliary Engine of 49-59 HP, conveyer squeezy, hydraulic driven two side brooms, one rare broom, 5 m^3 capacity dirt stainless steel material hopper with low raised & side ways dumping feature, 800 litres water tank with BS VI Truck Chassis having wheel base 3310 mm, turning radius 5400 mm, GVW 11 metric ton. Noise control 80 db, total 14 sprinklers (5 on each side brush and 4 on main brush), front spray bar and having 120 bar high pressure gun.
13	3-in-1 Carpet Cleaning Machine	Clean water 15–20 L; dirty water 20–25 L; roller brush width 40–45 cm
14	Handheld Air Blower	Battery operated; 3 speed; motor power 800–1000 W
15	Fogging / Mist Machine	Fogging/Mist machine for disinfection, standalone with pedestal fan
16	Janitorial / Housekeeping Cart	Multifunction; minimum 8 standard sections
17	Chamber Cleaning Machine	Flow rate 500-1000 l/h, working pressure 80-250 bar, maximum pressure 280 bar, power cable 5-8 mtrs., water inlet 1" and pipe cleaning hose having at least 30 mtrs. length compatible with pipe cleaning nozzles.
18	Keddy Basket	Heavy-duty, durable polypropylene (PP) plastic keddy baskets of approximately 380 × 280 × 170 mm, with a sturdy integrated carrying handle and a minimum of three compartments for the organized transportation of cleaning chemicals, cloths, brushes and other housekeeping accessories.
19	Telescopic Pole	Telescopic pole with attachments, should have minimum 11 meters height
20	Additional Equipment	Any other equipment required to enhance cleaning and sanitation standards
Note: All machines and equipment required for execution of the assigned services shall be deployed at the respective sites before commencement of operations. The Service Provider shall submit a comprehensive list of all deployed machines and equipment, along with their details, within one week from the commencement of operations.		

3. The list of brands for cleaning chemicals and cleaning materials to be used for the services is mentioned below:

   (a) Brands for cleaning agents and consumables– DynaChem / Buzzil Rosary / Nerokem / Ecolab / Schevaran / JKET Green Tech / Salvia / Gala / Kibble/ Odonil / Godrej Consumer Products Ltd. or as approved by IIT Indore (Made in India preferred).

   (b) Brands for cleaning machines/equipment/tools – Tennant / Godrej Consumer Products Ltd. / Challenger / Roots / IPC / JKET Green Technology / Karcher / Charnock or as approved by IIT Indore (Made in India preferred).

4. The work methodology to be adopted are as follows:

   (a) The services shall start by 07:00 a.m. and all dusting/ cleaning/ moping work of offices and labs must be completed before 09:00 a.m.

   (b) Clear instructions on the nature of work with necessary Safety and Hygiene standards should be provided to the manpower.

   (c) Housekeeping staff who have knowledge of handling medical waste will only be deployed in Health Center.

   (d) The services should be carried out in a scientific modern, economical and automated way with minimum manpower.

   (e) Machinery/ Equipment used at IIT Indore should not be older than 2 years at the time of commencement of work.

(f) Janitor's trolleys must be used for transportation of cleaning material and consumables.
(g) Cleaning schedule for regular work and for specific occasion should be coordinated with the nodal person of IIT Indore and deployment should be made accordingly.
(h) Maintenance of proper registers/records for the jobs carried out on daily, weekly and monthly basis.
(i) Waste segregation at source and disposal to the waste collection site inside the campus. Mixed waste which is not segregated at source will have to be segregated and disposed off by the successful Bidder at their cost.
(j) Sanitary napkins and diapers are to be disposed off separately.
(k) On completion of daily tasks, housekeeping staff and the Supervisor should obtain the signature of users on Checklist. Format of the checklist will be provided by IIT Indore.
(l) Reports on the cleaning should be made to IIT Indore Housekeeping Office daily.
(m) Any work should be done under supervision by the Supervisor whose role is defined subsequently.
(n) Shifting of material from one place to another.
(o) Any other task pertaining to cleaning, sanitation and sanitization solutions assigned by IIT Indore authorities as general and special condition.

5. The successful Bidder will be required to follow as mentioned below with regards to manpower:

(a) Category: Trained & skilled manpower should be deployed at IIT Indore. The managers would fall under the category of skilled manpower, Supervisors under Semi-Skilled and other staff under Unskilled category.

(b) Verification of Character & Antecedents and Medical Fitness: Police Verification and Medical Fitness is a must for all workers deployed at IIT Indore. In case anyone is found medically unfit or is having any case pending or pronounced guilty in any case, he/she should not be deployed at IIT Indore. Charges for the same are to be borne by the successful Bidder. The successful bidder shall ensure periodic medical health check-ups of all deployed personnel, along with appropriate tetanus and Hepatitis-B vaccinations, as applicable to their assigned duties. A properly equipped first-aid kit shall be mandatorily maintained in each waste collection and transportation vehicle. The bidder shall also maintain and periodically update records of medical examinations, vaccinations, and safety training imparted to its personnel and submit the same to the Institute whenever required for verification.

(c) Wages: The successful Bidder shall pay his workers during the tenure of the contract, wages not less than the minimum wages fixed by the Central Govt. from time to time and overtime beyond working hours for special requirements with all other statutory dues like EPF, ESI, Bonus @8.33% per month, Leave Encashment @1.5 leaves per month, Gratuity (applicable after 1 year of service) etc., where minimum wages are applicable. The Bidder shall ensure that the wages have to be remitted online into the bank account of the workers on or before 1st of every month and in case of Deepawali and Dusshera falls during 26 to 31 in any month, the wages must be paid one day before the actual festival occur, the payment of bonus must be paid before Deepawali and the leave encashment for earned leaves must be paid before Dusshera. In case, the successful Bidder fails to make the timely payments to its employees, or any employee of the successful Bidder reports to IIT Indore either in writing or verbally regarding non-payment of wages/dues, IIT Indore on being satisfied of the complaints shall pay the employees of the successful Bidder directly, and suitable deductions shall be made from the amount to be paid to the successful Bidder. This will invite penalty as mentioned in Para 13 of Section – 4 (Special Terms and Conditions). The deputed staff by the successful Bidder shall be entitled to 17 National/Gazetted Holidays per year, which shall be included in the attendance and shall not constitute additional or extra attendance. For the attendance purposes, a maximum of 27 days shall be considered for one complete month of service, excluding week offs, attendance sheet shall be verified by the Institute before disbursement of wages.

(d) Issuance of Appointment Letters and Wage Slips: The successful bidder shall ensure ensure that an appointment letter, containing all particulars prescribed under the applicable provisions of the Occupational Safety, Health and Working Conditions Code, 2020, and the rules made thereunder, is issued to every deployed employee immediately upon their engagement and before or at the time of deployment at IIT Indore. The bidder shall also ensure that a detailed wage slip, indicating the applicable wage components, statutory deductions and net wages payable, is issued to each employee before the disbursement of wages for the respective wage period. The bidder shall maintain proper records of such issuance and submit documentary evidence to IIT Indore whenever required. Any failure to comply with these requirements shall be treated as a breach of contractual and statutory obligations, without prejudice to any other action permissible under the tender conditions and applicable law.

(e) Uniforms: The successful Bidder shall provide, free of cost and without any deduction from the wages of the deployed personnel, good-quality, comfortable and Institute-approved uniforms and requisite Personal Protective Equipment (PPE) to all housekeeping personnel, as per the nature of work and seasonal requirements. The Bidder shall provide 02 (two) complete sets of uniforms to each deployed worker, including 02 (two) aprons to each female worker, with adequate and functional pockets. The uniform shall prominently display the "HOUSEKEEPING" logo at the back and shall conform to the design, colour, quality and specifications approved by IIT Indore. The Institute reserves the right to modify the design, colour or pattern of the uniform as considered necessary. The Bidder shall also provide, as applicable to the work requirement, safety shoes, gloves, face masks, safety goggles, caps, towels (summer), raincoats (rainy season), winter jackets (winter season), safety helmets and other requisite PPE/safety accessories. All uniforms, PPE and safety gear shall be of good quality, appropriate size, hygienic, safe and fit for the intended purpose. The Bidder shall ensure their regular cleaning, proper upkeep and timely replacement. The initial set of uniforms shall be provided before deployment of personnel. Uniforms shall be replaced once every 12 months from the date of initial issue, or earlier wherever they become worn out, damaged, unserviceable or otherwise unsuitable for use. Safety gear/PPE shall be replaced as and when required, without any additional cost to the Institute. In the event of non-provision, delayed provision, inadequate quantity, poor quality or non-compliance with the approved specifications, IIT Indore shall have the right to arrange/procure the required items at the risk and cost of the successful Bidder, without prejudice to any other contractual remedy available to the Institute.
Also, the colour code of the Uniform for the Allied services employee would be different from housekeeping service employees.

(f) Identity Cards: Identity cards are to be issued to each manpower after getting them verified by IIT Indore. Entry to IIT Indore without I-cards is not permitted. The successful Bidder to ensure that the deputed staff shall wear ID Card throughout the day during operation on campus.

(g) Supervisors: The successful Bidder shall deploy an adequate number of supervisors so as to ensure the standard services. They would be responsible for ensuring efficient and timely execution of the contract (daily work completion sheet, grant of weekly off, discipline, cleanliness of IIT Indore, manage work, interaction with officer-in- charge for day-to-day work). They would be the point of contact for any complaints & instructions.

(h) Operator: The successful Bidder will deploy road sweeping machine operator to ensure mechanized road sweeping on a daily basis.

(i) Insurance: The successful Bidder shall provide Group Personal Accident Insurance (Jeevan Jyoti and Suraksha Beema Yojana) cover for any kind of death for all the deputed staff at IIT Indore for sum assured of Rupees 4 Lakh. In addition, a Group Health Insurance scheme is also to be provided to the successful Bidder's deputed staff at IIT Indore for self not covered under the ESIC scheme for sum assured of Rupees 2 Lakh. Also, Group Term Insurance of ₹ 10 Lakhs per employee is to be done as a service incentive by the agency without seeking any additional charges from such employees for the said facility and ensure Ayushman Card is made of each employee.

(j) Safety: The successful Bidder will be fully responsible and accountable for the safety of their workers deputed at IIT Indore. In case of any accident or mishap, the successful Bidder would be liable to pay claims made by these victims. The Bidder shall indemnify IIT Indore 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 Bidder. The Bidder will fully indemnify IIT Indore against all claims in this regard.

(k) Services: The service of the workers should be planned on a shift basis so as to ensure that the services are available throughout the day. Weekly off as mandated by the labour norms should be provided. The successful Bidder to ensure that at least one housekeeping staff is available at the Health Center round the clock in addition to the staffing of Health Center during working hours.

(l) Demeanor: The workers deployed by the Bidders shall maintain personal hygiene and wear prescribed uniform while on duty. They should be well disciplined and be 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 IIT Indore.

(m) Standard procedures for recruitment and training should be followed. No additional expenditure towards any overhead such as enrollment charge, registration fee is to be recovered from the employees.

(n) None of the staff of the successful Bidder shall carry any private work of the employees of IIT Indore during working hours or otherwise.

(o) The staff of the successful Bidder shall be liable for security searches during the course of work and at the time of entry and/or leaving the campus.

6. Waste Management policy: IIT Indore Waste Management Policy should be strictly adhered. Waste collection and segregation should be done at source and different categories of waste should not be mixed at any cost. The collected waste is to be disposed off at the defined location by IIT Indore in a covered four-wheeler vehicle.
7. Provision of Penalty: The penalty charges for non-compliance of the terms and conditions as mentioned in this tender and agreement is as follows:
8. All statutory licenses required to carry out the services are to be obtained by the successful Bidder at its own cost and IIT Indore will not be held responsible for such lapses. This includes obtaining labour license from the Jurisdictional Labour Commissioner to engage the Contract Labour/Personnel as per OSH&W Code 2020 within a period of one month from the date of award of contract.

Sr No	Shortage/ Defaults	Amount of Penalty
(a)	Shortage in Housekeeping Staff (less than the minimum numbers on any given day)	Number of HKS x Daily wage Rate x 2
(b)	Issues related to consumables like Non-Use/ Shortage or using unbranded/substandard Material etc.	₹2,000/- per instance.
(c)	Employees without uniform/with untidy uniform	₹1,000/- per staff.
(d)	Unserviceable Machinery.	₹2,000/- per day per machine.
(e)	Improper cleaning of any area.	₹1,000/- per instance.
(f)	Unavailability of complaint registers and other registers or discouraging the complaints.	₹1000/- per incident.
(g)	Absence of Supervisors or Facility Manager from work without information.	₹2,000/- per incident.
(h)	Any deviation in the specification of the machinery/equipment/tools.	₹ 5,000/- per machinery/equipment/tools per day.
(i)	Any other non-compliances of the agreement.	₹5,000/- per day.

9. Any penalty imposed on the successful Bidder for non-compliance with or breach of the terms and conditions of the NIT shall be borne solely by the Bidder and shall not be recovered, directly or indirectly, from the wages or other entitlements of the deputed staff. All applicable labour laws and statutory provisions, including the relevant Labour Codes, shall be complied with.
10. The Service Provider shall submit a comprehensive inventory list of all machines and equipment deployed at the respective sites at the time of commencement of operations, for record and verification by IIT Indore. The inventory shall include details such as the name/type of equipment, make/brand, model, year of purchase, quantity, and other relevant specifications.

अनुभाग 6 / SECTION 6

भाग 1 /PART 1

पूर्व योग्यता मानदंड/Pre- Qualification Criteria

Sl. No.	Details	Document(s) to be Submitted as Proof	Compliance (Yes/No)	Page No.
1	The Bidder shall be a legally registered Contractor/Firm/ Company/LLP/Co-operative Society as applicable and shall possess a valid registration/license under the applicable labour laws, including the Contract Labour (Regulation and Abolition) Act, 1970, wherever applicable, or the corresponding provisions of the labour laws in force. The Bidder shall have experience in providing sanitation/housekeeping services to Government Departments, PSUs, Autonomous Institutions, large hospitals or reputed organisations.	Copy of Firm Registration Certificate and Valid Labour License issued by the State / Central Labour Department		
2	The Bidder should have a **Registered Office or Branch Office in any region of Madhya Pradesh**.	Documentary proof of Registered / Branch Office		
3	Earnest Money Deposit (EMD)	Proof of EMD payment (UTR / Online Transaction Receipt)		
4	The Bidder shall possess valid statutory registrations under applicable labour and social security laws, including EPF, ESI and Shops & Establishments registration, wherever applicable. The Bidder shall comply with all applicable labour laws and statutory obligations throughout the contract period.	Self-attested copies of valid EPF, ESI, and Shops & Establishments registration certificates issued by competent authorities		
5	The Bidder should have experience of successfully executed/completed similar works **similar works** during the last **five (05) years** commencing from **01.07.2021 to 30.06.2026** in **CFTIs, AIIMS, Central/State Government Departments, Autonomous Bodies, PSUs, Government R&D Organizations, or Corporate Houses.** " Similar work shall mean end-to-end mechanized cleaning, housekeeping,	**Copies of Work Orders/Contracts along with Completion Certificates / Performance Certificates issued by the client organization**		

	sanitation, sanitization and allied services.			
6	The annual turnover from **housekeeping services** for the last **three Financial Years (FY 2023-24, FY 2024-25 & FY 2025-26)** should not be less than **₹ 10 Crores per Financial Year.**	Turnover Certificate issued by a Chartered Accountant and/or Audited Balance Sheets and Profit & Loss Statements		
7	The Bidder should possess **any two (02) ISO certifications** out of: ISO 9001:2015 / ISO 14001:2015 / ISO 45001:2018 / ISO 41001:2018.	Copies of submit self-attested copies of valid ISO certificates issued by certification bodies accredited by the National Accreditation Board for Certification Bodies (NABCB) or BIS or equivalent accreditation body.		
8	The Bidder must possess valid **PAN and GST / Service Tax registration.**	Self-attested copy of PAN Card and GST / Service Tax Registration Certificate		
9	Solvency Certificate of ₹ 14 Crores, issued within six (06) months from the original date of tender submission. A scanned copy of the original Solvency Certificate shall be submitted along with the Technical Bid. IIT Indore reserves the right to verify the authenticity of the certificate directly with the issuing bank and seek production of the original certificate, if required.	Original Solvency Certificate issued by a Nationalized / Scheduled Bank on its letterhead		
10	The Bidder should not have a record of poor performance such as abandoning work, incomplete contracts, financial failures or termination of contracts due to attributable reasons, or any other contractual non-compliance resulting in adverse action by the client.	Self-declaration on bidder's letterhead, duly signed by the authorized signatory		
11	The Bidder should not have been **banned / blacklisted / delisted** by any Government Department / PSU / Autonomous Body during the last **five**	Undertaking on bidder's letterhead along with **notarized affidavit (original)**		

	(05) years, and no bankruptcy or liquidation proceedings are pending.			
12	Declaration that the Bidder is **not an employee** of any IIT, Central/State Government, Autonomous Body, R&D Laboratory, IISER, CFTI, or PSU.	Self-declaration on bidder's letterhead duly signed by authorized signatory		
13	Submission of all prescribed forms and declarations forming part of the tender document shall be mandatory.	Duly filled, signed, and stamped **Forms 1 to Form 11**		

Note:

1. Bidders who do not meet the prescribed eligibility and experience criteria shall not be eligible for further consideration, and their bids shall be rejected at the eligibility stage.

2. Submission of all forms, declarations, certificates and supporting documents specified above is mandatory. Bidders shall ensure that all such documents are duly completed and submitted along with the bid. Non-submission or incomplete submission of any mandatory document shall render the bid liable for rejection.

3. Any false, misleading or misrepresented information or submission of forged or fabricated documents at any stage of the tender process or during the execution of the contract shall render the bidder liable for rejection of the bid or termination of the contract, as applicable. IIT Indore shall also be entitled to initiate appropriate action, including forfeiture of EMD/Security Deposit, wherever applicable, and debarment in accordance with the applicable Government of India guidelines and due procedure.

Declaration

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge and belief.

Name & Designation

Signature

Seal

भाग - 2 /PART - 2

Technical/Pre-Qualification/Presentation Evaluation Criteria

Sl. No.	Particulars	Documents Required	Score
1.	Experience in Housekeeping Services in IITs, Other CFTIs, AIIMS, Central/ State Govt., Autonomous Body, PSU and Government R&D organizations.	Relevant documents having Service order copies along with Work Completion Certificate in support of claim with self-certification including **Form - 5**.	IITs – 10 marks Other CFTIs – 08 marks Central/State Org. – 06 marks
2.	Annual turnover for the last three Financial Years (FY) in the business of housekeeping services i.e. 2023-24 to 2025-26 should not be less than ₹ 10 crores per FY.	Balance sheet with profit & loss Accounts figures duly certified by the Chartered Accountant/ Company Secretary.	₹ 7 to 8 Crores per FY – 06 marks > ₹ 8 to 10 Crores per FY – 08 marks > ₹ 10 Crores per FY – 10 marks
3.	The total number of housekeeping manpower deployed in a single Institution/ Organization should not be less than **300 Nos.** in the last 02 Financial Years.	Submit Form 9 of EPF & Form No. 5 of ESIC Return of Contribution with employee name and agency name for proof.	300 to 350 – 06 marks 351 to 400 – 08 marks >400 - 10 marks
4.	Should have at least 1000 Nos. of captive manpower on his payroll on the day of filing the tender in housekeeping services.	Submit Form 9 of EPF & Form No. 5 of ESIC Return of Contribution with employee name and agency name for proof.	1000 to 1200 – 06 marks 1201 to 1400 – 08 marks >1400 - 10 marks
5.	Performance Certificate of housekeeping service from any 2 CFTIs, AIIMS, Central/ State Govt., Autonomous Body, PSU, Government R&D organizations for the last 03 years of service from current employers.	Relevant documents in support of claim with self-certification including **Form-9** to be submitted on the letter head of the organization.	Excellent - 15 marks Very Good – 10 marks Good - 08 marks Fair- 02 marks (maximum marks are for each certificate is 15 subject to a max of 2 certificates)
		Total Technical Marks (X)	**70**

1. The **minimum score** for qualifying in the technical evaluation is **40** out of **70**, considered as **X**. Tender of Bidders who are unable to achieve the minimum score in the technical evaluation, as mentioned above, will be rejected.

2. Bidders who secure the minimum qualifying marks or above in the Technical Evaluation shall only be invited for the Presentation stage. Bidders who fail to attend or do not respond to the invitation for presentation shall be disqualified from further consideration.

3. The Presentation shall be evaluated for a **maximum of 30 marks, hereinafter referred to as "Y".**

4. If required, the technically qualified bidders may also be asked to demonstrate their proposed housekeeping methodology at the IIT Indore campus, including deployment of relevant equipment and presence of authorized representatives, during the presentation.

5. The Presentation Evaluation Parameters are as follows: **Presentation Evaluation – Total Marks: 30 (Y)**

S. No.	Evaluation Parameter	Key Aspects to be Assessed	Marks
1	Understanding of Tendered Work, Methodology of Execution, AI-based monitoring, water-saving practices, sustainability initiatives and performance evaluation process.	Understanding of scope, building-wise deployment, cleaning frequencies, supervision structure, risk identification, and execution plan	**6**
2	Demonstration of Past Experience	Similar works executed in large campuses / institutions, contract value, manpower strength, client feedback, and performance outcomes	**5**
3	Mechanized and Specialized Cleaning Expertise along with the machine deployment plan/ New Technology usage / Innovations	Availability and deployment plan of mechanized equipment, specialized cleaning techniques (deep cleaning, façade, washrooms, drains, waste handling), SOPs, and adoption of modern cleaning technologies	**9**
4	Employee Welfare, Training & Statutory Compliances	Skill training, safety induction, PPE usage, compliance with EPF/ESI/labour laws, wage payment mechanisms, and welfare initiatives	**5**
5	On-Campus Operational Model, Grievance Redressal, Technology-Driven Monitoring, QR based Complaint system and how it will be implemented in IITI as per this tender specification.	On-site management structure, response time, complaint handling system, use of digital tools for attendance, monitoring, reporting, and performance tracking	**5**
		Total (Y) =	**30**

6. Hard Copy of the presentation should be submitted by the firm and above-mentioned parameters should be specified in the presentation clearly.

7. The Technical Bid Score will be a total of marks obtained in technical evaluation and presentation, as mentioned below:

$$\textbf{Technical Bid Score (TBS)} = \underline{X + Y}$$

8. The financial bids shall be opened **only for those Bidders** who have secured the **minimum qualifying score of 60**, i.e., **at least 40 marks in the Technical Evaluation (X) and at least 20 marks in the Presentation (Y)**.

9. **Evaluation of Financial Bid:** The rates quoted by the Bidders as per the Financial Bid Format will be evaluated and compared.

$$\textbf{Financial Bid Score (FBS)} = (C_{low} \div C \times 100)$$

Where,

C_{low} = Lowest bid price among all Technical Responsive bids

C = Bid Price Quoted by the Firm.

Lowest Rate i.e. L1 for each **Groups** as provided in Financial Bid Format would be given maximum score as per above calculation

10. **Overall Evaluation of Bids:** The overall evaluation of bids shall be done using the QCBS model. The final score (FS) shall be calculated based on the formula:

Final Score (FS) = 30% of (TBS) + 70% of (FBS)

11. **Award Criteria:** The Bidder achieving the highest Final Score **(FS)** will be declared qualified and the work shall be offered to this Bidder.

12. **Tie-Breaking Clause:** In case two or more Bidders score equal marks in the Final Score then the following criteria will be adopted in order of merit:

    (a) Annual value of turnover: Bidder having larger turnover will be given preference.
    (b) Value of similar works executed: Bidder having a greater number of works executed will be given preference.
    (c) In the case of equal on (a) & (b) above, the Bidder having a greater number of services with Government, PSUs, Autonomous Body will be considered.

13. **Notification of Award:** Prior to the expiry of the period of validity, IIT Indore will notify the successful Bidder in writing by e-mail, that its bid has been declared qualified.

अनुभाग 7 /SECTION 7

वित्तीय बोली / Financial Bid

1. The **Financial Bid** shall be submitted on the **Bidder's official letterhead** as part of the techno-commercial bid.
2. The prices quoted, once accepted by IIT Indore, shall remain **firm and valid for the entire contract period**, until the successful completion and acceptance of the work. **No escalation of rates** will be entertained during this period. However, in case of any **increase or reduction in Government levies, duties, or taxes** during the execution period, the rates shall be adjusted **proportionately from the date of notification** of such changes.
3. The **Financial Bid format (BoQ)** is provided along with this tender document at: http://eprocure.gov.in/eprocure/app.
4. Bidders are advised to **download the BoQ.pdf**, quote their offer/rates in the **permitted columns only**, and upload the same as part of the commercial bid.
5. **No alterations** to the provided format are allowed.
6. Any changes or deviations in format may lead to **rejection of the bid**. If required, a separate sheet may be attached **in the same format.**
7. Bidders shall quote **per sq. mtr. rates** in the BoQ, **inclusive of manpower, consumables, machinery/equipment, tools, uniforms, ID cards**, etc., along with **GST**, for the upcoming buildings.
8. On the event of:
   a) An **increase in the scope of work**,
   b) **Expansion of Institute facilities**,
   c) **Introduction of new buildings/areas**, or
   d) Any **additional requirements** arising during the contract period;

   The successful Bidder shall provide **proportionate additional manpower** at an additional cost, as assessed and instructed by the Institute. Such additional manpower shall be **deployed within the specified timeline**, without affecting the existing service quality. Bidders are advised to quote **per manpower rate separately** in the BoQ, including all statutory obligations in force.

   Also, Bidders shall submit a **separate price-breakup sheet** clearly indicating the component-wise cost, including **wages, statutory contributions/benefits, uniform/PPE, overheads, service charges, and applicable taxes**, for each category (un-skilled, skilled and highly skilled) of manpower. The quoted rate shall be **all-inclusive.**
9. The requirement for additional manpower may arise during the contract period, depending on the operational needs of the Institute. Accordingly, bidders shall quote separate rates for each category of manpower to facilitate deployment, as and when required, at the approved quoted rates.
10. It is strongly recommended that **prospective Bidders visit the IIT Indore campus** before quoting final prices to understand the scope and site conditions.
11. The **format of the Financial Bid** is as follows:
12. Month-wise quotation is invited for **"End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus".**
13. The BoQ should cover **all clusters and buildings**, quote month-wise in the prescribed format.
14. For **GROUP D- Campus beautification, plant care and associated work- Please quote rate @ BoQ2.**

Groups	Sl. No.	Name of Clusters and Buildings Included		Area (in Sqm)	Minimum Manpower Deployment (Nos.)	Minimum Deployment of Equipment/Machineries/Tools	Required Shifts and Frequency
Group-A	1.	Academic Blocks	Rates (Inclusive of Taxes) per sq. mtr. Per Month			₹_____	
			POD 1A to 1E	43405	Male – 51 Female- 16 Supervisor - 2	**Machines/Equipment:** Walk Behind Auto Scrubber - 4 Single Disc Scrubbing Machine – 7	Morning Shift between 7 a.m. to 4 p.m. And
			Takshashila Classroom Complex	8350			

			Learning Resource Center	9264		Ride-on Scrubber Drier Machine - 2 Vacuum Cleaner – 6 Carpet Cleaning Machine – 2 Foaming and Rinsing Machine – 2 High Pressure Jet Machine – 2 Industrial Ladder – 1 Chamber Cleaning Machine – 2 Hand Drier Machines - 8 **Tools:** Wringer Trolley – 50 Caution Signages – 50 Keddy – 50 Telescopic Pole with Attachments – 4 Janitorial Cart – 8 M-Fold Dispensers for POD, Seminar Halls and Nalanda Auditorium – 138 Wall Mounted Highly Durable Soap Dispensers for POD, Lecture Halls, Seminar Halls and Nalanda Auditorium - 336	Second Shift between 2 p.m. to 11 p.m. Frequency of Washroom Cleaning – at least 4 times in a day.
			Vikramshila (seminar halls)	3360			
			Nalanda Auditorium **(on need basis)**	7996			
			C-ELITE Campus, Ujjain	3771			
			New POD Building	35344			
			Faculty Cabins at POD 1D 6th Floor	325			
			New Classrooms at Lecture Hall Complex	1100			
	2.	**Office Blocks**	**Rates (Inclusive of Taxes) per sq. mtr. Per Month**			₹_____	
			Abhinandan Bhavan (Administrative Building)	8365	Male – 9 Female – 3 Supervisor - 1	**Machines/Equipment:** Walk Behind Auto Scrubber - 1 Single Disc Scrubbing Machine – 2 Vacuum Cleaner – 3 Carpet Cleaning Machine – 1 Foaming and Rinsing Machine – 1 High Pressure Jet Machine – 1 Industrial Ladder – 1 Hand Drier Machines - 10 **Tools:** Wringer Trolley – 5 Caution Signages – 5 Keddy – 5 Telescopic Pole with Attachments – 2 Janitorial Cart – 2 M-Fold Dispenser – 36 Wall Mounted Highly Durable Soap Dispensers - 36	Morning Shift and General Shift between 9 a.m. to 6 p.m. for Abhinandan Building. Frequency of Washroom Cleaning – at least 4 times in a day.
			Director's Residence cum Office	666			
			Computer & Information Technology Centre	2000			
			Drishti CPS Foundation Office	480			

	3.	**Research Centers**	**Rates (Inclusive of Taxes) per sq. mtr. Per Month**			**₹_____**		
			SIC Building	1208	Male – 10 Female - 2	**Machines/Equipment:** Walk Behind Auto Scrubber - 1 Single Disc Scrubbing Machine – 2 Vacuum Cleaner – 1 Foaming and Rinsing Machine – 1 High Pressure Jet Machine – 1 **Tools:** Wringer Trolley – 6 Caution Signages – 6 Keddy – 6 Telescopic Pole with Attachments – 1 M-Fold Dispenser – 18 Wall Mounted Highly Durable Soap Dispenser - 32	Morning Shift and Morning and Second Shift at Animal House. Frequency of Washroom Cleaning – at least 4 times in a day and 2 Male in Morning and 1 Male in General Shift at Pragyan Lab
			Central Workshop Building	2594			
			J P Narayan Centre of Excellence	2280			
			Animal House	900			
			Lab Complex	2140			
			Samvardhan Technology Advancement Complex	432.81			
			Pragyan Innovation Transit Laboratory	3700			
Group-B	1.	**Residential Blocks**	**Rates (Inclusive of Taxes) per sq. mtr. Per Month**			**₹_____**		
			JC Bose Studio Apartments **(common area and surrounding area only)**	2165	Male – 11 Female – 3	**Machines/Equipment:** Walk Behind Auto Scrubber – 2 Single Disc Scrubbing Machine - 2 Vacuum Cleaner – 2 Foaming and Rinsing Machine – 1 High Pressure Jet Machine – 1 Hand Drier Machine - 4 **Tools:** Wringer Trolley – 10 Caution Signages – 6 Keddy – 7 Telescopic Pole with Attachments – 2 Janitorial Cart – 5 M-Fold Dispenser – 23 Wall Mounted Highly Durable Soap Dispensers – 23	Morning and Second Shift only for Guest House, otherwise Morning Shift. Frequency of Washroom Cleaning – at least 2 times in a day.
			Narmada and Kshipra Faculty Housing Complex **(common area and surrounding area only)**	1166			
			Vindhyachal Guest House	1170			

			New Faculty Housing	7896			
			Mutli Facility Complex	4280			
			New Studio Apartment	6279			
	2.	**Hall of Residences (Hostels)**	**Rates (Inclusive of Taxes) per sq. mtr. Per Month**			₹_____	
			A.P.J Hall of Residence	14069	Male – 51 Female – 21 Male Supervisor – 1 Female Supervisor - 1	**Machines/Equipment:** Walk Behind Auto Scrubber - 4 Single Disc Scrubbing Machine – 5 Vacuum Cleaner – 4 Foaming and Rinsing Machine – 2 High Pressure Jet Machine – 2 Chamber Cleaning Machine - 1 **Tools:** Wringer Trolley – 52 Caution Signages – 52 Keddy – 52 Telescopic Pole with Attachments – 4 Janitorial Cart – 9 M-Fold Dispenser – 16 Wall Mounted Highly Durable Soap Dispenser - 126	Morning Shift and 2 Manpower for each Hostel in Second Shift. Frequency of Washroom Cleaning – at least 4 times in a day.
			Homi Jahangir Bhabha Hall of Residence	14069			
			Devi Ahilya Hall of Residence (Girls Hostel)	14069			
			New Boys Hostel – 02	11871			
			New Girls Hostel - 04	11871			
			Vikram Sarabhai Hall of Residence	14069			
			CV Raman Hall of Residence	14069			
			Boys Hostel - 7	12078			
			PM Ajay Hostel	4987.56			
	3.	**Sports, Health**	**Rates (Inclusive of Taxes) per sq. mtr. Per Month**			₹_____	

		and Dining Facilities	Sports Complex	4257	Male – 22.5 Female – 6 Supervisor - 1	**Machines/Equipment:** Walk Behind Auto Scrubber - 5 Single Disc Scrubbing Machine – 4 Vacuum Cleaner – 3 Foaming and Rinsing Machine – 2 High Pressure Jet Machine – 1 Handheld Leaf Blower – 2 Chamber Cleaning Machine – 1 Fogging/Mist Machine - 1 **Tools:** Wringer Trolley – 17 Caution Signages – 22 Keddy – 17 Telescopic Pole with Attachments – 2 M-Fold Dispenser – 12 Wall Mounted Highly Durable Soap Dispenser – 30 Janitorial Cart - 2	Morning, Second and Night Shift
			Surroundings of Swimming Pool	1458			Frequency of Washroom Cleaning – at least 4 times in a day.
			Swimming Pool	1310			
			Cricket Ground	12070			
			Football Ground	7365			
			Health Centre	3775			
			Carbon Building (Central Dining Hall)	9289			
			Sports Arena	24211			
			Kshitij Mandapam	2244			
Group-C	1.	**Sub-stations and Plants**	**Rates (Inclusive of Taxes) per sq. mtr. Per Month**			₹_____	
			Central HVAC Plant	1685	Male – 2 Female – 1	**Machines/Equipment:** Single Disc Scrubbing Machine – 1 Vacuum Cleaner – 1 **Tools:** Wringer Trolley – 2 Caution Signages – 3 Keddy – 2 Telescopic Pole with Attachments – 1 Wall Mounted Highly Durable Soap Dispenser – 15 M-Fold Dispenser - 15	Morning Shift only. Frequency of Washroom Cleaning – at least 2 times in a day.
			STP & WTP	1450			
			MRS, ESS-07A, ESS-05, ESS+-02, UGT-G, UGT-B, UGT-A	2478			
			ESS-01	1783.48			
			ESS-03	1783.48			
			ESS-08	1435.48			
	2.	**Roads and Pathways**	**Rates (Inclusive of Taxes) per sq. mtr. Per Month**			₹_____	
			Roads	16.44 kms.	Male – 5 Operator - 1	**Machines/Equipment:** Truck Mounted Road Sweeping Machine with High Pressure Jet - 1 Handheld Leaf Blower – 4 Chamber Cleaning Machine - 1	Morning Shift

	3.	**Others**	**Rates (Inclusive of Taxes) per sq. mtr. Per Month**			₹_____	
			Gate complex (1 & 2)	400	Male – 8.5 Female – 2	**Machines/Equipment:** Walk Behind Auto Scrubber - 2 Single Disc Scrubbing Machine – 2 Vacuum Cleaner – 2 Foaming and Rinsing Machine – 1 Hand Drier Machine - 1 **Tools:** Wringer Trolley – 11 Caution Signages – 11 Keddy – 11 Telescopic Pole with Attachments – 1 M-Fold Dispenser – 18 Wall Mounted Highly Durable Soap Dispenser – 36	Morning Shift & 2 Male and 2 Female in Morning Shift 1 Male in General Shift at School Building And 2 Male in Morning and 1 Male in General Shift at Multi-Level Car Parking. Frequency of Washroom Cleaning – at least 4 times in a day.
			La' fresco	414			
			Balda farm	360			
			Amrit Sarovar and its surroundings	8500			
			School Building	8628			
			1 BHK Studio Apartments, 2 BHK and 3 BHK Flats **(one time cleaning)**	303			
			NCC Ground	537			
			Creative Craft Center	270			
Façade Cleaning			15444.22 sq. mtr.	**Rates (Inclusive of Taxes) per sq. mtr. Per Month**		₹_____	
Group-D	1.	**Campus beautification, plant care and associated work**	**Garden and Associated Work**	Across Institute	Male – 23		As per Requirement
	2.		**Shifting, Relocation, Loading, Unloading and Allied Services**		Un-skilled Male – 5 Skilled Supervisor - 01		
	Service Charge for the Manpower (Inclusive of Taxes) =					_____%	
				Total Manpower =	260 nos.		

Note:

1. The successful Bidder to ensure sufficient stock and buffer stock of 50% of assessed consumables every month to meet the cleaning standards. Also, successful bidder to use long-lasting flush matic balls for each WC of the building mandatorily.
2. Each working shift shall comprise 9 hours, inclusive of a total 1-hour lunch break, which may be availed either in one continuous spell or in two separate spells, as per operational requirements. The morning shift shall commence at 07:00 AM, the afternoon shift at 02:00 PM, and the night shift at 10:00 PM. The Institute reserves the right to modify shift timings, stagger break schedules, or adjust manpower deployment during peak hours or as and when required, in accordance with its operational requirements.

3. The successful Bidder to match the specifications/brands of the machinery/equipment/tools of sr. no. 2 & 3 of the part-3 other conditions. Machine/equipment should not be older than 2 years, procurement proof shall be verified after award of contract.
4. High-quality plastic dustbins with lid or steel perforated dustbins having 7 litres capacity are required to be placed in each washroom of the building (**2 for common area & 1 for each WC of ladies' washroom, and 1 for common area & 1 for each WC of gents washroom**). 45-60 litres capacity dustbins made with high-quality plastic or steel perforated **2 for one corridor** and 120 litres capacity dustbins made with high-quality plastic **1 for common area**. Duo high-quality plastic dustbins having 7 litres capacity for segregating the waste into dry and wet streams at offices (**1 for each office**). Preferred brands are Nilkamal, Aristo, Cello, Supreme and Mr. Bins only.
5. All the washrooms, offices, research labs, entrances etc. to be equipped with the best quality of **full-size doormats (2.5 ft x 4 ft), Hollow black doormats (3 ft x 6ft)** to be used near water coolers and slippery entrances during rainfall. The successful Bidder shall ensure the timely supply, placement, replacement, and proper maintenance of **Anti-Skid Mats (4 ft × 50 ft)** during the rainy season, with a minimum requirement of **20 mats per year**, or as otherwise directed by the Institute.
6. The successful Bidder to ensure that the garbage bags should be used of minimum 75 micron with biodegradable properties.
7. The successful Bidder to ensure that the chemicals to be used having less or standard component of acidic properties as per Bureau of Indian Standards for cleaning agents.
8. The successful bidder shall ensure that all urinals across the campus are equipped with Vector V-Screens (urinal screens). The bidder shall also ensure monthly replacement of each screen to maintain hygiene standards and effective odour control.
9. In case of breakdown of machine, the downtime shall not exceed 72 hours. The successful Bidder shall arrange a backup machine during breakdown.
10. The quantity of dustbins and doormats shall be assessed by the Bidders during the site visit. The successful Bidder to ensure the replacement of dustbins of the buildings and installed along footpaths and doormats in case of damage or as and when required.
11. The successful Bidder shall ensure that all **M-Fold Dispensers and Liquid Soap Dispensers** are maintained in proper working condition and shall promptly replace any dispenser that is damaged, broken, or torn off. The Bidder shall also ensure **continuous availability and timely refilling**, without interruption, of M-Fold Papers, Toilet Rolls, Liquid Handwash, Tissue Papers, Air Fresheners (Aer Pocket), Urinal Screens, Flush Matic, and other specified washroom consumables in **all washrooms across the campus**, as and when required. No washroom shall remain without the prescribed consumables during operational hours.
12. The successful Bidder shall bear the electricity charges for charging the battery-operated machines.

प्रपत्र - 1 / FORM - 1

बोलीदाता सूचना प्रपत्र

Bidder Information Form

(To be submitted on Service Provider/ Company Letterhead)

1.	Name of the Organization	
2.	Registration Number	
3.	Manufacturer/ Distributor for the quoted product, if applicable	
4.	Registered Address with Pin code	
5.	Name of Director/ Partner(s)	
6.	Year of Establishment	
7.	Legal Status of the Organization (tick on appropriate option)	1. Limited Company 2. Undertaking 3. Joint Venture 4. Partnership 5. Others (In case of others, please specify)
8.	Category of the Organization	1. Micro Unit as per MSME 2. Small Unit as per MSME 3. Medium Unit as per MSME 4. Ancillary Unit 5. SSI 6. Others (In case of others, please specify)
9.	Contact Name, Email Id & Mobile No.	
10.	Bank Details	Name of Beneficiary : A/c. No. CC/CD/SB/OD: Name of Bank : IFSC NO. (Bank) : Branch Address and Branch Code:
11.	PAN No. of the Organization (copy should be enclosed)	
12.	GST No. of the Organization (copy should be enclosed)	
13.	EPF Registration No. of the Organization (copy should be enclosed)	
14.	ESI Registration No. of the Organization (copy should be enclosed)	
15.	Professional Tax Registration No. of the Organization (copy should be enclosed)	
16.	LWF Registration No. of the Organization (copy should be enclosed)	
17.	Labour Registration No. of the Organization as per CL&RA Act 1970 (registration copy should be enclosed)	

Date:

Place:

Company Seal

Authorized Signatory
Name:
Designation:
Contact No.:

प्रपत्र - 2 / FORM - 2

निविदा शर्तों की स्वीकृति हेतु/ Acceptance of Tender Terms

(To be submitted on Service Provider/ Company Letterhead)

Date: DD/MM/YYYY

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Sub: Acceptance of Tender No.: **IITI(SCS)/HS/024/SS/NIT/2025-2026**

1. I/ We have downloaded/ obtained this tender document(s) for the above mentioned 'Tender/Work' from the website(s) namely: _____

2. I/ We hereby certify that I/ we have read the entire terms and conditions of this tender from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc), which form part of the contract agreement.

3. I/ We hereby unconditionally accept the tender conditions of above-mentioned tender and its corrigendum(s) (if any) in its totality / entirety. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of bid.

4. I / We do hereby declare that our firm has not been blacklisted/ debarred by any Govt. Department/Public Sector Undertaking/ Organization.

5. I / We do hereby declare that the prices quoted in our bid are inclusive of taxes, if not mentioned specifically.

6. I/ We agree to keep this offer open until **180 days** from the date of opening of the tender and shall be bound to provide the said services till the specified period.

7. I/ We agree that, in case, if we fail to provide the services as per the terms and conditions of this tender and agreement, then IIT Indore has full power to deduct liquidated damages or forfeit the Bid Security/ EMD or take any necessary action as deemed fit.

8. I/ We declare that no legal/ financial irregularities are pending against the proprietor/ partner of this firm.

9. I/ We do hereby confirm that the prices/ rates quoted are fixed and are not higher than that approved by any other Govt. of State/ Central/ Institute/ Department/ PSUs during the current Financial Year. I/ We also offer to provide the services at prices and rates not exceeding those mentioned in the price bid.

10. I/ We do hereby confirm that I/ We are aware of the provisions of "Make in India"/ Startup initiatives and directives regarding Price Preference Policy to Make in India Registered Bidders. I/We undertake to follow the same as per directions of IIT Indore in respect of this E-Bid Enquiry.

11. I/ We undertake that we shall be liable to provide all the relevant records copies during the concurrency period of Contract or otherwise even after the Contract is over, whenever required by IIT Indore.

(Signature of the Bidder, with Official Seal)

प्रपत्र - 3 / Form - 3

स्वच्छ छवि/कोई कानूनी कार्रवाई नहीं होने के संबंध में घोषणा पत्र

DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION

(To be submitted on Service Provider/ Company Letterhead)

I hereby certify that my firm has neither been blacklisted/ debarred by any Institution of the Central or State Government, Govt. Departments/PSUs/Autonomous Bodies or concerned Bar Council in the last five years from the date of publishing of this tender and no bankruptcy/liquidation proceedings have been initiated against my firm by any entity/government or quasi-government agency of PSU.

I also certify that the above information is true and correct in every respect and in case, later it is found that any details provided above are incorrect, any contract given to us may be summarily terminated and the service provider blacklisted.

Date: Authorized Signatory

Name:

Place: Designation:

Contact No.:

Company Seal

Or

I/we declare the following:-

No.	Country in which the company is debarred / blacklisted / case is pending	Blacklisted / debarred by Government / Semi Government Organizations / Institutions	Reason	Since when and for how long

In case the above information is found false I/we are fully aware that the tender/contract shall be liable to be rejected/cancelled by IIT Indore and EMD / SD shall be forfeited.

In addition to the above, IIT Indore will not be responsible to pay the bills for any completed / partially completed work.

Date: Authorized Signatory

Name:

Place: Designation:

Contact No.:

Company Seal

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding the period for which the company/firm was blacklisted and the reason/s for the same)

प्रपत्र – 4 / FORM - 4

वार्षिक कारोबार की घोषणा और इनकम टैक्स रिटर्न

DECLARATION OF ANNUAL TURNOVER, PROFIT & LOSS AND INCOME TAX RETURN

(To be submitted on Service Provider/ Company Letterhead)

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Date: DD/MM/YYYY

Sub: NIT No.: " IITI(SCS)/HS/024/SS/NIT/2025-2026 for End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus"

Dear Sir,

I/we hereby declare that the details of our firm's for Annual Turnover and Profit & Loss is as mentioned below, and the documentary evidence of the Audited Accounts is placed as enclosure:

Financial Year	Turnover	Profit & loss	Remarks
2023-2024			
2024-2025			
2025-2026			

I/we hereby also declare that our firm had filed Income Tax Returns for the last three financial years and the filed copies of IT Return are enclosed.

My PAN No., GST Regn. No. are as follows:

PAN –
GST –

Date:

Authorized Signatory

Name:
Designation:
Contact No.:

Place:

Company Seal

Attach a separate neatly typed sheet on the letter head of Registered Chartered Accountant OR enclose copies of audited Balance Sheet and Profit & Loss Statement for the previous 3 financial year as specified in bid document and further details, if required, may be asked after opening of technical bids. There is no need to upload an entire voluminous balance sheet.

प्रपत्र – 5 / FORM - 5

पिछले और वर्तमान अनुभव का विवरण

DETAILS OF PREVIOUS & CURRENT EXPERIECE

(To be submitted on Service Provider/ Company Letterhead)

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Date: DD/MM/YYYY

Sub: NIT No. "IITI(SCS)/HS/024/SS/NIT/2025-2026 for End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus"

Dear Sir,
Details of previous and current experiences with the clients are furnished below:

Name of the Client and full address	Order No. and Date	Description of the services offered	Telephone and Email id of the client	No. of Manpower Deployed	Tenure of contract	Value of contract

Date:

Place:

Company Seal

Authorized Signatory
Name:
Designation:
Contact No.:

प्रपत्र – 6 / FORM - 6

सहमति – पत्र / Letter of Consent

(To be submitted on Service Provider/ Company Letterhead)

Tender Ref. No. -: **IITI(SC)/HK/024/SS/2025-2026** Date: DD/MM/YYYY

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Name of Work: "End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus"

Dear Sir,

1. 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 of opening of Tender.

2. 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 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.

3. I/ We also hereby agree to abide by the rules and regulations of IIT Indore, 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 IIT Indore.

4. A sum of Rs..... (Rupees.....) only is hereby forwarded as Earnest Money Deposit (EMD) via online The full value of EMD shall stand forfeited without prejudice to any other right to remedies if I/ We do not execute the contract document within 7 (seven) days after getting information from IIT Indore, or I / We do not commence the work within 15 (fifteen) days after getting information from IIT Indore.

5. 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.

Date:

Place:

Company Seal

Authorized Signatory

Name:
Designation:
Contact No.:

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

प्रपत्र – 7 / FORM - 7

बोली-पूर्व प्रश्न प्रपत्र

PRE-BID QUERY FORM

(To be submitted on Service Provider/ Company Letterhead)

Name of the Bidder: _____

Address: _____

Email ID:_____

Contact No.:_____

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

प्रपत्र - 8 / FORM - 8

सरकारी / अर्ध-सरकारी / स्वायत्त संगठन में प्रदान की गई हाउसकीपिंग सेवाओं के लिए प्रदर्शन रिपोर्ट

Performance Report for Housekeeping Services provided in Government/ Semi-Government/ Autonomous Organizations

(To be issued by the organization on Letterhead where facility is being provided)

1. Name of the Owner:
2. Name of the Company/Service Provider & Address:
3. Name and address of the organization where housekeeping services are provided:
4. Name and contact no. of the person in the organization for verification:
5. Date of award of contract:
6. Date of expiry of license/completion of contract:
7. Value of work in Contract:
8. Performance Report: Please tick/circle the correct option.

(a)	**Quality of Housekeeping & Cleaning service**	Excellent/Very Good/Good/Fair
(b)	**Resourcefulness**	Excellent/Very Good/Good/Fair
(c)	**Professional Conduct, Behaviour, and Attitude**	Excellent/Very Good/Good/Fair
(d)	**Redressal of complaints and Promptness**	Excellent/Very Good/Good/Fair
(e)	**Staff Attendance & Punctuality**	Excellent/Very Good/Good/Fair
(f)	**Consumables Supplies**	Excellent/Very Good/Good/Fair
(g)	**Operational Performance** **a. Daily Cleaning Operations** **b. Deep Cleaning Activities**	Excellent/Very Good/Good/Fair

9. **Overall Performance Rating** ☐ Excellent ☐ Very Good ☐ Good ☐ Fair
   (Overall rating will be considered for scoring)

10. Remarks / Comments (if any):_____

Seal of the Organization

Signature of the Organization's Official
Designation:

Date:

प्रपत्र - 9 / FORM - 9

परफॉरमेंस सिक्योरिटी प्रारूप / PERFORMANCE SECURITY FORMAT

(To be submitted on Service Provider/ Company Letterhead)

To,

.....

WHEREAS ..... (name and address of the service provider) (hereinafter called "the service provider") has undertaken, in pursuance of contract no. ..... Dated .....to supply (description of goods and services) (hereinafter called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the service provider 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 service provider such a bank guarantee:

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, 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 service provider 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 service provider(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 made by us under this bond shall be a valid discharge of our liability for payment thereunder and the service provider(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 service provider 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 service provider 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
Address of the Branch:
Phone No.:
E-mail ID:.

प्रपत्र – 10 / FORM – 10

अखंडता संधि

INTEGRITY PACT

(To be signed by the Bidder and same signatory competent / authorized to sign the relevant contract on behalf of IIT Indore)

This Integrity Agreement is made at ..... on this ..... day of..... 20.....

BETWEEN

IIT Indore, represented through Registrar, IIT Indore ..... (hereinafter referred as the 'Principal/Owner', (Address of Division) 'Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns

AND

Name and Address of the Individual/firm/Company) through ..... (hereinafter referred (Details of duly authorized signatory) to as the "Bidder/Contractor" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns

Preamble

WHEREAS the Principal/ Owner has floated the Tender (NIT No.....) (hereinafter referred to as "Tender/Bid") and intends to award, under laid down organizational procedure, contract for .....at IIT Indore." (Name of work) hereinafter referred to as the "Contract". AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/ Owner

1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

   (a) No employee of the Principal/ Owner, personally or through any of his / her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
   (b) The Principal/ Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/ Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
   (c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PoC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s) / Contractor(s)

1. It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or corruption or coercion or collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

2. The Bidder(s)/ Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

   (a) The Bidder(s)/Contractor(s) will not, directly or through any other person or service provider, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
   (b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
   (c) The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/PoC Act. Further the Bidder(s) / Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal / Owner as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.
   (d) The Bidder(s) / Contractor(s) of foreign origin shall disclose the names and addresses of agents / representatives in India, if any. Similarly, Bidder(s) / Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

4. The Bidder(s)/Contractor(s) will not, directly or through any other person or service provider indulge in fraudulent practices means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.

5. The Bidder(s)/Contractor(s) will not, directly or through any other person or service provider use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal /Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

1. If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.

2. Forfeiture of EMD/Performance Guarantee/Security Deposit: If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.

3. Criminal Liability: If the Principal/Owner obtains knowledge of conduct a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal / Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country conforming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

2. If the Bidder makes an incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.

3. If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/sub-vendors.

2. The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.

3. The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the Bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6: Duration of the Pact

1. This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 6 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded.

2. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority of IIT Indore.

Article 7: Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Principal/Owner, who has floated the Tender.

2. Changes and supplements need to be made in writing. Side agreements have not been made.

3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board Resolution.

4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

5. It is agreed that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8: Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....	.....
Assistant Registrar (Service Contracts),	**BIDDER Signature with Seal**
IIT INDORE	**Date & Place:**
Date & Place:	
WITNESSES:	WITNESSES:
1. ..... **(Indentor)**	1. .....
(Signature, name and address)	(Signature, name and address)
2.	2. .....
(Signature, name and address)	(Signature, name and address)

फॉर्म-11/Form-11

अनिवार्य साइट विज़िट प्रमाण-पत्र / Mandatory Site Visit Certificate

(For End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus Tender)

NIT No.: IITI(SCS)/HS/024/SS/NIT/2025-2026
Name of Work: *End-to-End Cleaning, Upkeeping, Sanitation and Sanitization Solutions and Allied Services for IIT Indore Campus*
Date of Visit: ___ / ____ / 20___

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1. **Bidder Details**

- Name of Firm / Agency: _____
- Authorized Representative (who personally undertook the site visit)

  Name: _____

  Designation: _____ I.D. card No.: _____
- Mobile No.: _____ Email: _____
- Registered Address: _____

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2. **Declaration by Bidder**

I/We hereby declare and affirm that:

(a) I/We have personally visited and inspected the service areas and relevant operational zones of IIT Indore on the above-mentioned date.

(b) The site visit has enabled me/us to verify and assess the actual ground conditions, campus layout, infrastructure, accessibility, logistics, manpower deployment requirements, and service conditions necessary for the preparation and submission of a fully compliant bid.

(c) I/We acknowledge that submission of this certificate is mandatory as part of the Technical Bid, and non-submission of the same shall render the bid non-responsive and liable for rejection.

(d) I/We further affirm that no claim, representation, or request for modification in the quoted rates shall be entertained at any stage on the grounds of lack of site knowledge, misinterpretation, or insufficient assessment of the site conditions.

(e) I/We confirm that the quoted rates in the bid are inclusive of all site conditions, operational challenges, manpower requirements, transportation, equipment, materials, and any other incidental expenses necessary for satisfactory execution of the work.

(f) I/We undertake that no additional financial claim or compensation shall be made in the future on account of any site-related conditions, operational constraints, or logistical difficulties which could reasonably have been ascertained during the site visit.

(g) I/We also confirm that we have understood the scope of work, service expectations, and operational requirements and have considered the same while preparing the bid.

Signature of Authorized Representative: _____

Date:____/____/20___

Seal of Firm: _____