



Notice Inviting Tender

Name of work : Housekeeping services for Year 2026-27 at IIT Delhi

Total Amount : Rs. 14,38,47,594.00

(WORKS DEPARTMENT)

INDIAN INSTITUTE OF TECHNOLOGY DELHI
HAUZ KHAS, NEW DELHI

Chairperson Member 1 Member 2 Member 3 Member 4 Member 5 I.E. EE(CD-II) JE(C)

Notice Inviting Tender (E-Procurement mode)
INDIAN INSTITUTE OF TECHNOLOGY DELHI
HAUZ KHAS, NEW DELHI-110016

Open Tender Notice No. IITD/ Works/(SP-5373)/2026

Indian Institute of Technology Delhi invites on-line bids for Housekeeping Services for its campus located at Hauz Khas, New Delhi-110016 in an area of 312 acres. Agencies specialized and experienced in providing Housekeeping Services in large organizations are invited to bid for the same as per details given below.

Details of the item	Housekeeping Services at IIT Delhi.
Approximate Cost of work	Rs. 14,38,47,594.00 (for 01 year) (Rupees Fourteen Crore Thirty Eight Lakh Forty Seven Thousand Five hundred Ninety Four only)
Earnest Money Deposit to be submitted	Rs.24,38,500/- (Rupees Twenty-Four Lakh Thirty-Eight Thousand Five Hundred Only)
Duration of the Contract	One Year (Extendable to Further Two years based on performance)
Performance guarantee	10% of the Award Value with validity of 12 month + 6 month, which will be extended in case of contract duration extended.

Tender documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll/register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission. Tenderer can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type 'IIT', thereafter, click on "GO" button to view all IIT Delhi tenders).

Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app>. **No manual bids will be accepted by IIT Delhi for this tender.**

Chairperson Member 1 Member 2 Member 3 Member 4 Member 5 I.E. EE(CD-II) JE(C)

INDIAN INSTITUTE OF TECHNOLOGY DELHI
HAUZ KHAS, NEW DELHI-110016

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It is certified that this document contains page no. 1 to 50.

NIT approved for Rs. 14,38,47,594.00 /- (Rupees Fourteen Crore Thirty Eight Lakh Forty Seven Thousand Five hundred Ninety Four only).

Chairperson

Member 1

Member 2

Member 3

Member 4

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Institute Engineer

Executive Engineer (CD-II)

JE(C)

Chairperson

Member 1

Member 2

Member 3

Member 4

Member 5

I.E.

EE(CD-II)

JE(C)

SCHEDULE

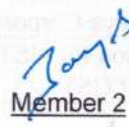
Name of Organization	Indian Institute of Technology Delhi.
Tender Type (Open/Limited/EOI/Auction/Single)	Open
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/Auction/Service/Buy/ Empanelment/ Sell)	Services
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Housekeeping Services
Is Multi Currency Allowed	No
Date of Issue/Publishing	13/08/2026 at 05:00 PM
Document Download/Sale Start Date	13/08/2026 at 05:00 PM
Document Download/Sale End Date	03/09/2026 at 05:00 PM
Date for Pre-Bid Conference	20/08/2026 at 11:00 AM
Venue of Pre-Bid Conference	Office of Institute Engineer, Admin Block, IIT Delhi, Hauz Khas, Delhi - 110016
Last Date and Time for Uploading of Bids	03/09/2026 at 05:00 PM
Date and Time of Opening of Technical Bids	04/09/2026 at 03:00 PM
Earnest Money Deposit	Rs.24,38,500/- (Twenty-Four Lakh Thirty Eight Thousand Five Hundred only) (To be paid online through RTGS/NEFT as per the following bank details or through Account Payee DD / FDR / Bank Guarantee as specified in NIT in the name of "Registrar, IIT Delhi" payable at New Delhi. EMD should be valid for 180 days from the date of submission of financial bid. Name of the Bank A/C : IITD Revenue Account SBI A/C No. 10773572622 Name of the Bank : State Bank of India, IIT Delhi, Hauz Khas, New Delhi-110016 IFSC Code : SBIN0001077 MICR Code 110002156 Swift No. : SBININBB547 It is mandatory to provide UTR Number (in case of online payment of EMD) in the Technical Bid.
No. of Covers	02
Bid Validity days	90 days after opening of financial bid.
Address for Communication	Executive Engineer (CD-II), Room No. MZ-140, Main Building, Indian Institute of Technology Delhi Hauz Khas, New Delhi – 110 016.
Contact No.	011-26591450
Email Address	a26791@admin.iitd.ac.in

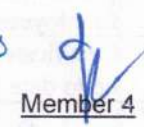
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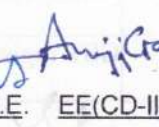
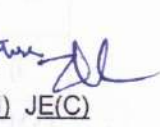
INFORMATION AND INSTRUCTIONS TO BIDDERS

2.1	NOTICE INVITING TENDERS
a)	Indian Institute of Technology Delhi (IITD) is a Central Autonomous Organization under Ministry of Human Resource Development. The Institute campus is located at Hauz Khas, New Delhi, in a sprawling area of over 312 acres. IIT Delhi invites on-line bids under two bid system for housekeeping services from specialized and experienced agencies at an estimated cost of Rs.14,38,47,594.00 for a period of One Year (Extendable yearly up to total period of Three Years).
b)	The selected agency will have to enter into a Service Level Agreement (SLA) as well as an Integrity Pact with the Institute.
2.2	GENERAL INSTRUCTIONS TO BIDDERS
a)	The bidder should inspect the site before submitting the tenders to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.
b)	Technical bids will be opened by the committee constituted by IIT Delhi as per schedule.
c)	Financial bids of only those bidders, who qualify initial and technical eligibility criteria as per the NIT will be opened.
d)	Earnest Money Deposit should be submitted as prescribed in NIT.
e)	Self-attested copies of all documents should first be scanned and then uploaded with the bids.
f)	Scanned copy of the authorization by the Partner/ Executive Director (as the case may be) should be uploaded, in case the bid documents are signed and sealed by a person authorized by the owners.
g)	Each and every document in the technical bid should be signed by the duly authorized partner or all the partners in case of a partnership firm or the authorized representative in case of a company, all these also need to be stamped by the seal of the agency before scanning and uploading on the e-procurement portal.
h)	A team of Engineers from IIT Delhi may visit the office of bidders for establishing their credibility and verification of submitted documents.
i)	The Institute reserves the right to reject any or all the bids without assigning any reasons, in the interest of the work. Bidder shall not have any course of action or claim against IIT Delhi for rejection of their bid.
j)	IIT Delhi reserves the right to add any other building or delete any building mentioned in the scope of work, if required.
k)	Service charges quoted by the Agency shall be valid and constant during the entire duration of the contract.
l)	IITD is committed to follow the principle of transparency, equality and competitiveness in public procurement.
2.3	DISQUALIFICATION OF TENDER
a)	Institute may disqualify the bid if any one of the terms and conditions mentioned in the tender document are not complied with.
b)	If any firm attempts to influence the tender process.
c)	If conditional bids are submitted.








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2.4	ELIGIBILITY CRITERIA	
	Eligible bidders should satisfy the following criteria and submit following documentary evidence:	
a)	EMD Rs. 24,38,500/-	Online NEFT/RTGS / Demand Draft / Pay order or Banker's Cheque / Deposit at Call Receipt / FDR of any nationalized / Scheduled Bank / Bank Guarantee as per the proforma of bank guarantee for EMD as specified in this NIT.
b)	Average annual financial turn over	Rupees 28.76 Crores per annum, during the last three financial years. Audited turnover statements to be furnished as proof of the same duly certified by chartered accountant with UDIN No. along with Profit & Loss Statements.
c)	Solvency	The firm should produce a solvency certificate from any Nationalized / Scheduled Bank for an amount of Rupees 5.76 Crores (Rupees Five Crore Seventy Six Lakhs only).
d)	Office	Bidder must have an office within Delhi NCR.
e)	Similar work Experience	Bidder should have completed / executed: At least One single similar work order of more than Rs.11,50,78,000.00 or At least Two similar work orders of more than Rs.8,63,08,500.00 each or At least Three similar work orders of more than Rs.5,75,39,000.00 Similar works means housekeeping services in Govt. organizations / Autonomous bodies / Centrally Funded Technical Institutes which include IIT's / IISER / CSIR / Central Universities / Public Sector (Central or State) / Government Department in last 5 years ending 31/03/2026. The value of executed work shall be brought to current costing level by enhancing the actual value of the work at a simple rate of 7% per annum to be calculated from the date of completion to the last date of submission of bid.
f)	Manpower	Bidder should have more than 3000 people in their rolls on a daily basis, continuously for last three years. The bidder must upload the challan and payment receipts of ESIC & EPF of last 01 year ending 31/03/2026 in support of his claim of manpower on roll.
g)	Legal	The bidder should be a Public Limited / Private Limited company established under the Companies Act / Registered Partnership Firm. Bids from Proprietorship / Unregistered Partnership Firm and Joint Venture or Consortium are not eligible.
h)	Registration	Bidder should be registered with the Income Tax Department, Employees Provident Fund Organization, Employees State Insurance Corporation & GST.
i)	GST registration	Certificate of Registration for GST and acknowledgement of up to date filed return of GST.

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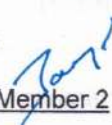
j)	Back-to-Back Undertaking	The following undertaking is to be submitted by the bidder on affidavit of Rs.10/-: I/We undertake and confirm that eligible similar works(s) has have not been got executed through another contractor on back-to-back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for tendering in IITD in future forever. Also, if such a violation comes to the notice of the Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee. (Scanned copy to be uploaded at the time of submission of bid) Note: Affidavits shall be purchased/notarized on or after NIT published date but on or before last date of submission of NIT. Affidavit must have "NIT No/ tender ID/ Title of work" and shall be used once for each fresh e tender. No back dated affidavit shall be entertained, and non-compliance of above points shall lead to rejection of the e tender.
k)	EMD undertaking	The following undertaking is to be submitted by the bidder on his company's letter head in case of offline EMD: "The physical EMD shall be deposited by me / us with the Authority inviting the tender, in case I / we become the lowest tenderer, within a week of the opening of financial bid, otherwise, department may reject the tender and also take action to debar me / us from tendering in any form in IIT Delhi"
l)	Form 'F'	To be submitted with bid.

Note: Integrity pact shall be provided by IIT Delhi to L-1 bidder for its signature & execution. Bidders who do not fulfill any of the criteria mentioned at S.No. 2.4 or fail to submit documents complete in all respects, shall not be considered for technical evaluation.

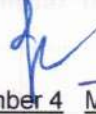
2.5	EARNEST MONEY DEPOSIT(EMD)
a)	The bidder shall deposit an EMD for an amount of Rs.24,38,500/- in the form of an Account Payee DD / FDR / Bank Guarantee of a scheduled / Nationalized bank / RTGS or NEFT to IITD account.
b)	EMD of the unsuccessful bidders will be returned to them on or before the 30th day after the award of the contract.
c)	EMD of the successful bidder shall be valid for one year and will be kept as security deposit for the entire and extended duration of the contract and bidder should extend it timely and submit to IITD without fail. In case of non-submission of Extended EMD timely, EMD amount will be deducted from Next Running bill as security deposit.
d)	EMD shall be forfeited if the bidder withdraws the bid during the period of tender validity.
e)	EMD shall be forfeited if the successful bidder refuses to execute the Contract or fails to furnish the required Performance Guarantee within the specified time frame.

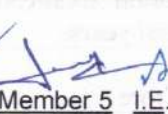
 Chairperson

 Member 1

 Member 2

 Member 3

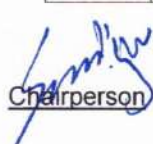
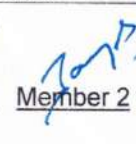
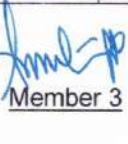
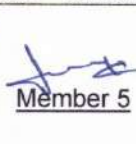
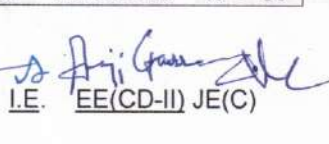
 Member 4

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2.6	PRE-BID MEETING		
	A pre bid meeting will be held as mentioned in the schedule on page 4 of this NIT. Any doubts or queries of the potential bidders will be addressed during the meeting.		
2.7	BID OPENING AND EVALUATION		
a)	The Institute shall follow the LCS (Least Cost System) to select the successful bidder. The system is based on a two-bid system where the technical bid and financial bid shall be submitted separately.		
b)	Technical bids will be opened first. Technical committee shall examine the bid and award marks as per criteria specified in section 2.8.		
c)	Financial bids of only those bidders who obtain minimum 70% overall marks in technical evaluation will be opened on E-procurement portal.		
2.8	TECHNICAL BID EVALUATION		
2.8.1	Technical bids received complete in all respects, will only be opened.		
	Each bidder shall be assigned 60 marks for technical & 40 marks for presentation, out of 100, as per the criteria specified below:		
a)	No. of similar ongoing or completed works in last 5 years.	Max Marks (10)	
	>15 works	10 marks	Definition of similar works is same as mentioned in 2.4(e). Value of each work should not be < Rs.5,75,39,000.00 (40 % of Tender Cost) over awarded duration. Self-attested copy of experience certificates for completed/ongoing work issued by the awarding organization should be submitted.
	11 – 15 works	5 marks	
	5 – 10 works	3 marks	
b)	No. of year in operation	Max Marks (10)	
	>10 years	10 marks	Total experience in the field of providing housekeeping services in Govt. organizations / Autonomous bodies / Centrally Funded Technical Institutes which include IIT's / IISER / CSIR / Central Universities / Public Sector (Central or State) / Government Departments. A copy of Work Orders / completion certificates issued to the bidder by the Clients for each year of operation claimed be attached and A copy of Certificate of Incorporation along with Memorandum of Association and Article of Association, Registered Partnership Deed etc. indicating business in similar services to be attached.
	5– 10 years	5 marks	
	3 – 5 years	3 marks	
c)	Average annual financial turnover of last 3 financial years.	Max Marks (10)	
	>Rs. 57.52 Crore	10	Audited turnover statements to be

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		marks	furnished as proof of the same duly certified by chartered accountant with UDIN no. along with Profit & Loss Statements.
	Rs. 43.15 Crore – 57.52 Crore	5 marks	
	Rs. 28.76 Crore – Rs. 43.15 Crore	3 marks	
d)	Total number Manpower resources on the payroll of service provider since last 01 year.		Max Marks (10)
	> 6000	10 marks	The bidder must upload the challan and payment receipts of ESIC & EPF of last 01 year ending 30/03/2026 in support of his claim of manpower on roll.
	4500- 6000	5 marks	
	3000-4500	3 marks	
e)	Use of Innovation & machines ex. road sweeper etc. in past/ongoing similar category of work executed as per 2.4(e)		Max Marks (10)
	> 5 works	10 marks	AI-based monitoring, IoT sensors for tracking machine component, water-saving practices, sustainability initiatives.
	3 – 5 works	5 marks	
	1 – 2 works	3 marks	
f)	Performance Report/ Feedback provided by clients.		Max Marks(10)
	All Excellent feedback	10 marks	For minimum of three works completed in last three years.
	Partly excellent and partly very good feedback	5 marks	
	Partly Very Good and partly good feedback	3 marks	
	Any poor feedback	0 marks	
g)	Presentation by the bidder		Max Marks (40)
	Components of Presentation and Corresponding Maximum Marks Assigned.		The presentation will be evaluated by a committee constituted by IIT Delhi.
	Dust Suppression & Road Washing Strategy proposed by the agency for IIT Delhi.	10 marks	Agency should show in their presentation, details of manpower, machinery, equipment and complaint redressal system that they propose to deploy / adopt for housekeeping services at IIT Delhi.
	Bidder shall present machine deployment plan/ New Technology usage / Innovations	10 marks	The agency would be bound to deploy the similar machinery, equipment and systems if awarded the contract.

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Member 1

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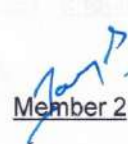
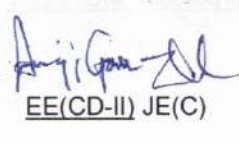
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	in Housekeeping i.e. Road sweeping machine usage in Night, Blowers for cleaning, road washing machine etc.		Number and breakup of total manpower deployment and machine deployment plan will be evaluated with respect of scope of work. Bids that do not comply with specified makes and capacities in machinery will be rejected. Important: The Bidder must visit the campus and study the scope and requirements of housekeeping carefully and present a strategy specifically suited to the IITD campus. IITD will facilitate a campus visit for the same.
	Use of GPS system in machines and SOP for using Road sweeper during Night hours. Tools utilization in machine should be IoT based for ensuring usage. Usage should be available for monitoring on mobile platform and software report should be auto-generated periodically.	10 marks	
	QR based Complaint system and how it will be implemented in IITD as per this tender specification.	10 marks	
i)	The minimum qualifying marks in each criterion shall be 30 %.		
j)	The minimum qualifying overall marks for opening of financial bid is 70%.		
k)	The Bidder with the lowest total bid price will be designated as (L1) and the work will be awarded to the L-1 bidder.		
2.9	TERMS FOR AWARD OF CONTRACT		
a	The successful bidder will be informed of the acceptance of his tender and shall be required to furnish a "Performance Guarantee". Necessary instruction regarding amount, time of depositing performance guarantee will be specified in the Letter of Offer.		
b	The Performance Guarantee will have to be furnished within 21 days of receipt of "Letter of Offer" for an amount of 10% of the contract value in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank in favour of "The Registrar, Indian Institute of Technology Delhi, Hauz Khas, New Delhi – 110016".		
c	The Performance Guarantee shall remain valid for a period of 1 year and 6 months. In case the contract period is extended further, validity of Performance Guarantee shall also be required to be extended by the Agency accordingly.		
f	Failure of the Successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of bid security.		

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Annexure – A Details of similar work completed during the last five years.

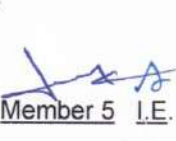
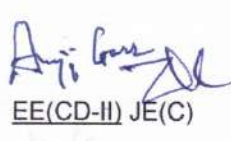
S.No.	Name of Work & Location	Name of Client	Annual Cost of Contract	Date of start of work	Period of completion	Date of completion of work	Litigation / Arbitration in progress with details	Name, Address & Telephone no. of the officer to whom reference may be made	Remarks

Note: The bidder must submit the details of all the completed works related to clause no. 2.4(e) and 2.8.1 of this NIT.

(Signature of the Bidder, with Official Seal)





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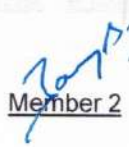
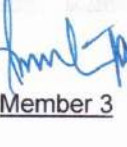
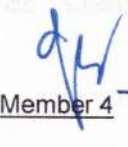
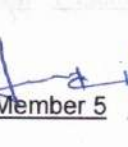
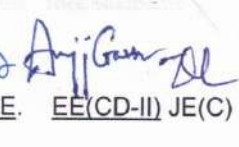
Annexure – B**Details of all ongoing Similar work contracts.**

S.No.	Name of Work & Location	Name of Client	Annual Cost of Contract	Date of start of work	Period of completion	Litigation / Arbitration in progress with details	Name, Address & Telephone no. of the officer to whom reference may be made	Remarks

Note: The bidder must submit the details of all the ongoing works related to clause no. 2.4(e) and 2.8.1 of this NIT.

(Signature of the Bidder, with Official Seal)



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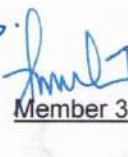
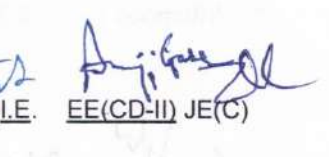
Annexure – C Performance report of contracts referred in Annexure – A & B
 (Furnish this information for each individual contract in the following format from the employer for whom the contract was executed)

1. Name of contractor & Location :
2. Agreement No :
3. Annual Value of contract :
4. Date of start :
5. Date of completion :
6. Performance report :
 - a. Quality of service : Excellent / Very Good / Good / Poor
 - b. Resourcefulness : Excellent / Very Good / Good / Poor
7. Any penalty imposed for
 Bad performance :
8. Any litigation pending:

(Signature)

Senior Level Officer of the Client
not below the rank of Executive Engineer
(Seal of the organization)

Date:

 Chairperson  Member 1  Member 2  Member 3  Member 4  Member 5 I.E.  EE(CD-II) JE(C)

SCOPE OF WORK

Details of the areas covered under the tender are provided below. However, the bidder must visit the campus and make their own assessment. For this purpose, IIT Delhi will facilitate a site visit of the authorized representative of the company. Based on the site visit, the company must devise and propose a housekeeping strategy specifically suited to IITD campus and the same to be presented to the committee. If awarded the contract, the agency is expected to implement the same strategy.

1	Cleaning of Building and Open Areas
Areas to be cleaned include Road, footpath, non paved grounds, academic blocks, administrative blocks, library, student hostels, shaft, staircases and common areas of residential blocks, children parks and open areas	
The tender does not include internal garbage collection from residential areas and private residential lawns.	
a)	Indoor cleaning includes brooming and mopping of corridors, staircases, lifts, offices, labs; cleaning and wiping of windows, doors, blinds, partitions and railings; furniture, fixtures, ACs, PCs, fans, almirahs, drawers, phones, lab equipment, foot mats and dustbins and garbage disposal to nearest garbage bin.
b)	Outdoor cleaning includes cleaning of roads, pavements, signboards, street fixtures and furniture, collection of litter and horticultural waste and dumping to nearest garbage bins.
c)	Toilet cleaning includes maintaining of clean, stain free and hygienic conditions in outdoor and indoor toilets and replenishing of toilet supplies.
d)	Glass cleaning includes cleaning of window glasses, doors glasses and partition glasses.
e)	Garbage removal includes collection of waste pertaining to housekeeping work and deposition of the same at the area designated by the institute. Mixing waste will invite penalties.
2	QR based app system to lodge and respond to complaints.
a)	The agency will provide an effective mechanism to lodge and respond to complaints by students / staff / faculty and guests.
b)	The mechanism should facilitate real time logging of complaints and their redressal.
3	Assessment of Performance for extension of contract.
Performance of the agency will be assessed based on following criteria:	
a)	Feedback of students / staff / faculty and guests in respect of maintaining hygienic, stain free, garbage free, stink free and clean indoor and outdoor environment in the campus at all times.
b)	Performance report given by the Engineer-In-Charge and forwarded by the Institute Engineer based on penalties imposed on the agency.
c)	Time taken to respond and resolve the complaints.
d)	Efficiency of the complaint redressal system.

3.1 Guidelines

- The Housekeeping / cleaning services are needed for 7 days a week. However, housekeeping being an essential service, SOP shall be worked out to distribute the manpower in such a way that equal number of manpower is available at the site on each day of week. In case more manpower required, it can be deployed with prior approval of Engineer in charge.
- Cleaning of classrooms needs to be started early in the morning and completed before 8:00 AM. A suitable schedule for other areas should be proposed.
- Agency has to create app based central monitoring system for complaints and grievance redressal with escalation matrix and rating system for recording feedback.
- Frequency for cleaning all washroom will be as per following :

Academic area :

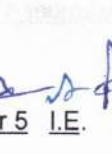
Morning : 7:00 Am, 11:00 am and as per requirement

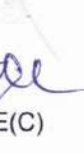
Afternoon : 4.30 pm and as per requirement











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Hostels:

Morning : 7.00 Am, 10.30 am and as per requirement

Afternoon : 2.30 pm and as per requirement

e. Total supervisor which to be provided by agency for housekeeping services will be total 20 Nos with min. 7 Female.

f. Total Housekeeping staff which has to be provided by agency for housekeeping services will be 169 Male and min. 96 Female.

g. Hostel rooms shall be broomed and dusted at regular, periodic intervals.

h. Disposal of dead animals. The Agency would have to bury the dead animals, as and when reported, as per direction of Engineering staff/ Sanitary Inspector.

i. The Agency must also create and deploy an Immediate Response Strategy for all types of emergencies pertaining to housekeeping, within IIT Campus.

j. Area under cleaning contract may change when new buildings are being constructed. Incremental charges shall be decided on a prorata basis from the original scope of the work.

k. Dustbins kept inside the washrooms of academic area shall be maintained by the housekeeping agency. All outdoor and indoor dustbins shall be provided by IITD.

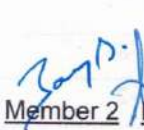
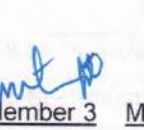
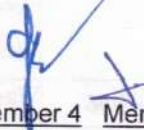
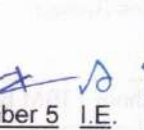
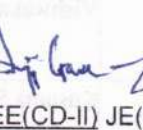
3.2 Outdoor Areas

Roads should be cleaned before 8 am with jet pressure cleaning machine and battery operated blowers and no manual brooming is allowed.

a) Total length of roads – 13 kms.

b) Total length of footpaths - 15 kms

c) External area to be cleaned - 5,50,000 sq.m.

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3.3 Indoor Areas

S. No.	Building / Blocks/ Departments	Description	Approximate It up Area (sqm)
1.	Multi Storey (MS) Building	Floors No - Ground + 7 floors Washrooms: F-6, M-9	17681
2.	Administrative Block	Floors No - Ground + 2 floors Washrooms: M-10, F-6	5317
3.	Textile and Materials Science Department	Floors No - Ground + 2 floors Washrooms: M-2, F1	3801
4.	IDDC + Central Workshop + Department of Design.	Floors No - Ground + 1 floors Washrooms: M-7, F-3	5784
5.	Synergy Building	Floors No - Ground + 2 floors Washrooms: M- 3, F-3	1860
6.	Lecture Hall Complex	Floors No – Basement + Ground + 5 floors. Washrooms: M-20, F-20, H-10	30885
7.	Block-I	Floors No - Ground + 2 floors Washrooms: M-5, F-8.	4871
8.	Block-II	Floors No - Ground + 3 floors Washrooms: M- 14, F-12	15316
9.	Block-III	Floors No - Ground + 3 floors Washrooms: M- 8, F-4	13865
10.	Block-IV	Floors No - Ground + 3 floors Washrooms: M- 3, F-4	11054
11.	Block-V	Floors No - Ground + 3 floors Washrooms: M- 6, F-6	8556
12.	Block-VI	Floors No - Ground + 3 floors Washrooms: M-8, F-6	6058
13.	Bharti Building	Floors No: Ground + 4 floors + 1 basement Washrooms: M- 10, F-10, H-5	10462
14.	Library	Floors No - Ground + 2 Floors Washrooms: M - 4, F - 3	6867
15.	SIT Building + Body Armor DRDO Lab	Floors No: Basement + Ground + 4 Floors Washrooms: M-5, F-5	3658
16.	IITD Hospital	Floors No – Ground Washrooms: M-12, F- 2	870
17.	Vishwakarma Bhawan	Floors No - Basement, Ground + 6 floors Washrooms: - M-8, F-8	9410
18.	Kusuma School + IBM Building	Washrooms: - M-2, F-2	-

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19.	Mittal Sports Complex	Floors No - Basement + 2 floors Washrooms: - M-4, F- 3	3918
20.	Gramodaya Parisar (Micromodel	Indoor + Outdoor + Offices + Labs +	2000
	Complex) + Waste Lab + Engineer's Complex	12 washrooms	
21.	Shopping Complex	Floors No - Ground + 1 floor Washrooms: M-1, F-1	677
22.	Faculty Guest House + Jagriti Ladies Club	Floors No - Ground + 2 floors Washrooms: -50 (connected with room) 3 common	1541
23.	Main Guest House	Floors No - Ground + 1 floors Washrooms: 27 (connected with room), 3 common	2200
24.	Student Activity Centre	Floors No - Ground + 2 floors Washrooms: M-3, F-3	7104
25.	Himadri Hostel	Floors No: Basement + Ground + 6 floors Washrooms: -F-32, M-1, Approx occp:800	13541
26.	Kailash Hostel (Old And New Building)	Floors No -Basement+ Ground+3 Floors Washrooms: F-42, M-1, Approx occp:650	2639
27.	IRD Girls Hostel (A-5)	Common Area, Stairs, Lawn.	-
28.	Married research scholar hostels (A-4, A-12, A-13)	Common Area, Stairs, Lawn.	-
29.	Aravali Hostel	Floors No - Ground + 3 Floors Washrooms: M -18, F-1, Approx occp:427	10582.50
30.	Jwalamukhi Hostel	Floors No - Ground + 3 Floors Washrooms: M-18, F-1, Approx occp:457	10582.50
31.	Karakoram Hostel	Floors No - Ground + 3 Floors Washrooms: M-19, F-1, Approx occp:418	10582.50
32.	Nilgiri Hostel	Floors No - Ground + 3 Floors Washrooms: M-20, F-1, Approx occp:460	10582.50
33.	Kumaon Hostel	Floors No - Ground + 3 floors Washrooms: M- 33, Approx occp:423	8426
		Floors No - Basement, Ground + 6 floors	

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34.	Satpura Hostel	Washrooms: M-30, F-1, Approx occp:422	11280
35.	Shivalik Hostel	Floors No - Ground + 3 floors Washrooms: M-16, F-1, Approx occp:420	5649
36.	New Vindhyachal & Transport Unit + DRDO Lab	Floors No - Ground + 3 floors Washrooms: T-2	5649
37.	Girnar Hostel	Floors No - Basement, Ground + 7 floors Washrooms: M-40, F-1, Approx occp:800	17770
38.	Nalanda Apartments(common area, stairs, surroundings)	Floors No - Ground + 6 floors Washrooms: - M-1.	-
39.	Udaigiri Hostel	Floors No - Basement, Ground + 6 floors Washrooms: M-39, F-1, Approx occp:800	17780
40.	Vindhyachal Hostel	Floors No - Ground + 3 floors Washrooms: M-12, F-1, Approx occp:360	6050
41.	Zanskar Hostel	Floors No - Basement, Ground + 3 floors Washrooms: - M-32, Approx occp:450	8694.56
42.	Dronagiri & Saptagiri Hostel	Floors No: Ground + 7 Floors, Washrooms: - M-34, F-16. Approx occp:800	35545
43.	Sahyadri Hostel	Floors No - Ground + 7 floors Washrooms: - M-01, F-17. Approx occp:450	11700
44.	All residential block and apartments	Common Area, Stairs, common Lawn.	-
45.	Nursery School + KV	Indoors, outdoors, Washrooms: - 2	4020
46.	Director's Lodge	Indoors and outdoors	-
47.	Academic Area	Surrounding area and outer area to cleaned.	-
48.	Nalanda Ground, Neelkanth Hall, Kalyan Mandapam & Baraat Ghar	Indoors and outdoors to be cleaned after each community function	-
49.	Outdoor Toilets (21 Nos.)	To be cleaned regularly	-
50.	Academic Block East (99C) Floors: B+G+6	No. of Faculty Offices: 126 Nos. & labs 60 nos Washrooms: F-13, M-13, PH-7 No. of staircase: 3 Nos. No. of Elevators: 7 Nos.	20362
51.	Academic Block West (99B)	Washrooms: F-19, M-19, PH-7 No. of staircase: 6 Nos. No. of Elevators: 6 Nos.	37416

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	Floors: G+6	No. of Faculty Offices: 126 Nos. and labs 120 nos	
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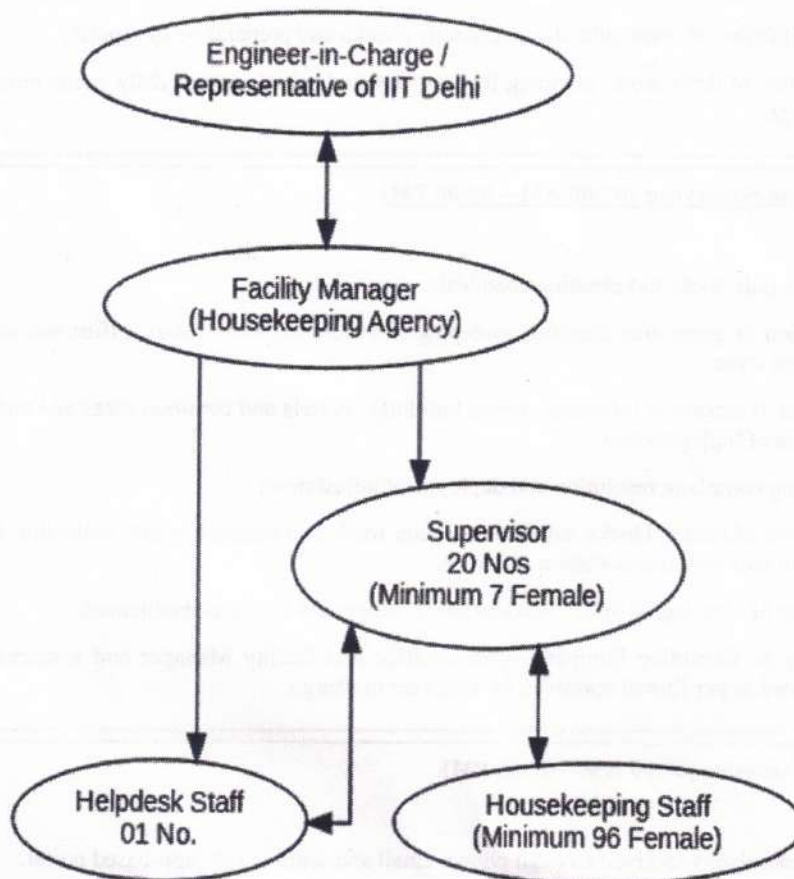
3.4 SOP for housekeeping / sanitation work of IIT Delhi Hauz Khas Campus.

Following SOP and responsibility matrix has to be followed by lowest bidder and duties will be assigned as per the SOP only.

3.4.1 Responsibility Matrix

Agency should clearly mention escalation chart at each washroom and other places.

Flow chart for housekeeping services



3.4.2 Duty chart

The responsibilities of Facility manager and housekeeping staff entail the following activities :

1. Facility Manager (07:00 AM – 05:00 PM)

Activity

- Attendance verification, deployment briefing, allocation of manpower and machinery.
- Inspection of academic blocks, administration building and major circulation areas.

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Activity

- Review of complaints received through helpdesk/ QR based complaint system and issue directions for rectification.
- Monitoring housekeeping operations in hostels, academic area, residential area, toilets and public areas.
- Coordination meeting with Engineer-in-Charge.(Typical frequency Once in a week)
- Inspection of hostel areas, toilets in academic area.
- Verification of complaint closure, quality checks and preparation of reports.
- Review of day's work, planning for next day and submission of daily status report to Engineer in charge.

2. Housekeeping Supervisor (07:00 AM – 05:00 PM)**Activity**

- Issue materials, tools and cleaning chemicals.
- Supervision of green area cleaning, sweeping and mopping in corridors, office and toilet cleaning in assigned areas.
- Inspection of academic buildings, admin buildings, hostels and common areas and ensure cleaning in all areas of high standard.
- Monitoring complaint resolution and deployment adjustments.
- Supervision of hostel, blocks, admin area, outer roads and footpath, waste collection inside blocks and admin area and transportation activities.
- Inspection of cleaning of inside, outdoor areas, toilets and public conveniences.
- Reporting to Executive Engineer/ representative and facility Manager and preparation of daily work record as per format approved by Engineer in charge.

3. Helpdesk Executive (07:00 AM – 05:00 PM)**Activity**

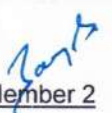
- Record complaints received through phone, email and scanner QR /app-based portal.
- Assign complaints to supervisors and monitor progress.
- Follow-up with field staff and update complaint status.
- Receive and register fresh complaints and service requests.
- Confirmation of complaint closure from users and record maintenance.
- Preparation and submission of daily complaint summary report to facility manager.

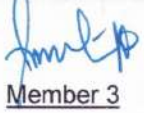
4. Housekeeping Staff (07:00 AM – 05:00 PM)**Activity**

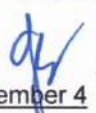
- Attendance and issue of tools, equipment and consumables
- Toilet deep cleaning, Sweeping, mopping, dusting and cleaning of Hostels, academic blocks,


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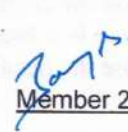
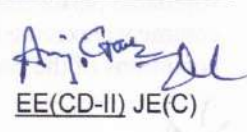
Activity

administration building other buildings & common areas and outer area cleaning.

- Cleaning of toilets, washrooms and drinking water points and attending yesterday's complaints, emptying of dustbins, cleaning inside offices, railings, window glasses and green area cleaning.
- Collection, segregation and transportation of waste to designated locations.
- Toilet cleaning in admin, blocks area etc. Cleaning of hostels toilet, moping and dusting in Academic block, Main building, block area. Cleaning of staircases, corridors, Classrooms, Offices and common rooms etc.
- Attending complaints, spot cleaning, removal of litter and special cleaning works.
- Final round inspection, waste disposal and return of tools/equipment

3.4.3 Cleaning SOP

S No.	Areas	SOP	Indicator
1.	Indoor areas All areas should be cleaned to create a healthy	Spot clean floor, ceiling, walls, doors, glass windows, tables, cupboards, wall hangings, signage, light fixtures, ACs, computers and chairs. Any leakage, spillage/emergency to be attended promptly. Effective supervision, checking and monitoring of cleaning activities, schedules. Dustbins to be cleared regularly and be free from stains, foul smell etc. Handprints on all doors to be cleaned.	Free of debris, dirt, stains, moisture, odour and litter.
2.	Washrooms	WC, basins, floors, urinals, sensors, hand dryers, glass mirrors, should be free of dust, grime, spots and be sparkling clean. Frequent monitoring to be done for effective hygiene. The floor should be dry and area should be free of foul smell. Cleaning schedule to be checked by supervisors. Liquid hand wash soap should be adequately stocked.	Clean, dry and smell-free washrooms. Availability and display of check lists. Schedule for toilet cleaning as per guideline.
3.	Outdoor areas Including Roads, Pavements, Open areas, Grounds	The area should be free from dust, dirt and litter. Drains should be free of debris. All fire hydrant boxes, light poles, bollards, junction boxes etc. should be spot cleaned on a regular basis. Dust bins should be emptied as per requirement and clean from stains/litter foul smell.	Road sweeper machine operating hours will be from 11 pm to 7 am, day sweeping with road sweeper will not be allowed, otherwise as instructed by Engineer

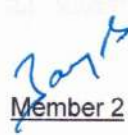
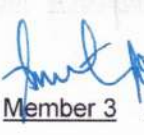
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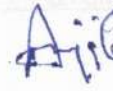
		Loose dust should be managed through mechanized blowers in unpaved areas or if permitted by Engineer in charge to use manual brooming.	in charge. Clean roads, pavements, open areas and grounds.
4.	System for lodging and redressing of complaints.	A robust system for lodging and redressing of all complaints should be maintained.	A functional QR enabled app based system, enabling real time tracking of complaints and their resolution.
5.	Housekeeping Tools, consumables and Equipment/ machines	All tools and equipment should be always functional and in good working condition. Minimum stock of approved spares/chemicals/consumables should be always maintained. Only approved brands of consumables should be stocked and used. IoT based Machinery, equipment of only approved makes to be used with in built GPS system for monitoring on mobile platform and report should be generated periodically. No additional cost will be payable, rates to be quote in items itself, wherever applicable.	Documentary evidence / invoices of machines to be submitted by bidder.
6.	Housekeeping personnel	100% manpower as per agreed deployment should be always available. All staff should be in uniform. Personal grooming should be as per acceptable standards. All employed staff should be above 18 years of age and not more than 60 years of age.	As per the agreement. 100% attendance should be marked in face screening and finger print machine both, biometric machines to be arranged by IIT Delhi.
7.	Maintenance of records	Daily log of manpower, equipment deployed, consumables used should be maintained. Daily log of complaints lodged, resolved and pending should be maintained.	Meticulously maintained logs accessible to Engineer in charge or his/her representatives.

3.5 Penalty Clause

The agency would be required to meet the entire Scope of Work as defined above along with the stipulated performance standard defined under Section 3.4. In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, the institute reserves the right to impose the penalty as detailed below:-

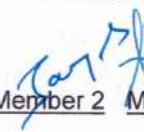
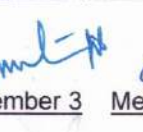
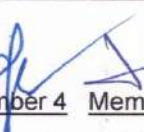
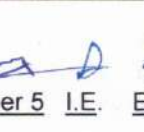
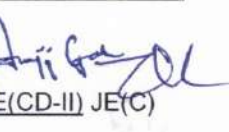



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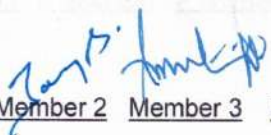
S.No.	Offences	Penalties(In Rupees)
1	Not having photo ID/ name badge on uniform	Rs.100/- per instance.
2	Worker not in proper Uniform	Number of improperly Dressed HKS x Rs. 500/- (per instance)
3	Indulging in smoking/drinking/sleeping or any other misconduct during duty hours.	500/- per person with removal of the offender
4	Unsatisfactory performance	Individual Complaint: Rs.1000/- per instance Adverse report by Inspection Committee: Rs. 5000/- per instance Adverse Monthly report: 10,000/- per report
5	Machine out of order/deploying lesser no. of machines	After award of contract 15 days will be given for arranging machineries, Thereafter, a penalty of Rs.2000/Day/Machine will be imposed. Breakdown time of 48 hours is allowed for repair of machine.
6	Using unbranded/su bstandard Material / Non use of cleaning material	If during random inspection, cleaning material of brands other than those approved is found in the stock/use, a penalty of Rs.5000/- per item will be levied, and all such stock will be confiscated. In case of non using chemical 1000/- per instance will be levied.
7	Absenteeism/Under Deployed	If any worker is absent, then a penalty of Rs. 500/- per day for highly skilled, Rs.400/- per day for Skilled and Rs.300 per day for Unskilled shall be recovered in addition to non-payment to these absentees in running and final bills. The absentees shall be calculated on sum of total monthly attendance of each grade of worker.
8	Complaints are not registered or not redressed	Rs. 500/- per instance for non attending such complaint
9	Absence of personal protective gears	Rs. 200/- per instance per person
10	In case the services remain consistently unsatisfactory for a period of more than 2 weeks	Penalty of 1% of the annual contract value will be imposed as per committee
11	Any place found dirty / littered	Rs. 1000/- per area per day will be levied

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12	Mixing of waste	Rs. 1000/- per instance will be levied

Note:

1. The penalties imposed shall be deductible from payments due to service provider.
2. If a complaint is logged before 17:00 hours, it should be attended on the same day and if logged after 17:00 hours, if it is an emergency, should be attended the same day, if regular may be attended the next day after informing the authorities as well as the complainant.
3. The levied penalty can be appealed for wavier to the next higher authority i.e., Institute Engineer and the decision of the next higher authority shall be final and bound to the contractor.

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Form of Earnest Money Deposit , Bank Guarantee Bond

WHEREAS, contractor.(Name of contractor) (hereinafter called "the contractor") has submitted his tender dated (date) for (name of work) (hereinafter called "the Tender")

KNOW ALL PEOPLE by these presents that we (name of bank) having our registered office at.....(hereinafter called "the Bank") are bound

unto.....
(Name and division of Executive Engineer) (hereinafter called "the Engineer-in-Charge") in the sum of Rs.

..... (Rs. in words.....) for which

payment well and truly to be made to the said Engineer-in-Charge the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank thisday of 20.... THE CONDITIONS of this obligation are:

- (1) If after tender opening the Contractor withdraws his tender during the period of validity of tender (including extended validity of tender) specified in the Form of Tender.
 - (2) If the contractor having been notified of the acceptance of his tender by the Engineer-in-Charge:
 - (a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to contractor, if required.

OR

 - (b) fails or refuses to furnish the Performance Guarantee, in accordance with the provisions of tender document and Instructions to contractor,
- OR
- (c) fails or refuses to start the work, in accordance with the provisions of the contract and Instructions to contractor,
- OR
- (d) fails or refuses to submit a fresh Bank Guarantee of an equal amount of this Bank Guarantee, against Security Deposit after award of contract.

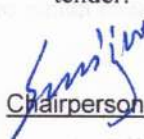
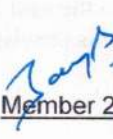
We undertake to pay to the Engineer-in-Charge either up to the above amount or part thereof upon receipt of his first written demand, without the Engineer-in-Charge having to substantiate his demand, provided that in his demand the Engineer-in-Charge will note that the amount claimed by him is due to owing to the occurrence of one or any of the above conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date* after the deadline for submission of tender as such deadline is stated in the Instructions to contractor or as it may be extended by the Engineer-in-Charge, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

Date:.....
Witness:.....

Signature of the Bank
(Signature, Name and Address of the Bank)

*Date to be worked out on the basis of validity period of 6 months from the last date of receipt of tender.

      I.E.  EE(CD-II) JE(C)

FORM OF FOR PERFORMANCE SECURITY BANK GUARANTEE BOND

Ref.

No.

Bank Guarantee No.

Dated:

To

The Registrar

Indian Institute of Technology Delhi Hauz Khas,

New Delhi – 110 016

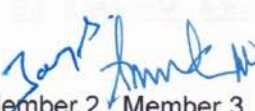
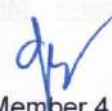
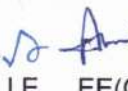
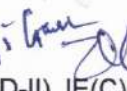
Dear Sir,

- 1) In consideration of Indian Institute of Technology Delhi, New Delhi – 110 016 having entered into a contract No. _____ dated _____ (hereinafter called the contract which expression shall include all the amendments thereto) with M/S _____ having its registered/head office at _____

(hereinafter referred to as the BIDDER) which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and INSTITUTE a performance guarantee for Indian Rupee

for the faithful performance of the entire Contract.

- 2) We, _____ (name of the Bank) registered under the laws of _____ having head/registered office at _____ (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand inwriting any/all moneys to the extent of India Rs. _____ (in figures) (in words) without any demur reservation, contest or protest and/or without any reference to the Bidder. Any such demand made by INSTITUTE New Delhi on the Bank by serving a written notice shall be conclusive and bidding without any proof, on the bank as regards the amount due and payable; notwithstanding any dispute(s) pending before any court, Tribunal, Arbitrator or any other authority and/or other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by INSTITUTE in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding, up, dissolution or insolvency of the Bidder and shall be remain valid, binding and operative against the bank.
- 3) The bank also agrees that INSTITUTE at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the Bidder and notwithstanding any security or other guarantee that INSTITUTE may have in relation to the Bidder's liabilities.
- 4) The Bank further agrees that INSTITUTE shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the said Bidder from time to time or to postpone for any time or from time to time exercise of any of the powers vested in INSTITUTE against the said bidder and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relived from our liability by reason of any such variation, or extension being granted to the said Bidder's or for any forbearance, act or omission on the part of INSTITUTE or any indulgence by INSTITUTE to the said Bidder or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision,

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have effect of so relieving us.

5) This Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the contract and all dues of INSTITUTE under or by virtue of this Contract have been fully paid and its claim satisfied or discharged or till INSTITUTE discharges this guarantee in writing, whichever is earlier.

6) The guarantee shall not be discharged by any change in our constitution, in the constitution of INSTITUTE or that of the Bidder.

7) We, _____ (Name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of INSTITUTE in writing.

8) The bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.

9) The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase Contract has been placed.

10) Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs.

(In figures) Indian Rupee _____ (in words) and our guarantee shall remain in force until (indicate the date of expiry of bank guarantee).

11) Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us said date, the rights of INSTITUTE, under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the right of INSTITUTE under his Guarantee shall be valid and shall not cease until we have satisfied that Claim.

12) In witness whereof, the Bank through its authorized Engineer has set its hand and stamp on this _____ day of _____ (Month) in _____ (Year) at _____ (Place).

(Signature)

Full Name:

Designation:

Name & Address of Bank (in legible letters):

Stamps of Attorney as per Power of Attorney No.:

Dated:

Witness: 1

Witness: 2

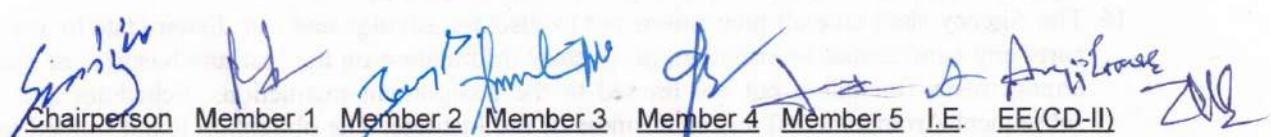
Signature

Signature

Full Name and Address

Full Name and Address

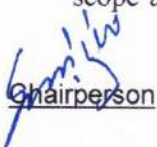
Note: Date of validity should be scheduled date of Completion plus six months.

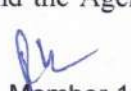

 Chairperson Member 1 Member 2 Member 3 Member 4 Member 5 I.E. EE(CD-II)
 JE(C)

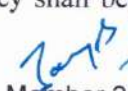
TERMS & CONDITIONS

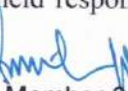
1. General conditions of contract

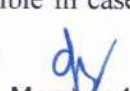
1. CPWD latest GCC 2023 and Maintenance manual 2023 is applicable in this tender.
2. The Engineer-in-Charge nominated by the Institute shall be authorized to give instructions to the Facility Manager / Supervisor of the Agency at the premises of Institute on all matters relating to the scope of work specified in this tender.
3. The work in general shall be carried out in accordance with the Specifications and as per directions of the Engineer-in-charge.
4. The information mentioned in the tender documents is being furnished for general information & guidance only. The Engineer in charge in no case shall be held responsible for the accuracy thereof or interpretations or conclusion drawn there from. The Agency shall verify such data to his entire satisfaction before quoting the rates and the interpretation by the Institute in respect of all matters shall be final and binding.
5. The work shall be carried out in a manner complying in all respects with the requirements of relevant bye laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Engineer-in-Charge and nothing extra shall be paid on this account.
6. The Agency shall comply with all orders and directions of the local bodies or Municipality, issued in accordance with the law, and abide by their rules and regulations and pay all fees and charges which they may be liable to pay.
7. The Agency shall transport the garbage/ malba / waste related to housekeeping work only to the locations specified by the Institute and shall not stack any housekeeping waste on the Institute land or road or on the land owned by any other. Non-compliance will attract severe penalties.
8. The Agency shall take all necessary precautions to keep the noise level to the barest minimum in terms of applicable laws/rules.
9. No hazardous inflammable materials and items dangerous to life shall be allowed to be stored in the Institute building/premises.
10. Existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered during the execution of the work shall be protected against the damage by the Agency at its own expense.
11. The Agency shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operations of such services.
12. The Agency shall execute its work in such a manner that no damage is done to the existing structure or any property of the Institute.
13. No assistance of any kind shall be made available by the Institute for the purchase of equipment, plants, machinery, materials of any kind or any other items required to be carried out in execution of work.
14. Samples of all materials required for execution of the work shall be approved by the Engineer-in-Charge. Materials manufactured by Firms of repute as specified in the list shall only be used.
15. Institute reserves the right to immediately step in and to carry out a part or whole of the work entrusted under this contract in case of any default or unsatisfactory performance by the Agency without resorting to the formalities of issuing notices, etc., for rescinding the contract and the Agency would have no claim for compensation in such cases.
16. The Agency shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Institute business or security arrangements (including but not limited to the Assignment instructions, Schedules and other subsequent Arrangements) and/or business of the Institute. The obligation is not limited to any scope and the Agency shall be held responsible in case of breach of the confidentiality of the

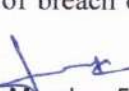
 Chairperson

 Member 1

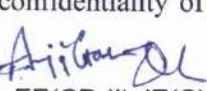
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Institute's information.

17. If the Agency receives enquiries from Press/Media/Radio / Television or other bodies / persons, the same shall be referred by the Agency to the Institute immediately on receipt of such queries.
18. The machines brought on site will not be allowed to be taken away except for repairs, till completion of work without specific permission from the Engineer-in-Charge in writing. The register indicating machines numbers etc. for identification will be prepared on the day of the start of work and will be open for inspection by the Engineer-in-Charge.
19. The Institute shall not be responsible for any loss of material used by the agency at site.
20. The rates for different items of work shall apply for all Heights & Depths, Leads & Lifts unless otherwise specified in the agreement or specifications applicable in the agreement. The Agency/ Firm must visit the site (internal or external) area before quoting rates.
21. Logbook required shall be maintained at site by the Agency/ Firm.
22. Stationary required for submitting daily/ weekly / monthly / yearly report shall be provided by the Agency/ Firm.
23. Deviation can occur up to 100% of tender cost per annum on excess side after prior approval of Engineer-in-charge. Negative deviation is permissible as per directions of Engineer-in-charge.
24. Engineer-in-charge may foreclose the work whenever desired, in such eventually, payment of gross work done up to foreclosure date, PG of the contractor shall be refunded, but no payment on account of interest, loss of profit of damages etc. or any other claim shall be payable at all.

2. SECURITY DEPOSIT

1. EMD of the successful bidder shall be kept as security deposit for the entire and extended duration of the contract. The agency is liable to increase the validity of the security deposit as and when required.
2. No interest will be payable by the Purchaser on Earnest Money Deposit or security deposit. The earnest money / security deposit of all the unsuccessful tenderers will be returned to them at the earliest. If the successful bidder fails to furnish the performance guarantee or fails to provide service as per order terms and conditions within the stipulated period, the earnest money / security deposit shall be liable to be forfeited by IIT Delhi.

3. DISPUTE

1. Any dispute arising out of and in relation to this agreement shall be referred to the arbitration by the sole arbitrator to be appointed by the Director of the Institute. The arbitration would be conducted and governed by and under the provisions of the Arbitration Act, 1996. Any legal dispute will be subject to the jurisdiction of Delhi Courts only and no other court shall have the jurisdiction.

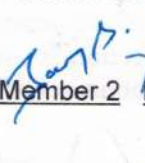
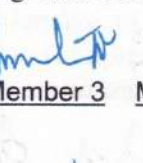
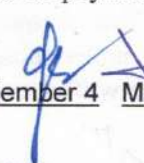
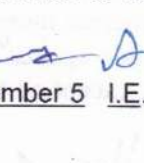
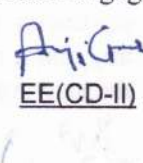
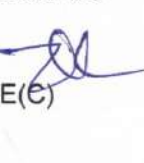
4. DISQUALIFICATION

1. The bidder should not have any conflict of interest. The bidder found to have conflict interest shall be disqualified.
2. No joint ventures are allowed.
3. No rebate on account of small-scale industries or any other ground or on any other ground or documents shall be granted in this tender.

5. PAYMENT

1. Monthly payment will be paid by IIT Delhi for the services in accordance with the agreement.
2. All payments shall be made monthly & no advance payment will be made.
3. Payment of bills for services rendered will be on reimbursement basis of monthly payment cycle. After payment of salary, the bills when submitted shall be supported by the following documents:
 - a. Bill on the Company letterhead giving details of services provided.
 - b. The amount shall be claimed along with details of payment made to the staff engaged for the




Chairperson Member 1 Member 2 Member 3 Member 4 Member 5 I.E. EE(CD-II) JE(C)

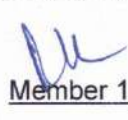
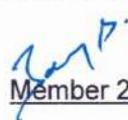
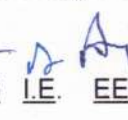
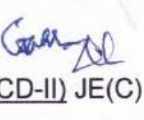
previous month (copy of the Attendance Particulars to be attached) on reimbursement basis.

- c. Certificate to the effect that "Conditions as envisaged Government of India Minimum Wages Act and other Statutes on the subject have been complied with."
- d. The amount of statutory requirement viz. EPF, ESI and GST will be deposited by the Company separately for their employees deputed at IIT Delhi. Copies of the challans and ECR towards remittance shall be enclosed. The payment of EPF, ESI and GST by IIT Delhi will be on a billing basis. The proof indicating the reference of all beneficiaries of such remittance to ESI, EPF departments and GST would be submitted by the agency along with the bill of next month. In case there is any discrepancy in the remittance, the amount will be deducted from next month's billing. The first bill after the deployment would be reimbursed in full.
- e. The company will ensure that all their staff personnel should possess a bank account and their salaries are remitted to their account.
- f. Income Tax will be recoverable from the Contractor's monthly bill as per the rules.

6. MANPOWER

Legal Requirements

1. The contractor shall comply with the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971.
2. The contractor shall also obtain a valid license under the said Act before the commencement of the work, and continue to have a valid license until its completion.
3. The contractor shall also comply with provisions of the Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979.
4. The contractor shall also abide by the provisions of the Child and Adolescent Labour (Prohibition and Regulation) Act, 1986.
5. In every case in which by virtue of the provisions sub- section (1) of section 12 of the Workmen's Compensation Act. 1923, Government is obliged to pay compensation to a workman employed by the contractor, in execution of the works , Government will recover from the contractor , the amount of the compensation so paid: and, , without prejudice to the rights of the Government under sub- section(2) of section 12 , of the said Act, Government shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by Government to the contractor whether under this contract or otherwise. Government shall not be bound to contest any claim made against it under sub-section (1) of section 12, of the said Act, except on the written request of the contractor and upon his giving to Government full security for all costs for which Government might become liable in consequence of contesting such claim.
6. In every case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and of the Contract Labour (Regulation and Abolition) Central Rules, 1971, Government is obliged to pay any amounts of wages to a workman employed by the contractor in execution of the works, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Act or under the Rules framed by Government from time to time for the protection of health and sanitary arrangements for workers, Institute will recover from the contractor, the amount of wages so paid or the amount of expenditure so incurred; and without prejudice to the rights of the Government under sub-section(2) of Section 20, and sub-section (4) of Section 21, of the Contract Labour (Regulation and Abolition) Act, 1970, Government shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by Government to the contractor whether under this contract or otherwise Government shall not be bound to contest any claim made against it under subsection (1) of Section 20, sub-section (4) of Section 21, of the said Act, except on the written request of the contractor and upon his giving to the Institute

Chairperson Member 1 Member 2 Member 3 Member 4 Member 5 I.E. EE(CD-II) JE(C)

full security for all costs for which Institute might become liable in contesting such claim.

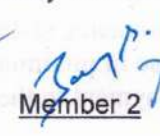
7. Under the provision of Minimum Wages (Central) Rules, 1950, the contractor is bound to allow to the labours directly or indirectly employed in the works one day rest for 6 days continuous work and pay wages at the same rate as for duty. In the event of default, the Engineer-in-Charge shall have the right to deduct the sum or sums not paid on account of wages for weekly holidays to any labours and pay the same to the persons entitled thereto from any money due Payment of Wages.
8. The Engineer-in-Charge concerned shall have the right to deduct from the moneys due to the contractor any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non-fulfillment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deductions made from his or their wages which are not justified by their terms of the contract or non-observance of the Regulations.

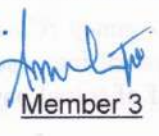
Labour requirements

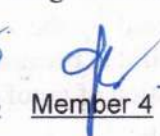
1. The employees of the contractor shall be of good character and of sound health and shall be below the age of 60 years but not below the age of 18 years and no worker will be allowed to stay in the Institute Campus.
2. All employees of the Agency/Contractor shall be issued Identity Cards bearing their photographs. Photographs for identity cards shall be provided by the Agency/Contractor at their own cost. The ID Cards will be issued by the Contractor.
3. The Agency/Contractor will be responsible for all the staff supplied, verification of their antecedents through Special Branch, Delhi police and a certificate to this effect be furnished by the Agency/Contractor to the Institute. The Agency/Contractor should maintain proper record / document of the same. These documents are required to be produced to the Institute whenever required.
4. Agency / Firm must employ adult and skilled personnel only. Employment of child labour shall lead to the termination of the contract at the risk and cost of the Agency/ Firm. Agency/ Firm shall deploy / engage reliable persons at client after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities. Agency / Firm shall intimate the details like name, age parentage, address (residential as well as permanent) of all staff to the Client.
5. The Agency/Contractor shall provide two complete sets of uniforms to its employees free of cost and ensure that they always wear them and keep them clean. The firm's name on the pocket should be inscribed.
6. The Contractor will provide the Name, Address, Telephone No. & Photographs of its employees posted at IIT Delhi.
7. The Agency/Contractor shall be responsible for the good conduct and behavior of its employees. If any employee of the Agency/Contractor is found misbehaving with the supervisory staff or other staff members of the Institute the Agency/Contractor shall terminate the services of such employees forthwith at their own risk and responsibility. The Agency/Contractor shall issue necessary instructions to its employees to act upon the instructions given by the supervisory staff of the Institute.
8. IIT Delhi is a "No smoking zone." The Agency/Firm should ensure that his employees do not smoke while working in IIT campus. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan/khaini/tobacco etc. they will not

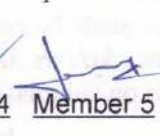
 Chairperson

 Member 1

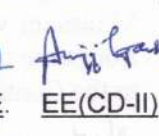
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play cards or indulge in gambling on campus.

9. No labour hut shall be allowed to be constructed and no labour shall be allowed to stay in IIT Delhi campus and nothing shall be paid on this account.
10. The agency shall be responsible for all injuries and accidents to persons employed by him while on duty. It is desirable that all employees are covered under insurance cover.

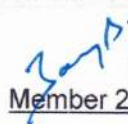
Operational requirements

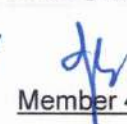
11. The Contractor shall be required to work as per Guidelines & SOP (Standard Operating Procedure) mentioned in this agreement and as approved by the Institute after award of work which shall require to be strictly followed.
12. Before deputing the manpower, the Engineer-in-charge or the authorized representative of the Engineer-in-charge or the Sanitary Inspector shall take the interview of the workers. If the workers are found suitable then only the Agency/ Firm can depute the workers on site.
13. The employees of the agency contractor shall be bound to perform the assigned jobs by the Engineer-in-Charge even though the same may not have been included in the Schedule of Services.
14. The Contractor shall maintain an Inspection Book as prescribed which will be made available to supervisory staff of the Institute. Fault / observation recorded there on shall be attended to immediately.
15. Education qualification for supervisor must be minimum 12th pass.
16. The Manpower so engaged shall be trained for providing services.
17. In the event of any loss being occasioned to the Institute on account of the negligence of the duty by the Agency/Contractor's employees, the Agency/Contractor shall make good the loss sustained to the Institute either by replacement or on payment of the adequate compensation.
18. The Agency / Contractor shall give the services on gazetted holidays as well. There will be no separate payment for three National Holidays i.e., Republic Day, Independence Day and Gandhi Jayanti and the same is to be included in the daily/monthly charge claim in tender by the contractor.
19. None of the employees of the Agency /Contractor shall enter into any kind of private work at the different campuses of the Institute during working hours.
20. Agency/ Firm staff shall always be disciplined, properly dressed and be presentable all the time during duty. The person deployed by the Agency/ Firm shall be properly trained, have requisite experience and skills for carrying out a wide variety of work. The Agency/ Firm shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/ unfair activities etc. during performance of his/her duty. It shall indemnify the client in all respects under this contract.
21. The Institute reserves the right to ask and require the contractor to remove any person deployed by him without assigning any reason /notice.
22. The Institute can increase or decrease the manpower in case there is a requirement of further increase or decrease in the areas to be maintained. The increase/decrease in manpower would accordingly affect the billing on pro-rata basis.

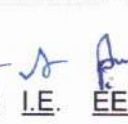
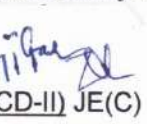
Payment requirements

23. The rates quoted in the financial bids would cover all the liabilities of the agency such as the cost of uniform, bonus, and identity cards of personnel deployed by the contractor and all other statutory liabilities.
24. Minimum wages shall be paid by the Agency /Contractor at the rate fixed by Central Govt. from time to time. Arrears, if due because of increase in minimum wages would be reimbursed to the Contractor on submission of proof of actual payment to the worker. In case of half yearly







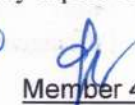
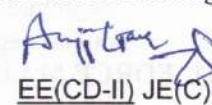
Chairperson Member 1 Member 2 Member 3 Member 4 Member 5 I.E. EE(CD-II) JE(C)

increase in Minimum wages/VDA by the Central Govt., the contractor will submit copy of gazette notification / order to the Institute and the same will be revised.

25. The contractor shall in no case pay his employees less than the minimum mandatory rates per day / month as announced by the Central Govt. as applicable from time to time.
26. No employees of the contractor shall work for more than 27 days in a month. The agency may be asked to change/replace the workers after every six months.
27. A separate challan must be submitted for the payments of ESI & EPF of its employees deployed only at the Institute.
28. All statutory & mandatory deductions as per Government of India & Delhi State Government norms shall be deducted from each running bill & final bill of agency/firm.
29. The Agency/Firm must provide salary slips, EPF numbers and ESI cards, duly activated, to all deployed manpower at client's office. The agency / Firm should also ensure that EPF statements to the deployed manpower are provided immediately after the financial year closing, any delay in submission of these records will force client to deduct a proportionate amount from the bills, as decided by the competent authority of client.
30. Attendance of workers shall be done in Face Screening Biometric machines fixed at IIT Delhi as per directions of Engineer-in-charge.
31. The payment should be made by cheque in the presence of an authorized Institute representative or through RTGS and a record of that should be kept in the Registrar which may be examined by the Institute at any time. In case the Agency/ Firm fails to make timely payments to its employees or at the minimum rates, the Institute shall pay the employees of the Agency/ Firm directly and suitable deductions shall be made from the amount to be paid to the Agency/Firms.
32. The Agency/Firms shall make payments to its employees with details on pay slips which should be given to its employees at the time of payment and a copy of the PAYSLIPS to be submitted to IIT Delhi every month for records.
33. The Agency/ Firm will not delay in making payment to the staff beyond 7th days of each month.
34. The agency shall claim an increase in the contract cost only on account of an increase in the minimum wages as and when increased by the Central Government. The actual amount shall be reimbursed on the production of proof of payment.

Legal obligations

35. The contractor shall keep himself fully informed of all acts and laws of the Central and State Government, all orders, decrees of statutory bodies, tribunals having any jurisdiction or authority, which in any manner may affect their engaged or employed and anything related to carry out the work. All the rules & regulations & byelaws laid down by the local bodies and any other statutory bodies shall be adhered to by the contractor, during the execution of work.
36. The Agency/Contractor shall abide by all laws of the land including Labour Laws, Company Act, tax deduction liabilities, Welfare measure of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein. Though any such onus shall be the exclusive responsibility of the contractor, and it shall not involve the Institute in any way whatsoever.
37. That no right, much less a legal right shall vest in the contractor workers to claim /have employment or otherwise seek absorption in the Institute nor the contractor workers shall have any right whatsoever to claim the benefits and / or emoluments that may be permissible or paid to the employees of the Institute. The workers will remain the employees of the Agency / Contractors and this should be the sole responsibility of the Agency to make it clear to their workers before deputing on work at the Institute.
38. The parties to the Contract agree and reiterate that the personnel deployed/ employed by the Agency/ Firm will at all times remain the employees of the Agency/ Firm only and shall have no claim whatsoever against the Institute in respect of any aspect of their employment whatsoever including but

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not limited to their salaries, conditions of service benefits and payment of provident Fund or Gratuity etc. and this clause shall be incorporated in the letter of appointment issued to each and every employee engaged by it for the purposes of this contract.

39. The contractor will apply to the Labour Commissioner to obtain a Labour License as applicable and will submit a copy of license to Engineer-In-charge.
40. The agency/firm shall deal with and settle the matters related with unions and shall make sure that no labour disputes/ problems are referred to Client. It shall totally indemnify the client in this regard.
41. The agency/firm should at all times indemnify client against all claims, damages or compensation under the provision of payment of wages Act, 1936; minimum Wages Act 1948; Employer's Liability Act, 1938; the workmen compensation Act 1932; Industrial Disputes Act, 1947; Maternity Benefit Act 1961; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto, and rules made hereunder from time. The client will not own any responsibility in this regard.

7. RATES

1. The tenderer submitting tender would be deemed to have inspected the premises, considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
2. The quoted rates by the bidder shall be considered as inclusive of GST, employer share of ESIC and EPF and other statutory charges, if any.
3. The rates quoted by the Agency / Firm shall be taken as net and nothing extra shall be paid on any account i.e., Royalty, Cartage, Sales Tax & stacking of material required at places etc.

8. SUBCONTRACT

1. The Agency / Contractor shall not appoint a sub-Contractor to carry out any obligation under the contract except in case absolutely essential without the written permission of the Engineer in charge.
2. The Agency shall not Sub-contractor Sub-let, transferor assign the contractor any other part thereof. In the event of the agency contravening this condition, Institute shall be entitled to place the contract elsewhere on the agency's risk and cost and the agency shall be liable for any loss or damage, which the Institute may sustain in consequence or arising out of such replacing of the contract.

9. PENALTY

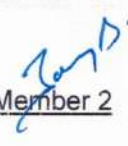
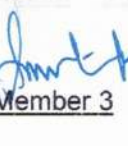
1. If the Agency / Contractor fails to implement the schedule of services to the satisfaction of the Engineer-in-Charge of the Institute on any day in any part of the said campuses, shall be penalized by imposing a fine as mentioned in NIT for breach of contract. The penalty shall continue for successive days till the Agency/Contractor gets a certificate from the Engineer-in-charge (Sanitation) and such penalty shall be recovered from the bill of the contractor. The decision of Engineer-in-Charge shall be final and binding of the contractor/Agency.
2. In case of any dereliction of duty, gross neglect an unintended damage caused by the contractor or its staff or otherwise any harm done to the Institute its properties its designated officials or other employees, the contractor shall be liable to make good the loss or pay compensation, refund expenditure on legal/judicial proceedings as well as pay penalty which the Director may deem fit.

10. INDEMNIFICATION

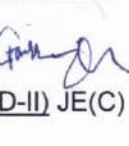
1. The agency shall be directly responsible to indemnify the Institute against all charges, dues, claims, etc. arising out of the disputes relating to the dues and employment of the personnel deployed and further for any claim / compensation against all damages and accidents caused due to negligence on the part of the agents, employees and other personnel of the agency.

11. FORCE MAJEURE







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1. If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosion, epidemics quarantine restriction, strikes, lockouts or acts of god (hereinafter referred to as events) provided notice of happenings of any such event, is served by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof. Provided the Party satisfies Institute adequately of the measures taken by it. Neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance. Further, the services under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of Institute as to whether the services have to resumed or not shall be final and conclusive, provided further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, Institute may at his option, terminate the contract.

12. CLEANING MACHINES, EQUIPMENTS & CHEMICALS

1. The agency must deploy brand new machines before the start of work. The repair and maintenance of machinery and equipment shall be the sole responsibility of the agency.
2. All cleaning material used for the work shall be environment friendly and follow all the mandatory International & National standards for chemicals.
3. The institute may increase or decrease the quantity of consumables required for housekeeping work based on the balance quantity of consumables supplied by the agency.

13. CODE OF CONDUCT

The Agency shall strictly observe that its personnel:

1. Are always neatly dressed in uniforms.
2. Are punctual and arrive at least 15 minutes before start of duty time.
3. Take charge of duties properly and thoroughly and be vigilant all the time.
4. Perform their duties with honesty and sincerity.
5. Read and understand their post and site instructions and follow the same.
6. Extend respect to all Engineers and staff of the office of the Client.
7. Shall not drink on duty or come drunk and report for duty.
8. Will not gossip while on duty.
9. Must not be found sleeping while on duty.
10. Will immediately report if any untoward incident / misconduct occurs, to the control room of the Agency and Institute security.
11. Get themselves checked by security personnel whenever they go outside the Institute campus.

14. WHAT THE INSTITUTE WILL PROVIDE TO THE AGENCY

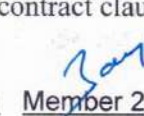
Once the contract is awarded, the Institute will provide the following to the agency:

1. Suitable space for setting up of a control room and storage of consumables.
2. An internal EPABX line to be used as a helpline for housekeeping services.
3. Specific guidelines for collection and dumping of housekeeping related waste within IIT Delhi campus.

15. TERMINATION OF CONTRACT

1. The duration of the contact shall be one year and further extended to 2 more years on year-to-year basis on satisfactory performance and can be terminated even earlier by giving notice inwriting on account of any of the following reasons:
 - a. On account of unsatisfactory performance
 - b. Breach of contract clauses







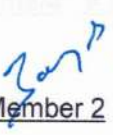
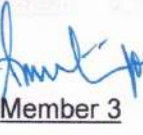



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- c. Persistently neglected to carry out his obligations under the contract.

When the contractor has made himself liable for action under any of the cases aforesaid, the Engineer-in-Charge on behalf of BOG, IIT Delhi shall determine the contract as aforesaid (of which termination notice in writing to the contractor under the hand of the Engineer-in-Charge shall be conclusive evidence) upon such determination, the earnest money and PG deposit shall be liable to be forfeited and shall be absolutely at the disposal of the BOG, IIT Delhi. In the event of the above courses being adopted by the Engineer-in-Charge, the contractor shall have no claim to compensation for any loss sustained by him by reasons of having employed personnel or purchased T&P for the work.

2. Failure to comply with any of the above clauses or due to unsatisfactory performance as observed by the Engineer-in-charge, the contract shall be terminated at any stage without assigning any reason thereof.

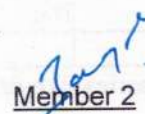
     
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LIST OF APPROVED MAKES FOR HOUSEKEEPING WORK

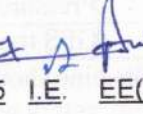
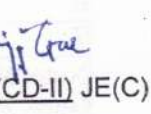
S.No.	Item	Approved Make
1.	Bathroom cleaner	Buzil Rossari / Diversey / Reckitt/ Unilever
2.	Multipurpose cleaner	Buzil Rossari / Diversey / Reckitt/ Unilever
3.	Scale remover	Buzil Rossari / Diversey / Reckitt/ Mr. muscle/ Unilever
4.	Urinal bowl cleaner	Buzil Rossari / Diversey / Reckitt/ Unilever
5.	Liquid hand wash	Dettol / lifebuoy / Savlon / Santoor / Fem / Unilever
6.	Steel polish	Buzil Rossari / Diversey / Reckitt
7.	Glass cleaner	Buzil Rossari / Diversey / Reckitt/ Unilever
8.	Air freshener liquid	Buzil Rossari / Diversey / Reckitt/ Unilever
9.	Compound broom	Gala / Scotch Brite / Cello
10.	Microfiber duster	Gala / Scotch Brite / Softspun
11.	Naphthalene ball	Gainda / Trishul / Wonder / Cleanzo
12.	Wiper 16"	Gala / National / Cello
13.	Wiper 24"	Gala / National / Cello
14.	Soft broom pure grass	Gala / Scotch Brite / Cello
15.	Urinal cubes	Ever fresh / Wonder fresh / Soul fresh
16.	Urinal screen	Diversy / Godrej / Eco Works / Neosystek
17.	Toilet brush (hockey type)	Gala / Scotch Brite / National / Cello
18.	Toilet Freshener / Gel Type toilet Freshener	Odonil / Godrej / Ambi Pur
19.	Toilet Paper Roll	Royal / Premier / Century / Heritage
20.	Black Phnyle / white Phnyle	Gainda / Trishul / sun / Clenzo
21.	Battery Operated Ride on Scrubber Drier/	Diversey / Karcher / Roots / Comac / Tennant
22.	Handheld cordless blower	Bosch/ karcher/Makita/Dewalt
23.	Battery Operated Walk Behind Scrubber Drier	Diversey / Karcher / Roots / Comac / Tennant
24.	Single Disc Scrubber	Diversey / Karcher / Roots / Comac / Tennant
25.	Vehicle mounted Mini Road washer	Diversey / Karcher / Roots / Dulevo/ Aebi schmidt
26.	High pressure Jet Cleaning Machine	Diversey / Karcher / Roots / Comac / Tennant/ Aebi schmidt
27.	Wet and Dry Vaccum Cleaner	Bosch/ karcher/Diversey/ Roots/ comac / tennant
28.	Mini Steam washer	Bosch/ karcher/Diversey/ Roots/ comac / tennant
29.	Vehicle mounted Road sweeper	Diversey / Karcher / Roots / Dulevo/ Aebi schmidt

Note: All the consumable and machines used in housekeeping work should have a minimum 50% Local Content as per DPIIT order dated 16/09/2020.







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SPECIFICATIONS OF CLEANING MACHINES

Ride on Scrubber Drier.

1.	Working Width	mm	850-950
2.	Squeegee Width	mm	1050-1920
3.	Brush Type		Disc Brush
4.	No. of Tanks (Separate fresh water and dirty water)	Nos.	2 Nos.
5.	Recovery tank	Liters	100-160
6.	Fresh Water Tank	Liters	100-160
7.	GPS tracking system		Yes

Wet and dry vacuum cleaner

1.	Body make		Stainless steel
2.	No. of motors/turbines	Nos	2
3.	Power	Watt	2300
4.	Vacuum pressure	mbar	220-230
5.	Storage capacity	Litre	60-70
6.	Noise level	dB	70-80

Note: Should have all accessories like belt with accessories holder, crevice nozzle, round brush, Combi Floor / Carpet Nozzle, upholstery tool etc.

Battery Operated Walk Behind Scrubber Drier.

1.	Scrubbing Width	Mm	450-550
2.	Productivity Rate	Sqm/h	1700-1850
3.	No of Tanks (Separate fresh water and dirty water)	Nos	2
4.	Solution Tank	Liters	45-55
5.	Recovery Tank	Liters	45-60
6.	Flow rate	L/sec	20-30
7.	Motor power	Watt	1000-1200
8.	GPS tracking system		Yes

Single Disc Scrubber

1.	Working Width	mm	430-550
2.	Brush Speed	RPM	150-170
3.	Motor	W	1300-2000
4.	Cable Length	Meter	15-18

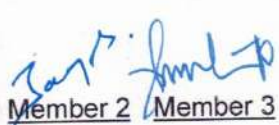
Diesel Operated High Pressure Jet Machine

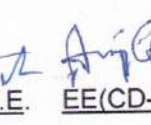
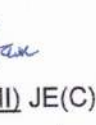
1.	Auto mounted diesel high pressure cleaner		Eicher/ Tata/ Ashok leyland or equivalent
2.	Engine Type		Diesel
3.	Engine Power	HP	11-12
4.	Pump Piston	Nos	3
5.	Piston Material		Ceramic
6.	Pressure	Bar	200-250
7.	GPS tracking system		Yes

Note: Machine should be supplied with complete accessories like drain opening/ cleaning kit, lance, gun, rotary nozzle, pressure hose etc.

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Road Sweeper Machine			
1.	Engine Type		Diesel / Electric
2.	Diesel / Electric Truck		Eicher/ Tata/ Ashok Leyland/ Bharat benz or OEM as per Make specified in this bid
2.	Central Brush Width	mm	2000-2500
3.	Working width 1side brushes	mm	2500-2800
4.	Working width 2side brushes	mm	2800-3000
5.	Debris hopper capacity/ water tank capacity	Cubic meters	5-6 or 5000-6000 Litres / 2000- 3000 Litre
6.	Engine power	HP	105-140
7.	Area performance	M2/h	30000-60000 or higher
8.	GPS tracking system		Yes
Cordless blower gun			
1	Power		Battery 36 v DC
2	Flow rate	M3/h	900-1000
3	Air speed	m/s	50-60
Mini steam washer			
1	Power		Electric
2	Heating output	Watt	2200-2500
3	Steam pressure	Bar	4-5
4	Boiler temperature	Degree centigrade	140-150
5	Water capacity	Ltr	4-5
Diesel Operated mini road washer			
1	Auto mounted diesel truck		Eicher/ Tata/ Ashok Leyland or equivalent
2	Front washer	Nos	1
3	Side washer	Nos	2
4	Engine Type		Diesel/Electric
5	Engine Power	HP	11-12
6	Pump Piston	Nos	3
7	Piston Material		Ceramic
8	Pressure	Bar	200-250
9	GPS tracking system		Yes

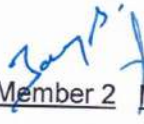
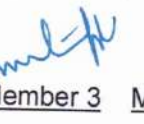
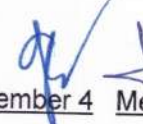
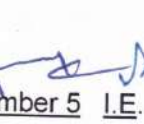



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FORM "F"

STRUCTURE & ORGANISATION

1. Name & Address of the bidder
2. Telephone no./ Telex no./ Fax no.
3. Legal status of the bidder (attach copies of original document defining the legal status)
 - a. An Individual
 - b. A proprietary firm
 - c. A firm in partnership
 - d. A limited company or Corporation
4. Particulars of registration with various Government Bodies (attach attested photocopy) Organization/ Place of registration and Registration No.
 - 1.
 - 2.
 - 3.
5. Name and tiles of Directors & Officers with designation to be concerned with this work
6. Designation of individuals authorized to act forth organization
7. Has the bidder or any constituent partner in the case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment
8. Has the bidder or any constituent partner in case of partnership firm, ever been debarred/ blacklisted for tendering in any organization at any time? If so, give details
9. Past work experience in IIT Delhi will be considered in deciding the technical bid

Signature of Bidder(S)

 Chairperson
  Member 1
  Member 2
  Member 3
  Member 4
  Member 5
 I.E. EE(CD-II) JE(C)

ANNEXURE-I

<< Organization Letter Head >> DECLARATION SHEET

I, _____ (Name of the Person), on behalf of our organization _____ (name of the Organization) hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in detail and agree to comply with the requirements and intent of specification.

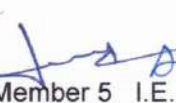
I also certify that our organization has been authorized (Copy attached) by the OEM to participate in this tender. It is further certified that our organization meets all the eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support us with technology / product updates on a regular basis and extend support for the warranty.

I further certify that our organization has not been placed on any ban or suspension or debarment or blacklist or holiday list by any Institutional Agencies / Govt. Departments / Public Sector Undertakings in the last three years. I furthermore certify that the prices quoted in the financial bids are subsidized due to the academic discount given to IIT Delhi.

1.	Name and Address of Bidder	
2.	Address of Office at Delhi / NCR	
3.	Type: Public Limited / Private Ltd. / Registered Firm	
4.	Name of the Contact Person	
5.	Name & Designation	
6.	Telephone No.	
7.	Fax	
8.	E-mail	
9.	GST No.	
10.	PAN No.	
11.	(In case of on-line payment of EMD) UTR No. (For EMD)	
12.	Name of Contact Person	
13.	Mobile Number	
14.	Bank Details of the Bidder	
15.	Name of the Bank	








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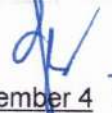
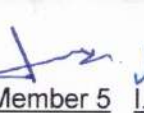
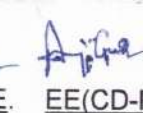
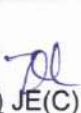
16.	Address of the Bank	
17.	IFSC Code	
18.	Branch Code	
19.	MICR code	
20.	Account Number	
21.	Account Type	
N.B.: Kindly attach a scanned copy of a cheque leaf to this document to enable us to return the EMD to the unsuccessful bidder.		

I/We further declare that our organization has not been blacklisted / delisted or put to any holiday by any Institutional agency / Govt. Department / Public Sector Undertaking in the last three years.

(Signature of the Bidder, with Official Seal)





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**TENDER CONDITIONS
ACCEPTANCE LETTER
(To be given on Company Head)**

To
The Executive Engineer
(CD-II) IIT Delhi, Hauz
Khas,
Delhi - 110016

SUBJECT : ACCEPTANCE OF TERMS & CONDITIONS OF TENDER

Name of Tender /Work : Housekeeping
Services at IIT Delhi.

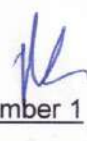
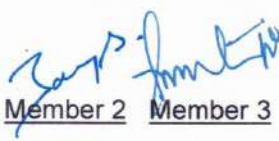
Tender Reference No :

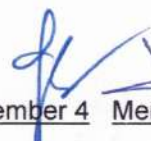
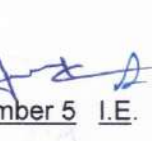
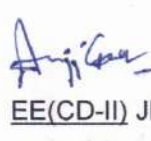
Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned "Tender/Work".
2. I/We hereby certify that, I/We have read entire terms and conditions, scope of work of the tender documents from Page No..... to..... (including all documents like annexure(s), schedule(s) etc.) which form the part of the agreement and I/We shall abide by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting the acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) /corrigendum(s) in its totality/entirely.
5. In case any provision of the tender is found violated, your department/organization shall be at liberty to reject this tender/bid including Forfeiture of EMD and we shall not have any claim/right against the department in satisfaction of this condition.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

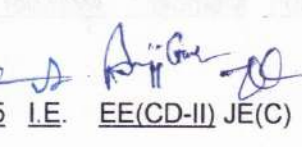





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ONLINE BID SUBMISSION CHECK LIST

The Online bids (complete in all respect) must be uploaded online in two envelopes as explained below.

TECHNICAL BID		
S. No.	Content	File Type
1.	Proof of EMD. Either scanned copy of DD / FDR / Bank Guarantee / online payment receipt with UTR no.	.pdf
2.	Certificate of incorporation as per company's act/ Certificate of Registration	.pdf
3.	Solvency Certificate.	.pdf
4.	Proof of office in Delhi / NCR	.pdf
5.	Experience Certificates of completed works as per 2.4 (e)	.pdf
6.	Proof of manpower on roll as per 2.4 (f)	.pdf
7.	EPFO & ESIC Registration	.pdf
8.	PAN Card	.pdf
9.	Certificate of registration for GSTIN with up to date filled return.	.pdf
10.	Average Annual Turn Over and P&L statements for last 3 financial years from chartered accountant with UDIN No.	.pdf
11.	Copy of Certifications (ISO etc.) and Awards, if any	.pdf
12.	Back-to-back undertaking as per 2.4 (j)	.pdf
13.	EMD undertaking as per 2.4 (k)	.pdf
14.	Form - F	.pdf
15.	Annexure – A, B & C	.pdf
16.	Annexure – 1	.pdf
17.	Annexure – 2	.pdf
18.	Any other document as specified in the NIT	.pdf
FINANCIAL BID		
S. No.	Content	File Type
1.	Price bid in BOQ format.	.xls

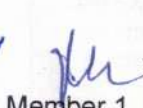
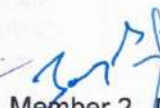
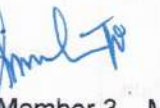
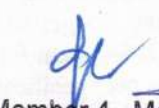
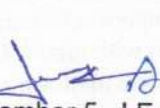
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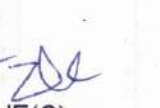
Financial Bid BOQ

Name of Work :-Housekeeping services for Year 2026-27 at IIT Delhi

Schedule of Quantity

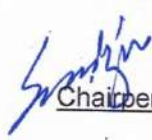
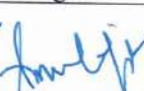
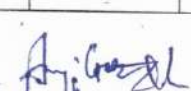
S. No.	Description	Quantity	Unit	Rate (Rs)	Amount (Rs)
	Automated mechanized housekeeping services for IIT Delhi, Hauz Khas Campus as per the scope of work defined and as per the terms and conditions of the NIT at all leads and lifts by Sweeping, Mopping, Scrubbing, Buffing, Vacuum cleaning, Pressure washing etc. as per the directions of Engineer-In-Charge for period of one year including:				
	MANPOWER				
	Job work by specified nos. of housekeeping workers required for 08 hours per day and 26 days per month.				
1.	Facility Manager(Highly Skilled, 01 No. Per Day) for following duties : Overall supervision and management of housekeeping operations, Deployment and monitoring of manpower, machinery and consumables, Coordination with Engineer-in-Charge for smooth execution of work, Ensuring cleanliness, hygiene and complaint resolution within stipulated time, Ensuring compliance with safety measures and statutory labour provisions, Conducting regular inspections and maintaining service quality standards, Attending meetings and submitting reports and as per direction of Engineer in Charge	312.00	Per Job		



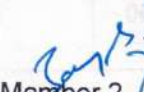
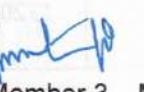
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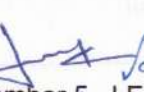
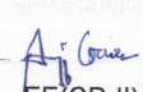
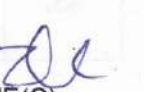
2.	Helpdesk Executive (Skilled, 01 Nos. Per Day) for following duties: Timely bill submission, Submission of Timely statutory compliances and submission to department, Complaint registration, coordination, complaint tracking, communication handling and Monthly/daily reporting for housekeeping services. Helpdesk executive will work under Facility manager and as per direction of Engineer in Charge	312.00	Per Job		
3.	HK Supervisor (Skilled, 20 Nos. Per Day) for following duties: Housekeeping supervision, deployment and monitoring of manpower, maintenance of cleanliness and complaint resolution under the direction of Facility Manager and as per instructions of Engineer-in-Charge.	6240.00	Per Job		
4.	HK Staff (Unskilled, 265 Nos. Per Day) for following duties: Cleaning, sweeping, mopping, dusting, waste collection and upkeep of assigned areas under the supervision of Housekeeping Supervisor and as per instructions of Engineer-in-Charge.	81120.00	Per Job		
			Total		
	MACHINES & EQUIPMENTS				
	Job work by various housekeeping machines/ required for 26 days permonth.				
5.	Battery Operated Ride on Scrubber Drier (12 Nos) with GPS system for tracking on mobile platform as per specification , all as per direction of engineer in charge	144.00	Charges per machine per month		
6.	Handheld cordless blower gun(6 nos) as per specification , all as per direction of engineer in charge	48.00	Charges per machine per month		
7.	Battery Operated Walk Behind Scrubber Drier (19 Nos) with inbuilt GPS system for tracking on mobile platform as per specification , all as per direction of engineer in charge	228.00	Charges per machine per month		
8.	Single Disc Scrubber (33 Nos) with inbuilt GPS system for tracking on mobile platform as per specification , all as per direction of engineer in charge	396.00	Charges per machine per month		
9.	Vehicle mounted Mini Road washer with front sprinklers i/c the cost of running charges and drivers. (01 No) with inbuilt GPS system for tracking on mobile platform as per specification , all as per direction of engineer in charge	12.00	Charges per machine per month		

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10.	High pressure Jet Cleaning Machine (Auto Mounted) i/c the cost of running charges and drivers.(2 nos) with inbuilt GPS system for tracking on mobile platform as per specification , all as per direction of engineer in charge	24.00	Charges per machine per month		
11.	Wet and Dry Vaccum Cleaner (12 Nos) as per specification , all as per direction of engineer in charge	144.00	Charges per machine per month		
12.	Garbage Rickshaw with separate bin for Dry and Wet waste(Manual) (16 Nos)	192.00	Charges per machine per month		
13.	Double Wheelbarrow (Manual) (16 Nos)	192.00	Charges per machine per month		
14.	Wringer trolley 20 Ltr. (64 Nos)	768.00	Charges per equipment per month		
15.	Caddy basket (64Nos)	768.00	Charges per equipment per month		
16.	Signages/caution board (87Nos)	1044.00	Charges per equipment per month		
17.	Glass cleaning kit set. (30 Nos)	360.00	Charges per equipment per month		
18.	Telescopic rod 9mtr (30 Nos)	360.00	Charges per equipment per month		
19.	Ladder aluminum upto 12 ft height (06 Nos)	72.00	Charges per equipment per month		
20.	Mini Steam washer (10 Nos)	120.00	Charges per equipment per month		
21.	Road sweeper(01 Nos) with vaccum hose for side garbage pickup, for sweeping bituminous pavement, Vacuum hose for picking leaves and litter, working will be during day and night time, with inbuilt GPS system for tracking on mobile platform , as per specification , all as per direction of engineer in charge.	12.00	Charges per equipment per month		
			Total		
	CONSUMABLES				
22.	Bathroom Floor/wall cleaner	8520.00	Ltr		




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23.	Multipurpose cleaner for fittings & Accessories	4800.00	Ltr		
24.	Scale remover	1440.00	Ltr		
25.	Urinal bowl cleaner	12360.00	Ltr		
26.	Liquid hand wash	37800.00	Ltr		
27.	Stainless Steel polish	840.00	Ltr		
28.	Glass cleaner	4560.00	Ltr		
29.	Air freshener	4560.00	Ltr		
30.	Blue mop set (wet & dry mop) 23"	3000.00	Pcs.		
31.	Cobweb brush set	804.00	Pcs.		
32.	Compound broom with bamboo stick	864.00	Pcs.		
33.	All type of Dusters (Blue, Green, Red, Yellow)	6960.00	Pcs.		
34.	Floor Duster 27"x27"	12600.00	Pcs.		
35.	Plastic dustpan with brush	1752.00	Pcs.		
36.	3Ply Non-Woven Fabric Disposable Surgical Dust Mask With Nose Clip.	12000.00	Pcs.		
37.	Feather brush heavy duty	1200.00	Pcs.		
38.	Glass Cleaning set (Including rubber, Squeeze, wiper, Scrpper and blade)	480.00	Pcs.		
39.	Safety Gum boot	720.00	Pair		
40.	Reusable Hand gloves	8400.00	Pair		
41.	Hand scrubbing brush	1200.00	Pcs.		
42.	Microfiber duster / Mop (40x40 cm)	6000.00	Pcs.		
43.	Naphthalene ball	1320.00	Kg.		

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44.	Wiper 16"	2400.00	Pcs.		
45.	Wiper 24"	1200.00	Pcs.		
46.	Odonil air freshner block(100g)	9600.00	Pkt.		
47.	Scotch brite scrub pad (10x15 cm)	7200.00	Pcs.		
48.	Scrubbing pad 20",3M-black/green/white/red	1800.00	Pcs.		
49.	Soft broom pure grass	4200.00	Pcs.		
50.	Plastic Spray bottle 500ml	3000.00	Pcs.		
51.	Steel Juna	3600.00	Pcs.		
52.	Urinal cubes (200 gm packet)	9000.00	Pkt.		
53.	Urinal screen	14400.00	Pcs.		
54.	Drain cleaner powder (50 gm packet)	1800.00	Pkt.		
55.	Paint Patti / hand scrapper	600.00	Pcs.		
56.	Mug plastic (1 ltr. Capacity)	1200.00	Pcs.		
57.	Toilet brush (double hockey type)	3600.00	Pcs.		
58.	Room Freshener Spray Can 275 ml	3000.00	Pcs.		
59.	Chock pump	600.00	Pcs.		
60.	Bucket plastic (20 ltr)	780.00	Pcs.		
61.	Coconut broom (narial broom)	2400.00	Pcs.		
62.	Biodegradable garbage bags	2400.00	Kg.		

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63.	2 ply toilet paper rolls	9600.00	Pcs.		
64.	Black / White Phnyle	4200.00	Ltr.		
65.	Gel based hanging type air freshener. (7.5-gram packet)	12000.00	Pcs.		
Total Amount		C			

Special Conditions:

1. No labour huts shall be allowed in IIT Campus, and nothing shall be paid extra on this account.
2. The contractor must visit the site of work /buildings before quoting the rates.
3. The quoted rates of participating agencies shall be inclusive of GST and other compliances as per NIT.

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