

Notice Inviting Quotation (E-Procurement mode)

INDIAN INSTITUTE OF TECHNOLOGY DELHI

HAUZ KHAS, NEW DELHI-110016

Dated: 22/06/2015

Open Tender Notice No. IITD/Works(SP-207)/2015

Indian Institute of Technology Delhi is in the process of purchasing following item(s) as per details as given as under.

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| Details of the item | MECHANISED HOUSEKEEPING SERVICES |
| Earnest Money Deposit to be submitted | Rs.10,00,000/- (Ten Lakhs Only) |

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'.

Tenderers 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> as per the schedule given in the next page.

No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E-procurement portal).

Schedule

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| 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) | Service. |
| Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems) | Mechanised Housekeeping. |
| Is Multi Currency Allowed | No (INR). |
| Date of Issue/Publishing | 23.06.2015 (10:00 Hrs) |
| Document Download/Sale Start Date | 23.06.2015 (10:00 Hrs) |
| Document Download/Sale End Date | 22.07.2015 (17:00 Hrs.) |
| Date for Pre-Bid Conference | 10.07.2015 at 3:00 p.m. |
| Venue of Pre-Bid Conference | SENATE ROOM, IIT DELHI. |
| Last Date and Time for Uploading of Bids | 24.07.2015 up to 2:00 p.m. |
| Date and Time of Opening of Technical Bids | 24/07/2015 (15:30 Hrs) |
| Tender Fee | Rs. 2,500/- (Rupees two thousand five hundred only). |
| EMD | Rs.10,00,000/-(Ten Lakhs Only) in the shape of DD/FDR/ Bank Guarantee remain valid for 90 days from the date of submission of tender, in the name of "Registrar. IIT Delhi" payable at New Delhi. EMD should be submitted to the office as per address for communication. |
| No. of Covers (1/2/3/4) | 02 |
| Bid Validity days (180/120/90/60/30) | 120 days. |
| Address for Communication | Executive Engineer (P) Room No. MZ-137, Main Building Indian Institute of Technology Delhi Hauz Khas, New Delhi – 110 016. |
| Contact No. | 011 26591762. |
| Fax No. | 011 26581992. |
| Email Address | a26790@admin.iitd.ac.in |

TENDER NOTICE INVITING FOR PROVIDING MECHANISED HOUSEKEEPING SERVICES AT IIT DELHI CAMPUS

1. NOTICE INVITING TENDERS

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| 1.1 | 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 312 acres. IIT Delhi invites on-line bids under two bid system for Mechanized Housekeeping services along with machinery (optional), cleaning materials, Chemicals and Manpower services for Administrative blocks, Academic blocks, Hostel buildings, Guest houses and campus including roads, footpaths, green area etc. from the specialized Agencies for Mechanized Housekeeping at an estimated cost of Rs. 05 Crores for a period of one year, further extendable for another 02 years on yearly basis. |
| 2. | <u>GENERAL INSTRUCTIONS TO BIDDERS</u> |
| 2.1 | 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. |
| 2.2 | 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 . |
| 2.3 | Bidding documents (Technical and Financial Bid) to be submitted online via e-procurement website. |
| 2.4 | The technical bids will be opened at 03:30 p.m on 24/07/2015 by the committee constituted by IIT Delhi. |
| 2.5 | The financial bids of only those bidders, whose technical bids are accepted, will be opened by the committee for the purpose. |
| 2.6 | Bidder has to submit specified tender document fee cost along with Earnest Money Deposit. |
| 2.7 | Scanned copies of all documents should be submitted online. |
| 2.8 | A scanned copy of the authorization by the Proprietor/ Partner/ Executive Director (as the case may be) in case the Bid documents are signed and sealed by a person authorized by all the owners of the tenderer. |
| 2.9 | An undertaking on the letter head of the firm/ company to the effect that "The bidder has gone through all the terms and conditions of the tender document and the same are acceptable to be tenderer. Scanned copy of the undertaking be signed and stamped by authorized signatory before uploading. |
| 2.10 | Each and every document in the technical bid should be signed by the proprietor / duly authorized Partner or all the partners in case of a partnership firm or the authorised Director 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. |
| 2.11 | No service charge should be mentioned in technical bid otherwise the bid is liable to be rejected. |
| 2.12 | A team of officers from IIT Delhi may visit the office of bidders for establishing their credibility and verification of submitted documents. |
| 2.13 | The Institute reserves the right to reject any or all the bids without assigning any reasons, in the interest of the work. No bidder shall have any course of action or claim against IIT Delhi for rejection of his bid. |

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| 2.14 | Incase contract of the selected bidder is cancelled for any reason; the Director reserves the right to offer/award the contract to L2 bidder at the offer of L1. |
| 2.15 | IIT Delhi reserves the right to add or delete any other building mentioned in the scope of work, if required. |
| 2.16 | Service charges quoted by the Agency shall be valid and constant during the Agency's performance of the contract and will not be subject to any variation on any account. |
| 3 | <u>ELIGIBLE BIDDERS</u> |
| 3.1 | All agencies that are providing similar kind of services for at least three consecutive years and having annual average turnover of 10 Crores during the last three accounting years, are eligible to submit their bids. The Office of the bidder should be located within NCR and IIT Delhi will interact with that office only. |
| 3.2 | The Bidder should have experience of having provided similar mechanized housekeeping services in reputed organizations/Institutions/Universities, Public Sector (Central or State)/Govt. Dept. during the last three years with at least (i) one single work order of more than Rs. 4.0 Crores ; or (ii) two work orders each of more than Rs. 2.5 Crores each; or (iii) three work orders of more than Rs. 2.0 Crores each. Photo copies of documentary evidence towards above supported by relevant satisfactory job completion certificates are required to be submitted. |
| 3.3 | Similar works mean – Mechanised Cleaning & Sweeping of reputed organizations/ Institutions/ University, PSU (Central/State/Govt. Deptt.) showing work experience certificate from Govt./ Non-Government / PSU organization etc., should submit "Tax Deduction at source certificate" in support of their claim for having experience of stipulated value of works. |
| 3.4 | The bidder shall necessarily be a legally valid entity either in the form of a Public Limited/Private Limited company established under the Companies Act/Registered Partnership Firm and should submit documentary evidence in respect of the following. Bids from Proprietorship/ Unregistered Partnership Firm / JV Consortium are not permitted. |
| 3.5 | The following documents to be uploaded by eligible bidders:- |
| (i) | A copy of Memorandum & Articles of Association of the company/ Certificate of Registration/ Partnership Deed. |
| (ii) | Copy of Pan Card / Service Tax Registration No. |
| (iii) | TIN No. |
| (iv) | EPF/ ESI Registration No. |
| (v) | Valid Labour License issued by labour department and it should be in force duly indicating the period of validity. |
| (vi) | Should have on roll manpower of more than 200 and payment of wages to manpower should be made through bank credit/cheque. |
| (vii) | ISO 9001:2008 QMS Certification. |
| Proposal of the bidder who do not fulfill the criteria mentioned at Sl. No. 3.1 to 3.5, who fail to submit the documentary proof , shall not be considered for further technical and financial evaluation as mentioned at point No. 16 & 17 | |
| Registration: The Bidder should be registered with the Income Tax and also registered under the labour laws, Employees Provident Fund Organisation, Employees State Insurance Corporation. The Bidder should also have clearance from Sales/Service Tax Department and Income Tax Department. Relevant proof in support shall be submitted. | |
| 4. | <u>The area under the scope of work is as under:</u> (* Total length of the roads 13 km, total length of the footpaths 8 kms, cleaning area external area of 5,50,000 sq. m.) |

| S.NO | Building/ Blocks/ Departments | Description |
|------|-------------------------------------|--|
| 1 | MS BUILDING, FACULTY LOUNGE. | Floors No - Ground + 7 floors |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles |
| | | Wash rooms:- F:-7, M-14 |

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| 2 | ADMINISTRATIVE BLOCK | Floors No - Ground + 6 floors |
| | | Floor Type:- Mosaic, Kota Stone, Vitrified Tiles |
| | | Wash rooms:- M-7, F-4 |
| 3 | TEXTILE AND POLYMER SCIENCE & ENGINEERING | Floors No - Ground + 2 floors |
| | | Floor Type:- Mosaic ,Kota stone , Vitrified Tiles, Cemented Floor |
| | | Wash rooms:- M-1, F1 |
| 4 | IDDC + CENTRAL WORK SHOP + MDES | Floors No - Ground + 2 floors |
| | | Floor Type:- Mosaic, Kota stone , Vitrified Tiles, Cemented Floor |
| | | Wash rooms:- M-5, F-3 |
| 5 | SYNERGY BUILDING + MDES | Floors No - Ground + 2 floors |
| | | Floor Type:- Mosaic , Kota stone. |
| | | Wash rooms:- M:- 4, F-4 |
| 6 | BLOCK-I | Floors No - Ground + 2 floors |
| | | Floor Type:- Granite, Vitrified Tiles, kota stone |
| | | Wash rooms:- M-6, F-5. |
| 7 | BLOCK-II | Floors No - Ground + 4 floors |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles |
| | | Wash rooms:- M:- 16 , F-14 |
| 8 | BLOCK-III | Floors No - Ground + 2 floors |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles |
| | | Wash rooms:- M:- 5, F:-3 |
| 9 | BLOCK-IV | Floors No - Ground + 2 floors |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles |
| | | Wash rooms:- M:- 3 F:-1 |
| 10 | BLOCK-V | Floors No - Ground + 3 floors |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles |
| | | Wash rooms:- M:- 6 F:-3 |
| 11 | BLOCK-VI | Floors No - Ground + 3 floors |
| | | Floor Type:- Mosaic, Kota stone , Vitrified Tiles |
| | | Wash rooms:- M-8, F-8 |
| 12 | Bharti Building | Floors No - Ground + 4 floors + 1 basement |
| | | Floor Type:- Granite, Vitrified Tiles, kota stone |
| | | Wash rooms:- M:- 10, F-10, H-5 |
| 13 | LIBRARY | Floors No - Ground + 2 Floors |
| | | Floor Type:- PVC mat, Vitrified Tiles |
| | | Wash rooms:- M - 4, F - 3 |
| 14 | IIT HOSPITAL | Floors No - Ground |
| | | Floor Type:- Kota stone , Vitrified Tiles |
| | | Wash rooms:- M, F- 17, Along with room,2 (common) |
| 15 | FGH | Floors No - Ground + 2 floors |
| | | Floor Type:- Kota stone, Marble. |
| | | Wash rooms:-50 (connected with room) 2 common |

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| 16 | RCA/SPORTS | Floors No - Ground + 2 floors |
| | | Floor Type:- Mosaic , Kota stone. |
| | | Wash rooms:- M-6, F-6 |
| 17 | MGH | Floors No - Ground + 1 floors |
| | | Floor Type:- Mosaic, Kota stone. |
| | | Wash rooms:-27 (connected with room) |
| 18 | HIMADRI HOSTEL | Floors No – Basement + Ground + 6floors |
| | | Floor Type:- Kota stone , Vitrified Tiles, Granite, |
| | | Wash rooms:- F-25,Approx occp:800, |
| 19 | KAILASH HOSTEL(OLD AND NEW BLDING) | Floors No -Basement+ Ground+3 Floors |
| | | Floor Type: - Mosaic, Cemented, Kota stone. |
| | | Wash rooms:- F:- 32,Approx occp:650, |
| 20 | NURSERY SCHOOL | Floors No - Ground |
| | | Floor Type: - Mosaic, Kota stone. |
| | | Wash rooms:- 2 |
| 21 | DIRECTOR LODGE | Only Outside area to be clean-3 toilets |
| 22 | ARAVALI HOSTEL | Floors No - Ground + 3 Floors |
| | | Floor Type: - Kota stone. |
| | | Wash rooms: - M: - 16, Approx occp: 400 |
| 23 | JWALAMUKI HOSTEL | Floors No - Ground + 3 Floors |
| | | Floor Type:- Quota stone, Mosaic. |
| | | Wash rooms:- M:- 16,Approx occp:400 |
| 24 | KARAKORAM HOSTEL | Floors No - Ground + 3 Floors |
| | | Floor Type:- Mosaic , Kota stone. |
| | | Wash rooms:- M:- 16,Approx occp:400 |
| 24 | NILGIRI HOSTEL | Floors No - Ground + 3 Floors |
| | | Floor Type:- Mosaic , Kota stone. |
| | | Wash rooms:- M:- 16,Approx occp:400 |
| 25 | KUMOAN HOSTEL | Floors No - Ground + 3floors |
| | | Floor Type:- Mosaic , Kota stone, |
| | | Wash rooms:- M:- 32, Approx occp:340 |
| 26 | SATPURA HOSTEL | Floors No - Basement, Ground + 6 floors |
| | | Floor Type:- Mosaic . |
| | | Wash rooms:- M:- 28, Approx occp:300 |
| 27 | SHIVALIK HOSTEL | Floors No - Ground + 3 floors |
| | | Floor Type:- Mosaic , Kota stone. |
| | | Wash rooms:- M:- 16,Approx occp:315 |
| 28 | NEW VINDHYACHAL &TRANSPORT | Floors No - Ground + 3 floors |
| | | Floor Type:- Kota stone, Vitrified Tiles |
| | | Wash rooms:- T-2 |
| 29 | GIRNAR HOSTEL | Floors No - Basement, Ground + 7 floors |
| | | Floor Type:- Mosaic , Kota stone. |
| | | Wash rooms:- M:- 39,Approx occp:800 |
| 30 | NALANDA HOSTEL | Floors No - Ground + 3 floors |
| | | Floor Type: - Kota stone, Vitrified Tiles. |
| | | Wash rooms :- M-1. |

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| 31 | UDAIGIRI HOSTEL | Floors No – Basement ,Ground + 6 floors |
| | | Floor Type:- Mosaic , Kota stone. |
| | | Wash rooms:- M:- 34,Approx occp:800 |
| 32 | VINDHYACHAL HOSTEL | Floors No - Ground + 3 floors |
| | | Floor Type:- Granite. |
| | | Wash rooms:- M:- 12,Approx occp:300 |
| 33 | ZANSKAR HOSTEL | Floors No - Basement, Ground + 3 floors |
| | | Floor Type:- Kota stone. |
| | | Wash rooms:- M:- 29,Approx occp:400 |
| 34 | VISWAKARAMA BHAWAN | Floors No - Basement, Ground + 6 floors |
| | | Floor Type:- Mosaic, Kota stone, Vitrified Tiles. |
| | | Wash rooms:- M:-10,F;-9 |
| 35 | ACADEMIC AREA | Surrounding area and outer area to cleaned. |
| 36 | MAIN BUILDIND SURRUDED AREA | Surrounding area and outer area to cleaned. |
| 37 | I T SCHOOL | Floors No - Basement, Ground + 4 floors |
| | | Floor Type:- Granite , Kota stone, Vitrified Tiles. |
| | | Wash rooms:- M:-10,F;-5 |
| 5 | TENDER DOCUMENTS CONSIST OF: | |
| 5.1 | Contents of Tender Documents | |
| (a) | Notice of Invitation of Tender. | |
| (b) | General Terms and Conditions. | |
| (c) | Special Terms and Conditions. | |
| (d) | Tender Form (Annexure A). | |
| (e) | Acceptance Letter (Annexure B). | |
| (f) | Technical Bid (Annexure C). | |
| (g) | Financial Bid (Annexure D). | |
| (h) | List of Machines (Annexure E) | |
| (i) | List of Chemicals (Annexure F) | |
| (j) | List of Vehicles Deployment (Annexure G) | |
| (k) | Manpower Deployment (Annexure H) | |
| (l) | Penalty Clauses (Annexure I) | |
| (m) | Proforma for Agreement (Annexure J) | |
| (n) | Form of Bank Guarantee for Performance Security (Annexure K) | |
| (o) | Check List for Technical Bid and its enclosures (Annexure L) | |
| (p) | Check List of Technical Evaluation (Annexure M) | |
| (q) | Undertaking by the Bidder (Annexure N) | |
| 5.2 | The bidder is expected to examine all instructions, Forms, Terms and Conditions, Annexures in the Tender document. Failure to furnish all information required by the Tender document or submission ' of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of his bid. | |
| 5.3 | The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document. | |

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| 6. | <u>CLARIFICATION OF TENDER DOCUMENT</u> |
| 6.1 | The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform the Executive Engineer (P), IIT Delhi, Hauz Khas, New Delhi. |
| 6.2 | In case the bidder has any doubt about the meaning of anything contained in the Tender document, he shall seek clarification from the Executive Engineer (P), IIT Delhi, Hauz Khas, New Delhi (a26790@admin.iitd.ac.in) not later than two weeks before submitting his bid. Any such clarification, together with all details on which clarification had been sought, will be copied to all bidders without disclosing the identity of the bidder seeking clarification. All communication between the bidder and the Institute shall be carried out in writing. |
| 6.3 | Except for any such written clarification by the Institute, which is expressly stated to be an addendum to the tender document issued by the Executive Engineer (P), IIT Delhi, Hauz Khas, New Delhi, (a26790@admin.iitd.ac.in) no written or oral communication, presentation or explanation by any other employee of the Institute shall be taken to bind the Institute under the contract. |
| 6.4 | Pre Bid Conference will be held on 10/07/2015 at 03:00 p.m. in Senate Room, of IIT Delhi. All prospective bidders are requested to kindly submit their queries to the address indicated at schedule or e-mail to a26790@admin.iitd.ac.in , so as to reach latest by 08/07/2015. During pre-bid meeting the answers/clarifications to the queries will be made available. No query will be entertained after the pre-bid meeting. |
| 7. | <u>PREPARATION OF BIDS</u> |
| | The bids and all accompanying document shall be in English. In case any accompanying documents are in other than English, it shall be accompanied by an English translation duly authenticated and certified by the applicant. The English version shall prevail in matters of interpretation. The interpretation of any kind in respect of any of the matters relating to the documents of bid shall be done by the Institute and the same shall be accepted to be final by the tenderer. |
| 8. | <u>DOCUMENTS COMPRISING THE BID</u> |
| 8.1 | Earnest Money Deposit (EMD) of Rs. 10,000,00/-/- (Rupees Ten lakhs only) Demand Draft/Pay Order of required amount of Earnest Money issued in favour of The Registrar "Indian Institute of Technology" payable at Delhi required to be paid in the form of DD/FD of any nationalized bank. Name of Party Tender No. Earnest Money AmountIssuing Bank..... Date..... |
| 8.2 | Technical Bid (online mode only): The following documents scanned images (preferably in pdf format) signed by the Authorized Signatory to be uploaded with the online Technical Bid (i) All documents required as per Qualification Criteria Annexure- (ii) Complete bid document as a token of acceptance of Terms & Conditions & Scope of Services etc. (Annexure A of bid document). |
| 8.3 | <u>Financial Bid (Online mode only)</u> Financial Bid as per enclosed format in Annexure-D . |
| | The e-bids will be received up to 2.00 p. m on last date of receipt of bids i.e., 24.07.2015. e-technical bids of bidders who have submitted the valid documents & requisite EMD will be opened on 24.07.2015 at 3.30 p. m. |

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| 9. | <u>BID PRICES</u> |
| 9.1 | Bidder shall quote the rates in the proforma of Financial Bid "Annexure-D" in Indian Rupees for the entire contract. The rates quoted in financial bids would cover all the liabilities of the Agency such as cost of uniform, Bonus and identity cards of personnel deployed by the contractor and all other statutory liabilities (like Minimum Wages, ESI, PF contributions, Service charges, all kinds of taxes etc.). |
| 9.2 | Conditional bids/offers will be summarily rejected. |
| 10. | <u>FORM OF BID</u> The Form of Bid shall be completed in all respects duly signed and stamped by an authorized/empowered representatives of the Bidder. If the Bidder comprises a registered partnership firm / companies, Registered Companies, the Form of Bid shall be signed by a duly authorized representative of such tenderer. Copies of relevant power of attorney, authorization, resolution, etc as the case may be shall be attached. |
| 11. | <u>CURRENCIES OF BID AND PAYMENT</u> The Bidder shall submit his price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees only. |
| 12. | <u>DURATION OF CONTRACT</u> The contract shall be valid initially for one year, however the Institute reserves the right to curtail or to extend the validity period of contract, for further period of 02 years (on yearly basis) subject to satisfactory performance. The Institute also reserve right to curtail the validity period of the contract, if any without assigning any reason in respect thereof. |
| 13. | <u>BID SECURITY (Earnest Money Deposit)</u> |
| 13.1 | The contractor shall deposit Bid Security (EMD) for an amount of Rs. 10,00,000/- in the form of an Account Payee DD, Bank Guarantee of a scheduled commercial bank valid for a period of 3 months from the date of submission of tender of nationalised bank / scheduled bank in favour of Registrar, Indian Institute of Technology Delhi, New Delhi-110 016 along with the Tender document. The Bid Security will remain valid for a period of Ninety days beyond the final bid validity period. |
| 13.2 | Any Tender not accompanied by Bid Security shall be rejected. |
| 13.3 | Bid securities of the unsuccessful bidders will be returned to them on or before the 30th day after the award of the contract. |
| 13.4 | Bid security of the successful bidder shall be returned on receipt of Performance Security by the Department and after signing the agreement as per Annexure-K . |
| 13.5 | Bid Security shall be forfeited if the bidder withdraws his bid during the period of Tender validity. |
| 13.6 | Bid Security shall be forfeited if the successful bidder refuse or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the Department. |
| 14. | <u>SUBMISSION OF BIDS</u> The Technical Bid should consist of the following documents: |
| (a) | Bid Security (EMD) for an amount of Rs 10,00,000/- in the form of an Account Payee DD, payable in favour of Registrar, IIT Delhi; Bank Guarantee in favour of 'Registrar, IIT Delhi' valid for a period of 3(three) months from the date of submission of tender as referred in para 15; |
| (b) | Self attested copies of proof of office address and telephone / Mobile numbers, whether the bidder is a sole proprietor/registered partnership firm/company and if partnership firm, names, addresses and telephone numbers of Directors/Partners also; |
| (c) | Self attested copy of PAN No. card under Income Tax Act; |
| (d) | Self attested copy of Service Tax Registration Number; |
| (e) | Self attested copy of valid Registration No. of the Agency / Firm; |
| (f) | Self attested copy of valid Provident Fund Registration Number; |
| (g) | Self attested copy of valid ESI Registration Number; |
| (h) | Self attested copy of valid Licence and Number under Contract Labour Act and under any other Acts/Rules; |
| (i) | Proof of Average Annual turnover as stated in clause 3.1 of this document supported by duly |

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| | certified Audited Balance Sheet for last 3 financial years; | |
| (j) | Proof of experience as stated in 3.2 supported by documents from the concerned organizations; | |
| (k) | Duly filled and signed Annexure A to O. | |
| (l) | The tenderer should submit two drafts in respect of Bid Security and fee for tender document, if the document is down loaded from Institute website; | |
| (m) | Each page of tender document duly signed by the tenderer. | |
| (n) | Affidavit to the effect that Firms / Tenderers is not black listed by any Govt. / PSU under takings on a non judicial stamp paper of Rs 100/-. | |
| (o) | Financial Bid should contain only Price duly filled in figures & words in the Annexure D duly signed and stamped. | |
| (p) | The tender shall remain valid and open for acceptance for a period of 120 days from the last date of submission of tender. | |
| 15. | <u>BID OPENING AND EVALUATION</u> | |
| 15.1 | The online bid will be opened by a committee duly constituted for this purpose. Online bids (complete in all respects) received along with Demand Draft of EMD (Physically) will be opened as mentioned at "Schedule" in presence of bidders' representatives if available, Only one representative will be allowed to participate in the tender opening. Bid received without EMD will be rejected straight way. The technical bid will be opened online first and it will be examined by a technical committee which will decide the suitability as our specification and requirement. Subsequently, the technical bids will be evaluated and the technically qualified tenderers would be intimated about the date and time of opening of financial Bid. The financial offer/bid will be opened on-line only for the offer/bid which technically meets all our requirements as per the specification, and will be opened in the presence of the vendor's representatives subsequently for further evaluation. The bidders if interested may participate on the tender opening Date and Time. The bidder should produce authorization letter from their company to participate in the tender opening. | |
| 15.2 | The Technical Bids will be opened in the presence of the Bidders or of their representatives who choose to attend on 24.07.2015 at 3.30 p.m. | |
| 15.3 | The bids not complied with any of the conditions will be summarily rejected. | |
| 15.4 | Conditional bids will also be summarily rejected. | |
| 16. | <u>TECHNICAL BID EVALUATION CRITERIA</u> | |
| 16.1 | The Institute shall follow QCBS (Quality Cum Cost-based Method) two bid system where the technical bid and financial bid shall be evaluated separately. | |
| 16.2 | The tendering evaluation shall be done with 60% weightage to Technical Evaluation and 40% weightage to financial evaluation | |
| 16.3 | The technical bid evaluation shall be done based on the following criteria: | |
| 16.3.1 | During the technical evaluation stage each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below: | |
| (i) | Number of years in Operation | Max 12 Marks |
| | (a) | 3 to 5 Years |
| | (b) | More than 5 years and up to 15 years |
| | (c) | More than 15 years and up to 20 years |
| | (d) | More than 20 Years |
| (ii) | Turnover (Average of last three accounting years) | Max 12 Marks |
| | (a) | More than 10 Crores and up to 20 Crores |
| | (b) | More than 20 Crores and up to 30 Crores |
| | (c) | More than 30 Crores and up to 50 Crores |
| | (d) | More than 50 Crores |

| | | |
|--------------|---|---------------------|
| (iii) | Number of Manpower on roll | Max 12 Marks |
| | (a) More than 200 and up to 500 | 3 Marks |
| | (b) More than 500 and up to 1000 | 6 Marks |
| | (c) More than 1000 and up to 2000 | 9 Marks |
| | (d) More than 2000 | 12 Marks |
| (iv) | <u>Feedback From</u> | Max 15 Marks |
| | (a) Top Management | 3 Marks |
| | (b) Officer-in-charge (Housekeeping) | 3 Marks |
| | (c) Cleaner / Janitor | 3 Marks |
| | (d) Users/Public | 6 Marks |
| (v) | <u>Presentation , Plan and Strategy</u> | Max 25 Marks |
| | (a) Quality of Presentation | 10 Marks |
| | (b) Plan for IIT work | 8 Marks |
| | (c) Strategy | 7 Marks |
| (vi) | <u>Infrastructure available with Housekeeping Agency</u> | 12 Marks |
| | (a) Housekeeping Machinery | 8 Marks |
| | (b) Vehicles | 4 Marks |
| (vii) | <u>Observation / Perception of the Committee</u> | 12 Marks |
| 16.3.2 | A bidder should mandatorily secure 20 marks out of maximum 36 marks under the parameter: (i) Number of years in operation (ii) Turnover (average of last three accounting years) (iii) Number of manpower on roll. | |
| 16.3.3 | A Bidder should secure mandatorily a minimum of 60% marks (i.e. 60 marks out of total 100 marks as per para 16.3.1) in Technical Evaluation in order to be a qualified bidder for being eligible for Technical weightage and subsequently for opening of financial bids. | |
| 16.3.4 | Technical marks obtained by a Bidder in the technical bid (as per 16.3.3 shall be allocated 60% of technical weightage and the financial bids shall be allocated 40% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding. | |
| | Illustration 1 (for Technical Weightage) | |
| | If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation after following para 16.3.1 his technical evaluation value shall be 48 i.e. (80x60%). | |
| | The top five Technical proposals (based on the marks obtained in the Technical Evaluation in the above mentioned criteria) will be required to make a presentation before the committee. The committee will shortlist the Agency based on the presentation/visit and the financial proposals of the shortlisted Agencies will only be opened. | |
| 16.3.5 | The bidder(s) who qualify in the technical evaluation stage shall only be called at the time of opening of financial bids. Institute shall intimate the bidders, the date, time & venue for the financial Bid opening. | |
| 17 | <u>FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER.</u> | |
| 17.1 | The financial evaluation shall be carried out and financial bids of all the bidders shall be given 40% of weightage. While giving weightage for financial bids, the total for each table (Annexure E to H will be calculated. If it is decided to hire Housekeeping services with manpower services, Consumable and Chemicals, Machinery (optional), then the weightage of 40% will be based on the total of individual tables depending on the services being taken. If in case, optional item of Machinery is not selected as desired service, the weightage of 40% financial bid will be based on the total of individual Annexure total (with the total of machinery rental not taken for machines), depending upon the services being taken. | |
| 17.2 | The Bidder with the lowest bid price (L1) shall be assigned 40 marks (i.e. 40% x 100) and his total scores of the bid shall be as per Illustration 2 below: | |

| | |
|------------|--|
| | <p style="text-align: center;">Illustration 2</p> <p>If the Bidder at Illustration 1 is L1 Bidder and quoted Rs. 100/- for being L1, then his total value shall be 88 i.e. (48 Technical Value + 40 Financial Value).</p> |
| 17.3 | <p>The financial scores of the other bidders (i.e. L2, L3 and so on) shall be computed as under as explained at Illustration 3 below:</p> <p>40 x Lowest Value (L1 Price) / Quoted Value (L2 OR L3).</p> |
| | <p style="text-align: center;">Illustration 3</p> <p>If the Bidder at Illustration 1 is L2 Bidder and quoted Rs. 125, therefore 40% being the weighted value, the financial scores for L2 shall be computed as under: 40 x 100 (lowest prices L1) / 125 (quoted price L2) = 32 (financial score)</p> <p>Therefore L-2 Bidder shall have total value of 80 (48 Technical Value + 32 Financial Value).</p> |
| 17.4 | The Bidders' ranking shall be arranged depending on the total marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation. |
| 17.5 | The bidder meeting the minimum eligibility criteria and with the highest marks (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered eligible L1 Bidder for further process. |
| 18 | <u>AWARD OF CONTRACT</u> |
| 18.1 | The successful bidder will be informed of the acceptance of his tender. Necessary instruction 'with regard to amount; time of depositing performance security will be specified in the Letter of Offer. |
| 18.2 | The successful bidder will be required to execute a contract agreement in the form specified in "Annexure - J" within a period of 30 days from the date of issue of Letter of Offer. |
| 18.3 | The successful bidder shall be required to furnish a Performance Security" within 15 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 an acceptable form (Annexure K) in favour of The Registrar, Indian Institute of Technology Delhi, Hauz Khas, New Delhi – 110 016. The Performance Security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations. In case the contract period is extended further, validity of Performance Security shall also be required to be extended by the Agency accordingly. |
| 18.4 | 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. |
| 19. | <u>DISQUALIFICATION</u> |
| | Institute may disqualify the application(s) for the following reasons: |
| 19.1 | If any one of the parameters listed in the "NIT" are not complied with. |
| 19.2 | If any of the documents sought to support the information given by tenderer is / are not enclosed/submitted. |
| 19.3 | If Bid Security and fees of tender document, not enclosed. |
| 19.4 | Furnishing wrong/false information's declaration. |
| 19.5 | If tender is received after the due date and time indicated therein. |
| 19.6 | If any firm(s) attempts to influence the tender process. |

GENERAL CONDITIONS OF THE CONTRACT

20. Agencies liability with respect to Labour/Workmen Laws/Acts/Rules & Regulations etc:

20.1 The successful bidder now onwards will be termed as 'Agency'. The Agency shall comply with all applicable laws, Ordinance, Rules & Regulations prescribed in Contract Labour (Regulation & Abolition) Act 1970, EPF Act, 1952, ESI Act, 1948, Payment of Wages Act, 1936 Workmen Compensation Act, 1923, Employees liability Act 1978, Industrial Dispute Act 1947, Maturity benefit Act 196, Delhi Shops and Establishment Act and all other applicable labour laws in respect of this contract and shall pay at his own cost all charges and levies and deposits in connection therewith and shall continue to have valid PF Account No. and ESI Registration No. till actual completion of the contract. The Agency shall comply with all the provisions of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970, Employee Provident Fund & Misc. Provision Act, 1952 and ESI Act, 1948, amended from time to time and rules framed there under and other labour laws affecting contract labour that may be brought into force from time to time.

20.2 The Agency by 10th of every month shall provide a monthly statement along with Challan showing proof of deduction towards contribution and proof of remittance of provident fund contribution to RPFC and ESI contributions to ESI Corporation in respect of Workers engaged in contract work. INSTITUTE reserves the right to withhold amount from the running account payments, if PF/ESI contributions are not paid/made by the Agency and proof to that effect have not been produced regularly on due dates.

20.3 The Agency shall take at his own cost, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the aforementioned services to be rendered to INSTITUTE and against all claims, damages or compensations payable under workmen's Compensation Act, 1923 or any modification thereof. The insurance policy shall not be cancelled till the officer-in-charge permits and agrees to it. The Agency shall comply with all relevant labour laws as applicable or as may be mentioned during the contract period and shall indemnify INSTITUTE against all acts or omissions, fault, breaches and or any claim or demand, loss; injury and expenses to which INSTITUTE may be party or involved as a result of Agency's failure to comply and of the obligation under the relevant act / law which the Agency is bound to follow.

20.4 The Agency shall produce to the Institute the details of payments of benefits like bonus, leave, relief, ESI, employer's contribution towards EPF etc. from time to time to its personnel

20.5 The requirements of housekeeping manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Client.

20.6 The Institute shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Agency reserves the right to remove any personnel with prior intimation to the Institute, emergencies, exempted.

20.7 The Agency shall cover its personnel under Insurance for personal accident and death whilst performing the duty and the Client shall own no liability and obligation in this regard.

20.8 The Agency shall issue identity cards / identification documents to all its employees who will be instructed by the Agency to display the same.

20.9 The Agency shall provide minimum of two sets each of summer and winter uniform (complete) to its personnel at its own cost.

20.10 The Agency shall submit a copy of wages sheet showing monthly wages paid to its personnel.

20.11 Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.

20.12 All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Institute.

20.13 Each monthly bill must accompany the:

- List of employees with their date of engagement
- The amount of wages (The Agency shall ensure that minimum wages are paid to all the employees with all the benefits (such as ESIC/EPF/Bonus etc.).
- Copies of authenticated documents of payments of such contributions to EPFO/ESIC.
- Declaration of the Agency regarding compliance of EPF/ESIC/Bonus and other laws as applicable from time to time.

20.14 The Agency shall also prepare a register indicating all payments / dues in respect of all the employees.

21. Performance Guarantee.

The Agency has to furnish Performance Guarantee @10% of the contract value within 15 days of the receipt of notification of award from INSTITUTE, the performance security shall be furnished to Institute in accordance with the general conditions of the contract in the performance security form (Bank Guarantee) provided at **Annexure-K** to Proforma for Agreement.

22. Payment to Agency.

22.1 The Agency shall submit to Institute monthly bills by or before the 7th day of following month with all supporting documents (a) List of employees with date of engagement; (b) The amount of wages (the Agency shall ensure that minimum wages are paid to all the employees with benefits such as ESIC/EPF/BONUS) etc., (c) Copies of authenticated documents of payment of such contribution to EPFO/ESI, as required, which shall be paid after verification and scrutiny by the officer-in-charge..

22.2 All present and future taxes and levies as per Central/State laws and rules will be deducted from the gross amount of the bill during the subsistence of contract.

22.3 Minimum wages rate shall be reimbursed only for the actual amount paid, if increased during contract period in accordance to the Government notification so as to enable the Agency to meet the statutory obligation. Necessary proofs of such actual payment made as a result of Govt. Notification of the previous month shall be submitted by the Agency to officer-in-charge following month failing which the bill be kept pending.

23. Indemnification

23.1 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 tenderer.

24. Dispute Resolution Clause & Arbitration

24.1 The Parties agree to negotiate in good faith to resolve any dispute between them regarding this Agreement. If the negotiations do not resolve the dispute to the reasonable satisfaction of the Parties, then each Party shall nominate a person as its representative. These representatives shall, within days of a written request by any Party to call such a meeting, meet in person and shall attempt in good faith to resolve the dispute.

24.2 If the Parties are unable to resolve the disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract, in such meeting as aforesaid, in such event, the disputes or differences shall be referred to arbitration at the request of either of the parties.

24.3 All disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract shall be referred to by either party on failure of reconciliation as aforementioned (INSTITUTE or the Agency) for arbitration by sole arbitrator nominated by the Director, Indian Institute of Technology, Delhi. The arbitration shall be governed by the provisions of ARBITRATION AND CONCILIATION ACT, 1996 or any statutory amendment/modification thereof. The venue for arbitration shall be New Delhi. The arbitration award rendered by the Arbitrator shall be final and binding on both parties.

25. Force Majeure

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.

SPECIAL CONDITIONS OF CONTRACT

26. GENERAL

26.1 The work in general shall be carried out in accordance with the Specifications and as per directions of Officer-in-charge.

26.2 The Agency shall thoroughly acquaint and study carefully site conditions, working conditions, the materials, chemicals, machines, equipments, specifications, frequencies of different operations and conditions of the tender documents and to get clarifications and explanations, if required, from the Executive Engineer (P) to fully appreciate the scope of work before quoting his rates.

26.3 The Agency is required to execute all the items of Mechanized Housekeeping work for all floor heights & levels for which nothing extra shall be paid. Unless otherwise provided in the rates tendered by the tenderer, all the rates shall be all inclusive and shall apply to all heights, lifts, leads and depths of the building and nothing extra shall be payable to him on this account.

26.4 The Agency shall be responsible for the recruitment, retaining and retrenchment, salaries and other employments benefits of the employee of their establishment and for settlement of dispute arising out of the terms and conditions of services of the personnel. Agency employees/staff shall have no status or claim or right qua INSTITUTE.

26.5 The Agency shall adhere to standard operating procedure given in the tender document at clause 31 may be modified from time to time.

26.6 The information mentioned in the tender documents is being furnished for general information & guidance only. The Officer 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 INSTITUTE in respect of all matters shall be final and binding.

27. Execution of work: Agency's Responsibilities

27.1 The Agency shall ensure best quality work in a planned and time bound manner. Any sub standard material work beyond set out tolerance limits shall be summarily rejected by the Officer-in-Charge.

27.2 The work shall be carried out in the 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 Officer-in-Charge and nothing extra shall be paid on this account.

27.3 The Agency shall comply with all orders and directions, of the local or public Institute or Municipality, issued in accordance in law and abide by their rules and regulations and pay all fees and charges, which he may be liable.

27.4 The Agency shall dump garbage/ Malba/ wastage only at specified /demarcated/notified site/ground by the local municipal authorities on his own cost and responsibility and shall not stack building material/malba on the INSTITUTE land or road or on the land owned by any other, as the case may be. It will be the responsibility of the Agency in consultation with INSTITUTE to identify the dumping site/ground and to get permission from the concerned local corporation on his own responsibilities and expenses. In case, the Agency is found stacking the building material/melba or any equipment at INSTITUTE land/road

or any other land as stated above, he shall be liable to be levied penalty and also to face penal action, as decided by the Officer-in-Charge.

27.5 The Agency shall take all necessary precautions to keep the noise level to the barest minimum in terms of applicable laws/ rules so that no disturbance as far as possible is caused to the communities of Institute. No hazardous inflammable materials and items dangerous to life shall be allowed to be stored in INSTITUTE building/premises.

27.6 Existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the Agency at his own expense. 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.

27.7 The Agency shall execute his work in such manner that no damage is made to the existing structure or any property of the INSTITUTE.

27.8 The Agency shall be responsible to arrange at his own cost all necessary tools, plants & machinery and all other materials etc. required for execution of the work as per NIT conditions and also enlisted at **Annexure-E**.

27.9 No assistance of any kind shall be made available by INSTITUTE for the purchase of equipments, plants, machinery, materials of any kind or any other items required to be carried out in execution of work.

27.10 Samples of all materials required for execution of the work shall be got approved from the Officer-in-Charge. Materials manufactured by Firms of repute as specified in list at **Annexure-F** shall only be used, Materials classified as "First Quality" by the manufacturer shall be used unless otherwise specified. In case materials bearing BIS Certification mark are not available, the quality of samples brought by the Agency shall be judged by the standards laid down in the relevant BIS specifications. All materials and articles brought by the Agency to the site for use shall conform to the samples approved by the Officer-in-Charge which shall be preserved till the completion of the work.

27.11 Work shall be carried out on all working days. The Agency shall attend complaints received in connection with the services immediately. Any failure will attract penalty as specified in **Annexure-I**.

27.12 All staff/employees deployed on duty at INSTITUTE building shall be properly dressed. Any failure on this account shall attract penalty as specified in **Annexure-I**.

27.13 The Officer-in-Charge nominated by INSTITUTE shall be authorized to give instructions to the Supervisor of the Agency at the premises of INSTITUTE on all matters relating to this work.

27.14 The Agency shall appoint Facility Manager /Supervisor(s) as per manpower deployment schedule **Annexure-H** exclusively who shall attend the site daily and be at site of work at the time the work is being carried out.

27.15 The authorized Supervisor of the Agency shall report on all matters concerning the above work to the Officer-in-Charge. The Supervisor deputed by the Agency will act as a liaison officer between the Agency and the Institute and will be responsible for the day to day working of the staff deputed by the Agency, their attendance and other relevant jobs.

27.16 The Agency has to ensure that the services are not disturbed either due to absenteeism or due to willful act of his staff. Maximum care and precautions shall be taken to avoid any system break down. In

case workforce deployed by the Agency resort to any kind of industrial action, the Agency shall arrange to deploy alternate work force of sufficient strength and competence to maintain the normal operations.

27.17 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.

28. SCOPE OF WORK

28.1 The Agency shall have to maintain cleanliness in the area as per frequencies mentioned in clause 31 & 32. However the cleaning shall have to be done more frequently on instructions of the Officer-in-Charge for which nothing extra shall be paid.

28.2 The Frequency for cleaning are required as per tender conditions (see clause 29 & 30). The Building as well as outside Area is required to be maintained as dust free and stain free also.

28.3 The Housekeeping/cleaning services should be done daily in the morning and completed before 8:45 A.M., the Agency has to follow all instructions of the officer-in-charge. However, in case of emergent work, if more workers are required at site for cleaning etc. the same will be made available at no extra cost. Decision of officer-in-charge shall be final and binding in this regard.

28.4 The detailed technical schedule for Mechanized Housekeeping Services along with the details of machines, materials & chemicals to be used (with specified brands & makes) and frequency of various cleaning Operations required to be carried out shall be adhered as per the details given in tender document .

28.5 The sweeping/ cleaning/ scrubbing / vacuum cleaning / buffing etc. all shall be carried out by machines only. However in exceptional cases where cleaning is not possible with machines, manual cleaning will be permitted with specific approval of Officer- in-Charge.

28.6 Regarding disposal of bio-medical wastes, the bidder will strictly act under the instructions and supervision of Head of Departments as per rules and regulations in force regarding it.

28.7 The Agency shall ensure collecting mechanized screening /segregation of dry and wet garbage in the earmarked area.

28.8 The Agency shall also ensure segregation of biodegradable garbage and prepare compost for Horticulture use.

28.9 Rickshaw (properly covered) and disposed off in the designated drop sites. Bio waste should be thrown in the Bio and the recyclable waste in the recycle bin. There are 84 twin such drop sites places throughout the campus. About 80 Nos. of single bins placed at different locations of our campus. However, the numbers and locations may vary time to time depending upon need of the Institute.

28.10 Leaves collected during sweeping from the roads, road berms, open spaces etc. will not be burnt. All leaves collected would be disposed off at prescribed sites for bio decomposition. This will be followed even in spring and autumn where leaves collected would be more.

28.11 Tree Leaves on the streets should be heaped in a place for lifting instead of brooming into the hedges. The heaped of tree leaves shall be lifted on the same day.

28.12 The waste material that can neither be composted nor recycled will be sent to authorised MCD

dumping ground outside the Campus regularly so as to avoid stinking. All necessary permission in this regard from local bodies shall be obtained by the Agency. Nothing extra is payable on this account.

28.13 The Agency will lift the garbage apart from wet leftover food from the commercial spots in the Campus. The lifting of wet food is the responsibility of the commercial establishments.

28.14 Requirement of work of door to door collection of domestic waste/ collection waste from all dust bins i/c surroundings of dust bin and from all hostels including disposal, segregation/composting etc. complete along with supervisory services:

28.15 There are approx. 1600 houses, 13 hostels & administrative and teaching blocks on the campus & door to door collection of garbage generated by 1600 houses and the 13 hostels including collection waste from all dustbins and specified points as defined from time to time has to be done on a daily basis as well as on gazetted holidays.

28.16 Only 50% of manpower is to be deployed on Saturdays and Sundays.

28.17 The Agency should segregate the above waste as bio waste and as recyclable waste. Both the bio waste and the recyclable waste should be transported to the Old Nursery near Katwaria Sarai in a cycle rickshaw/ tempo (Preferably covered) from where it will again be transported to municipal area, if required. The bio degradable waste, invariably segregated waste and waste not containing any toxic Contaminants shall be processed by composting, vermin composting, anaerobic digestion or any other approximate biological processing for stabilization of waste. It shall be ensured that compost shall be free from contamination due to heavy metals, pesticides or any other contaminant. The methods of compost are laid down. The compost/manure will be stored in gunny bags and distributed to the Institute as and when required. The Agency should also ensure that there is no smell or flies in the compost area. The Agency will also not use any chemicals for composting.

28.18 The Agency should be able to compost the entire bio waste as per the procedures laid down. The compost area will be designated at the Old Nursery. The manure will be used by the Institute and its staff as and when required.

28.19 The waste containing recoverable recyclable material will be stored and not exposed to open atmosphere and shall be aesthetically acceptable and user friendly and disposed off the campus on weekly basis. No extra charge on account of disposal shall be borne by IIT Delhi.

28.20 The Agency will ensure cleanliness of the bins in the drop sites and also the area around it.

28.21 The Agency will collect and dispose medical waste as per the norms prescribed.

28.22 The Agency must provide heavy leather gloves for handling items like broken glass, nails etc. and light cotton gloves for handling garbage where minor injury is not even anticipated.

28.23 Requirement of work of lifting and disposal of horticulture waste heaped at designated points by horticulture workers from all over the campus. The Agency has to lift horticulture waste every day as well as on gazetted holidays. From specified points and in front of houses as defined from time to time. The horticulture waste is to be disposed off as per direction of Engineer-in-charge/Sanitary Inspector to the designated dumping yard and decomposed using eco friendly methods as per environmental norms, if required. Horticulture waste should not be burnt.

28.24 All kinds of horticulture waste except big branches of trees heaped at designated points by horticulture workers are to be disposed off as per direction of Sanitary Inspector/Engineer in- charge.

28.25 All waste management activities should be strictly as per Govt. norms as mentioned for waste management and disposal.

28.26 There are 10 Nos. toilets located at the Nursery, Market and at the Institute main gate which shall be cleaned daily by the workers of the Agency from inside as well as from outside on all days including gazetted holidays. All cleaning chemicals of reputed brand, floor mops and brooms for cleaning toilets shall be provided by Agency himself at his cost.

28.27 Any deviation from execution and performance of the housekeeping services requirements as specified in the tender document, shall invoke penalties besides taking action on termination of the Contract at the discretion of the Institute.

28.28 Cleaning of children parks at different location of the campus. The children's park developed in the campus at different location i.e. behind C-Block, F -Street along the boundary wall and near IP Apartment is to be cleaned and swept every day during day hours.

28.29 The parks are also to be kept clean by picking paper bits, polythene, gutka pouches etc. and other waste lifting/disposal for all days. The Agency has to provide sufficient cleaning materials i.e. wheel barrow, brooms, etc.

28.30 Disposal of dead animals The Agency has to bury the dead animals like cat; dog etc., as and when reported as per direction Engineer –in-Charge /Sanitary Inspector to the designated places

29. OTHER CONDITIONS

29.1 The Agency shall stock the cleaning materials, consumables and Chemicals as specified in the tender document as per **Annexure F** each month and maintain the stock register of receipt and issue. The stock register shall be got verified by the controlling officers of the Client on a daily basis.

29.2 The Agency shall ensure that all the machineries that are provided to the Institute by the Agency in accordance with the terms and conditions of the tender document are always running conditions. There will be no down time acceptable. However, in cases of machine break-down, it shall be the responsibility of the Agency to provide immediate replacement of the machinery with the similar technical specifications / brand.

29.3 The Agency shall exercise adequate supervision to reasonably ensure proper performance of Mechanized Housekeeping Services in accordance with Schedule of Requirements.

The Agency shall ensure that trained housekeeping staff is deployed for operating the machineries for cleaning, vacuuming etc. The Agency shall also ensure that the annual maintenance of the machinery is appropriately awarded by them to the authorized agencies for maintenance of the machineries in Client's Office. After expiry of the initial period of Contract of one year, if the Contract is renewed for its first term, mutually on the existing terms and conditions, rates etc., the Agency shall be required to provide workable machineries with the updated models / brand in force at that time on the consent of the Institute.

29.4 The Contractor 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 Institute's information.

29.5 If the Agency receives enquiries from Press/Media/Radio / Television or other bodies / persons, the same shall be referred by the Agency to Institute immediately on receipt of such queries.

29.6 The Agency shall not Sub-contract or Sub-let, transfer or assigns the contract or 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.

29.7 After expiry of the initial period of the Contract of 12 months and of the contract is renewed by the Institute, the Agency shall claim increase in the contract cost only on account of increase in the minimum wages, as and when increased by the Government.

29.8 The Agency shall not employ any person below the age of 18 years. The Manpower so engaged shall be trained for providing services.

30. The scope of work for housekeeping services to be provided by the Agency is as under:
Cleaning operation details with schedule

| S.NO | Building/ Blocks/ Departments | Description | Remarks/ Special Needs |
|------|---|--|---|
| 1 | MS BUILDING, FACULTY LOUNGE. | Floors No - Ground + 7 floors | Chemistry, Physics, Humanities, Social science, Educational technology, Service center also to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles | |
| | | Wash rooms:- F:-7, M-14 | |
| 2 | ADMINISTRATIVE BLOCK | Floors No - Ground + 6 floors | Dogra Hall, Seminar Hall, Director's Office, Glass partition to be cleaned. |
| | | Floor Type:- Mosaic, Kota Stone, Vitrified Tiles | |
| | | Wash rooms:- M-7, F-4 | |
| 3 | TEXTILE AND POLYMER SCIENCE & ENGINEERING | Floors No - Ground + 2 floors | Proper Dusting and vacuuming of all Equipments, Offices, Laboratories etc. |
| | | Floor Type:- Mosaic ,Kota stone , Vitrified Tiles, Cemented Floor | |
| | | Wash rooms:- M-1, F1 | |
| 4 | IDDC + CENTRAL WORK SHOP + MDES | Floors No - Ground + 2 floors | Proper Dusting and vacuuming of all equipments. Class room and Glass to be cleaned. |
| | | Floor Type:- Mosaic, Kota stone , Vitrified Tiles, Cemented Floor | |
| | | Wash rooms:- M-5, F-3 | |
| 5 | SYNERGY BUILDING + MDES | Floors No - Ground + 2 floors | Proper Dusting and vacuuming of all equipments. Class room and Glass to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone. | |
| | | Wash rooms:- M:- 4, F-4 | |
| 6 | BLOCK-I | Floors No - Ground + 2 floors | Labs need dust free environment, Lecture Theatre and surrounding, Lower ground floor be cleaned. |
| | | Floor Type:- Granite, Vitrified Tiles, Kota stone | |
| | | Wash rooms:- M-6, F-5. | |
| 7 | BLOCK-II | Floors No - Ground + 4 floors | Labs need dust free environment, Lecture Theatre and surrounding to be cleaned. Glass to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles | |
| | | Wash rooms:- M:- 16 , F-14 | |
| 8 | BLOCK-III | Floors No - Ground + 2 floors | Labs need dust free environment, Lecture Theatre and surrounding to be cleaned. Glass to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles | |
| | | Wash rooms:- M:- 5, F:-3 | |
| 9 | BLOCK-IV | Floors No - Ground + 2 floors | Labs need dust free environment, Lecture Theatre and surrounding to be cleaned. Glass to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles | |
| | | Wash rooms:- M:- 3 F:-1 | |
| 10 | BLOCK-V | Floors No - Ground + 3 floors | Labs need dust free environment, Lecture Theatre and surrounding to be cleaned. Glass to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone , Vitrified Tiles | |
| | | Wash rooms:- M:- 6 F:-3 | |
| 11 | BLOCK-VI | Floors No - Ground + 3 floors | Labs need dust free environment, |

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| | | Floor Type:- Mosaic, Kota stone , Vitrified Tiles | Lecture Theatre and surrounding to be cleaned. Glass to be cleaned. |
| | | Wash rooms:- M-8, F-8 | |
| 12 | Bharti Building | Floors No - Ground + 4 floors + 1basement | Labs need dust free environment |
| | | Floor Type:- Granite, Vitrified Tiles, kota stone | |
| | | Wash rooms:- M:- 10, F-10, H-5 | |
| 13 | LIBRARY | Floors No - Ground + 2 Floors | Book shelf should be dust free. |
| | | Floor Type:- PVC mat, Vitrified Tiles | |
| | | Wash rooms:- M-4, F-3 | |
| 14 | IIT HOSPITAL | Floors No - Ground | Proper Sanitization of surrounding to make the environment hygiene. |
| | | Floor Type:- Kota stone , Vitrified Tiles | |
| | | Wash rooms:- M, F- 17,Along with room,2 (Comman) | |
| 15 | FGH | Floors No - Ground + 2 floors | Crystallization of marble to make surface highly glossy .Total room 40 area. |
| | | Floor Type:- Kota stone, Marble. | |
| | | Wash rooms:-50 (connected with room) 2 common | |
| 16 | RCA/SPORTS | Floors No - Ground + 2 floors | Proper Dusting and vacuuming of all Floors. Glass to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone. | |
| | | Wash rooms:- M-6, F-6 | |
| 17 | MGH | Floors No - Ground + 1 floors | Proper vacuuming of carpeted room, reading room. |
| | | Floor Type:- Mosaic, Kota stone. | |
| | | Wash rooms:-27 (connected with room) | |
| 18 | HIMADRI HOSTEL | Floors No – Basement + Ground + 6floors | Basement, Gym, Common area , Lift to be cleaned, Lift available |
| | | Floor Type:- Kota stone , Vitrified Tiles, Granite, | |
| | | Wash rooms:- F-25,Approx occp:800, | |
| 19 | KAILASH HOSTEL (OLD AND NEW BLDING) | Floors No -Basement+ Ground+3 Floors | Common area, wash room to be cleaned. |
| | | Floor Type: - Mosaic, Cemented, Kota stone. | |
| | | Wash rooms:- F:- 32,Approx occp:650, | |
| 20 | NURSERY SCHOOL | Floors No - Ground | Proper vacuuming of carpet to provided dust free environment for children. |
| | | Floor Type: - Mosaic, Kota stone. | |
| | | Wash rooms:- 2 | |
| 21 | DIRECTOR LODGE | Only Outside area to be clean-3 toilets | Only Outside area to be cleaned. |
| 22 | ARAVALI HOSTEL | Floors No - Ground + 3 Floors | Common area, wash room to be cleaned. |
| | | Floor Type: - Kota stone. | |
| | | Wash rooms: - M: - 16, Approx occp: 400 | |
| 23 | JWALAMUKI HOSTEL | Floors No - Ground + 3 Floors | Common area, wash room to be cleaned. |
| | | Floor Type:- Quota stone, Mosaic. | |
| | | Wash rooms:- M:- 16,Approx occp:400 | |
| 24 | KARAKORAM HOSTEL | Floors No - Ground + 3 Floors | Common area, wash room to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone. | |
| | | Wash rooms:- M:- 16,Approx occp:400 | |
| 24 | NILGIRI HOSTEL | Floors No - Ground + 3 Floors | Basement, gym, common area to |

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| | | Floor Type:- Mosaic , Kota stone. | cleaned. Wash room to be cleaned. |
| | | Wash rooms:- M:- 16,Approx occp:400 | |
| 25 | KUMOAN HOSTEL | Floors No - Ground + 3floors | Basement, gym, common area to cleaned. Wash room to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone, | |
| | | Wash rooms:- M:- 32, Approx occp:340 | |
| 26 | SATPURA HOSTEL | Floors No - Basement, Ground + 6 floors | Common area, Wash room to be cleaned. |
| | | Floor Type:- Mosaic . | |
| | | Wash rooms:- M:- 28, Approx occp:300 | |
| 27 | SHIVALIK HOSTEL | Floors No - Ground + 3 floors | Common area, Wash room to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone. | |
| | | Wash rooms:- M:- 16,Approx occp:315 | |
| 28 | NEW VINDHYACHAL &TRANSPORT | Floors No - Ground + 3 floors | Only common area to be cleaned. |
| | | Floor Type:- Kota stone, Vitrified Tiles | |
| | | Wash rooms:- T-2 | |
| 29 | GIRNAR HOSTEL | Floors No - Basement, Ground + 7 floors | Basement, Gym, Common area , Lift to be cleaned, Lift available |
| | | Floor Type:- Mosaic , Kota stone. | |
| | | Wash rooms:- M:- 39,Approx occp:800 | |
| 30 | NALANDA HOSTEL | Floors No - Ground + 3 floors | Only Corridors to be cleaned. No Common wash room (along with room) |
| | | Floor Type:- Kota stone, Vitrified Tiles. | |
| | | Wash rooms:- M-1 | |
| 31 | UDAIGIRI HOSTEL | Floors No – Basement ,Ground + 6 floors | Common area, wash room to be cleaned. |
| | | Floor Type:- Mosaic , Kota stone. | |
| | | Wash rooms:- M:- 34,Approx occp:800 | |
| 32 | VINDHYACHAL HOSTEL | Floors No - Ground + 3 floors | Common area, wash room to be cleaned. |
| | | Floor Type:- Granite. | |
| | | Wash rooms:- M:- 12,Approx occp:300 | |
| 33 | ZANSKAR HOSTEL | Floors No - Basement, Ground + 3 floors | Basement, gym, common area to cleaned. |
| | | Floor Type:- Kota stone. | |
| | | Wash rooms:- M:- 29,Approx occp:400 | |
| 34 | VISWAKARAMA BHAWAN | Floors No - Basement, Ground + 6 floors | Basement area, seminar hall, outer area, to be cleaned. |
| | | Floor Type:- Mosaic, Kota stone, Vitrified Tiles. | |
| | | Wash rooms:- M:-10,F;-9 | |
| 35 | ACADEMIC AREA | Surrounding area and outer area to cleaned. | Surrounding area and outer area to Cleaned |
| 36 | MAIN BUILDIND SURRUDED AREA | Surrounding area and outer area to cleaned. | De scaling to be cleaned on the Pool area. |
| 37 | I T SCHOOL | Floors No - Basement, Ground + 4 floors | |
| | | Floor Type:- Granite , Kota stone, Vitrified Tiles. | |
| | | Wash rooms:- M:-10,F - 5 | |

Scope and Frequency of cleaning

| S.N. | Name of the Building | Scope of Work | Frequency for each day |
|------|---|---|--------------------------|
| 1 | MS BUILDING | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 2 | ADMINISTRATIVE BLOCK | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 3 | TEXTILE AND POLYMER SCIENCE & ENGINEERING | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 4 | IDDC + CENTRAL WORK SHOP + MDES | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 5 | SYNERGY BUILDING +MDES | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 6 | BLOCK-I | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 7 | BLOCK-II | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 8 | BLOCK-III | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 9 | BLOCK-IV | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 10 | BLOCK-V | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and | Once or more if required |

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| | | dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | |
| 11 | BLOCK-VI | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 12 | Bharti Building | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Class room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 13 | FACULTY LOUNGE | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Reading room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 14 | LIBRARY | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Reading room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 15 | IIT HOSPITAL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 16 | FGH | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Reading room, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 17 | RCA/SPORTS | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 18 | WASHROOM CLEANING TEAM A | Deep cleaning of washroom cleaning & sanitation of WC, Washbasins, Toilets area walls and tiles. | 4 washroom in 1 hours or more if required |
| 19 | MGH | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, Stair cases & Passes ,Guest rooms, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 20 | HIMADRI HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |

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| 21 | KAILASH HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor of rooms, corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 22 | NURSERY SCHOOL | Sweeping & Moping of Floor of rooms, corridors, Stair cases & Passes, Toilets Cleaning & sanitation, Cleaning of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 23 | DIRECTOR LODGE | Sweeping & Moping of outer area, Passes, Cleaning of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 24 | ARAVALI HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, Corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 25 | JWALAMUKI HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 26 | KARAKORAM HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 27 | NILGIRI HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 28 | KUMOAN HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 29 | SATPURA HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 30 | SHIVALIK HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 31 | NEW VINDHYACHAL & TRANSPORT | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, corridors, Stair cases & Passes, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 32 | NALANDA HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, corridors, Stair cases & Passes, Cleaning and dusting of | Once or more if required |

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| | | different types of doors/window panels & Garbage disposal. Removal of cobwebs. | |
| 33 | GIRNAR HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 34 | VINDHYACHAL HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 35 | UDAIGIRI HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 36 | ZANSKAR HOSTEL | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, Corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 37 | VISWAKARAMA BHAWAN | Scrubbing drying, Vacuuming, Sweeping & Moping of Floor, Corridors, Stair cases & Passes, Toilets Cleaning & sanitation 2-3 times in a shift, Cleaning and dusting of different types of doors/window panels & Garbage disposal. Removal of cobwebs. | Once or more if required |
| 38 | ACADEMIC AREA | Sweeping, Cleaning the Surrounding area. | Once or more if required |
| 39 | MAIN BUILDIND SURROUNDING | Sweeping, Cleaning the Surrounding area. | Once or more if required |
| 40 | WASHROOM CLEANING TEAM B | Deep cleaning of washroom cleaning & sanitation of WC, Washbasins, Toilets area walls and tiles. | 4 washroom in 1 hours or more if required |
| 37 | I T SCHOOL | Floors No - Basement, Ground + 4 floors | Once or more if required |
| | | Floor Type:- Granite , Kota stone, Vitrified Tiles. | |
| | | Wash rooms:- M:-10,F - 5 | |

Note: There will be two teams (Team-A, Team-B) who will be taking care of washrooms cleaning and sanitization only.

31. SPECIFICATION OF WORK / PROCEDURE OF WORKING:

- 31.1 Corridors (Floor) Cleaning : Scrubbing and drying once in a day with auto scrubber dryer, then continuous dust control with dust control mop & continuous wet mop. Deep scrubbing and drying has to be done once in a week.
- 31.2 Corners of floor cleaning: Manual scrubbing and mopping has to be done on daily basis.
- 31.3 Office Floor: Continuous Wet and dry mopping, daily scrubbing and drying with automatic scrubber dryer, and weekly deep scrubbing and drying with auto scrubber drier.
- 31.4 Staircase Cleaning: Wet mopping followed with dry mopping and grills cleaning on daily basis. Weekly vacuuming with Dry vacuum, polishing steel grills and monthly scrubbing and drying of staircases.
- 31.5 Door & Door Handle: Daily damp cleaning, weekly deep cleaning and brass polishing (if any).
- 31.6 Drinking water area cleaning: continuous wet and dry mopping. Daily scrubbing and drying with auto scrubber dryer.
- 31.7 Drinking water equipment: Daily sanitization with wet and dry cleaning.
- 31.8 Glass and glass partition and other partitions cleaning: Daily damp cleaning and weekly washing & drying with glass cleaning kit.
- 31.9 Window glass cleaning: Daily washing, damp cleaning & drying with glass cleaning kit (section wise).
- 31.10 Wall and wall tiles: Daily damp wiping and scrubbing (section wise), weekly removal of Cobwebs with dry vacuum cleaner and deep cleaning of tiles.
- 31.11 Fire Alarm and Fighting: Daily damp cleaning of fire Alarm panels, extinguishers and hydrants, hose reel, pipes (where applicable) and weekly deep cleaning.
- 31.12 Chairs and office furniture: Daily damp cleaning. Weekly vacuuming with vacuum cleaner
- 31.13 Telephone & Computers: Daily damp cleaning and weekly vacuum drying with vacuum cleaner.
- 31.14 Door Mats: Daily vacuuming & cleaning. Weekly washing.
- 31.15 Electrical switches: Daily damp cleaning.
- 31.16 Internal open area and shaft: Daily cleaning and waste removal. Weekly washing
- 31.17 Garbage collection: Daily removal of garbage and cleaning of dustbins
- 31.18 Terrace Cleaning: Weekly sweeping and collection & removal of garbage.
- 31.19 Roads and outer areas sweeping: Manual and Mechanized sweeping with integrated sweeping machine on daily basis.
- 31.20 Drain Cleaning: Drains are required to clean when and where required in offices.
- 31.21 Toilet Cleaning: All Toilets to be deep cleaned thrice a day and continuous wet cleaning is to be done by wet mop. Toilet Bowls to be cleaned thrice a day and as and when required. A check list to be pasted in toilets and to be signed in each hour by sweeper
- 31.22 Outer Area cleaning: Daily manual cleaning of outer area trenches within campus by removing uprooting of vegetation, Grass, brushwood, trees sapling and removal of rubbish and disposal of rubbish at approved dumping ground within IIT Campus.
- 31.23 Hostels Corridors and staircase and roof cleaning: Daily Scrubbing and drying of corridors with auto scrubber drier followed by regular cleaning & wet mopping of corridors and weekly removal of debris from roof and cobweb from walls etc.
- 31.24 Daily upkeep and cleaning of the floor areas (as mentioned hereunder) including rooms, wash basins, grills, railings, doors, windows fixtures & fittings including lights and fans, passages etc. on regular daily needs basis, by providing all inputs including proper tools, cleaning equipment, detergents/cleaning agents, disinfectants, scrubbers, naphthalene balls, repellents, sprayers, liquid soaps, buckets, baskets, brooms, etc. of reputed brands like Johnson Divesey/ Ecolab Henkel. List of chemicals, required for housekeeping work is given at **Annexure E & F**.
- 31.25 In case of cleaning agents as specified above are not available then equivalent materials of the same quality/specifications as approved by the officer in charge of the Institute shall be used. The consumption/mixing ratio of Chemicals shall be regulated as per manufacture's specification.
- 31.26 The make of Tissue Paper & Toilet paper to be used shall be of seafold/Kleenex/Deline and

- Vintex/Snow Touch Kleenex respectively.
- 31.27 All rooms, cabins, corridors, doors, windows, almiraahs, waste baskets, room furniture, fittings fixtures etc. shall be cleaned daily once or more on needs basis by scrubbing/mopping and by using good quality cleaning agents as above.
- 31.28 The cleaning equipments to be used by the Agency shall be of Nilfisk or Taski make only. In case the machinery/equipments required to be used is not available, equivalent of the same quality as approved by the officer in charge of the Institute shall be used.
- 31.29 Unless specified otherwise, the Manager, Supervisors and Workers etc. are required to be report for duty as per approved schedule to INSTITUTE Building, New Delhi- 110016. The Housekeeping/ cleaning services should be done daily from Monday to Saturday and it must be borne in mind that some activities need to be started early in the morning and completed before 8:45 AM. Similarly some other activities can be done only on Saturdays and Sundays or other Holidays to avoid inconvenience to the users of the building. The work on Saturday, Sunday or Holidays as required shall be carried out at no extra cost. However, deep cleaning of all the housekeeping related services will be done by the Agency once a week.
- 31.30 Upkeep of floors using swappers drenched with water mix with portion of detergent powder of approved make once daily. Mopping of floor should be done twice daily, once with water mix of detergent powder and second time with plain water. All the toilets in the building should also be washed with phenyl mixed water once daily and second time with plain water. Disinfectant liquid should also be used at least once a day.
- 31.31 Mopping up of floors will be done first time in a day with mix detergent Second time, after lunch times, mopping should be done with plain water. However, on cases where mopping is to be done once a day; only water mix phenyl should be used. All toilets/corridors should be washed once a day using phenyl & detergent powder, Second time toilets should be mopped with plain water.
- 31.32 Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. And cleaning of all windows glasses and grills, cleaning and dusting of window panes.
- 31.33 Spraying Room fresheners daily at regular intervals.
- 31.34 Scrubbing of toilets, wash basins, sanitary fittings, glasses and toilets floors.
- 31.35 Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats. containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include liquid hand soap, toilet paper, air freshener, sanitary cubes and naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.
- 31.36 Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats, etc.
- 31.37 Putting plastic bags in all dustbins to avoid stains & stinks and clear them on daily basis.
- 31.38 Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
- 31.39 Cleaning, dusting and scrubbing of pantries, reception, security rooms, training halls, corridors, committee rooms, conference room, visitors' room, library etc. The cleaning in occupied area should be done as and when the hall/room/cabin is opened and in the presence of the officer concerned or in the presence of his/her authorized representative once in a day or in call basis by the officer concerned during office hours on all working days only. Whenever meetings in the Institute's Room or any other chamber in Office premises take places, the Agency shall ensure that sufficient workers and supervisory staff is present till the meeting/function is over for which nothing extra is payable.
- 31.40 Cleaning of baskets, wastepaper baskets, cob-webs and disposing off all the collected refuse/garbage/rubbish & other unserviceable materials at his own cost to the notified/specified NDMC dumping grounds on daily basis and under no circumstances these shall be stacked/dumped even temporarily within the building, or the surrounding premises.
- 31.41 All the materials/chemicals/consumables brought to site shall be protected suitably, duly wrapped/packed & stored so as to avoid any damage during loading/transportation/unloading &

- handling due to weather conditions etc. at any stage.
- 31.42 Materials and chemicals of approved quality shall be used. In case any equivalent material/chemical of the same quality as approved by this Institute in writing shall be used. The consumption of the material/chemicals shall be regulated as per manufacturers' specifications.
- 31.43 If any material is not mentioned but required at site for housekeeping work shall be brought by the Agency as approved by this Institute.
- 31.44 The above work as a whole includes brooming and mopping up corridors, staircases, washing and mopping up all rooms, toilets, windows doors, venetian blinds, panel/glazed aluminium, partitions, railings, parking area, canteens, pump house, electrical sub-station, library, Reception area, conference room, Board Room telephone exchange, canteen/pantry, lobbies.
- 31.45 The Agency shall ensure pest, animal and rodent free environment in the office premises of the Institute covered under the contract and shall take effective measures including fogging etc.
- 31.46 The Agency shall provide dry-cleaning/shampooing, vacuum cleaning services for the furniture, fixtures, sofa chairs, ventilation blinds, curtains, towels, etc. whenever required.
- 31.47 All the cleaning agents used for the project shall be biodegradable & environment friendly so that it does not cause any harm to employees, workers & the object for which it is used. It shall follow all the mandatory International & National standards of chemicals.

32. SOP FOR HOUSEKEEPING SERVICES:

A. INSIDE OFFICE BUILDINGS

| S.No | ACTIVITY | METHOD | FREQUENCY |
|------|--|---|-----------------|
| 1 | Corridor floor cleaning (After Morning) | Dry & Wet Moping /Vacuuming if required | 2 times a day |
| 2 | Corridor floor cleaning (In Morning) | Scrubbing and drying with Auto Scrubber Drier | Once a day |
| 3 | Staircase Cleaning | Sweeping and Mopping | 2 times a day |
| 4 | Door & door handles cleaning | Wet & Dry wiping | Once a day |
| 5 | Drinking water area cleaning | Wet & Dry wiping | 2 times a day |
| 6 | Lift door cleaning from outside | Wet & dry wiping | Once a day |
| 7 | Garbage Collection and disposal | Manual | Two times a day |
| 8 | Glass and Glass Partition cleaning | Wet & Dry wiping | Once a day |
| 9 | Fire Extinguishers/hydrants and hose reels cleaning if any | Wet & Dry wiping | Once a day |
| 10 | All type of Furniture | Dusting | Daily |
| 11 | Glasses/Name plates if any | Wet & Dry wiping | Weekly |
| 12 | Telephone & Computers | Dusting, vacuuming & cleaning | Weekly |
| 13 | Cob webs & doormats | Removal of cob webs & cleaning of door mats | Weekly |
| 14 | Electric switches | Dry cleaning | Weekly |
| 15 | Terrace Cleaning | Wet & Dry cleaning | Monthly |
| 16 | Lifting of ash | Manual | Weekly |

All the above operations may be carried out as and when required and on complaint basis also.

B. OUTER AREA BUILDINGS:

| S.N | ACTIVITY | METHOD | FREQUENCY |
|-----|--------------------------|--------------------------------|---------------|
| 1 | Paved Corridors Cleaning | Sweeping | 2 times a day |
| 2 | Paved Corridors Cleaning | High Pressure Washing | Once a week |
| 3 | Outside Glass cleaning | Wet & dry wiping | Once a week |
| 4 | Outside Walls | High Pressure Washing | Once a week |
| 5 | Parking Area Cleaning | Mechanized and manual Sweeping | Once a day |
| 6 | Garbage/Scrap collection | Manual | Daily |

C. HOSTEL BUILDINGS:

| S.N | ACTIVITY | METHOD | FREQUENCY |
|-----|---|---|---------------|
| 1 | Corridor floor cleaning (After Morning) | Dry & Wet Moping | 2 times a day |
| 2 | Corridor floor cleaning (In Morning) | Scrubbing and drying with Auto Scrubber Drier | Once a day |
| 3 | Staircase Cleaning | Sweeping and Mopping | 2 times a day |
| 4 | Door & door handles cleaning | Wet & Dry wiping | Once a day |
| 5 | Cob webs & doormats | Removal of cob webs & cleaning of door mats | Weekly |

| | | | |
|---|------------------------------|--------------------|---------------|
| 6 | Drinking water area cleaning | Wet & Dry wiping | 3 times a day |
| 7 | Terrace Cleaning | Wet & Dry cleaning | Monthly |

D. TOILETS:

| SN | ACTIVITY | METHOD | FREQUENCY |
|----|--|-----------------------|--------------------------------------|
| 1 | Toilet Cleaning | Sweeping & mopping | Every 2 hours and as & when required |
| 2 | Sterilization of toilets if required | Steam Cleaning | Every Week |
| 3 | Floor Cleaning | Scrubbing & Drying | Once a day |
| 4 | Side wall cleaning | Scrubbing & wiping | Once a day |
| 5 | Doors & Door handles cleaning | Wet & dry wiping | Once a day |
| 6 | Wash basin and surrounding area cleaning | Wiping | Two times a day |
| 7 | External tap cleaning | Dry wiping | Two times a day |
| 8 | Mirror cleaning | Damp wiping | Two times a day |
| 9 | Commodes Cleaning | Wiping | Every 2 Hours |
| 10 | Urinals Cleaning | Wet/Dry cleaning | Every 2 Hours |
| 11 | Dustbin clearance & cleaning | Collection and wiping | Every 4 Hours |
| 12 | Hand drier machine cleaning if any | Wiping | Every 4 Hours |
| 13 | Exhaust Fan cleaning | Wiping | Weekly |
| 14 | Tube light cleaning | Dry wiping | Weekly |
| 15 | Electric board & switches cleaning | Dry dusting | Weekly |
| 16 | Spray of Air Freshener | Manual | Once a day |

All the above operations may be carried out as and when required and on complaint basis also.

32 Materials, T&P, Machines/ Equipments:

32.1 Materials and chemicals required shall have to be brought by the Agency in advance for each month at his own cost. The standard of sanitation cleanliness shall always be to the satisfaction of the Officer-in-Charge whose decision in this regard shall be final and binding on the Agency. In case of default; Officer-in-Charge may get the improvement done at the Cost of agency without any notice.

32.2 Tendered rates shall be for completed work covering all materials, labour, rent of carriage, machinery & equipment, sales tax on works contract tax (if any), tools and plants, transportation, risks, overhead general and special liabilities /obligations as mentioned and profits etc. all complete. Agency shall pay and discharge all necessary taxes, levies, duties, liabilities, recoveries etc. as above to relevant authorities.

32.3 No tools & plants including special T & P etc. shall be supplied by the department and the Agency will have to make his own arrangements at his own expense for all machines, chemicals, materials, toiletries, consumables etc. Machines, equipments, plants procured, and being the property of the Agency will be maintained by the Agency only at his own cost.

32.4 Materials and chemicals of approved quality as mentioned in tender document shall be used. In case any material/chemical required to be used is not available, equivalent material of the same quality as approved by Officer-in-Charge in writing shall be used. The cleaning material shall not cause any damage to the floor, fittings and fixtures of INSTITUTE. The consumption of material and chemicals shall be regulated as per manufacturer's specifications.

32.5 Machines/equipments brought by the Agency at site should always be in working conditions and shall exclusively be used for INSTITUTE Building only. If any defects occur in the machinery, the same shall be repaired and made workable within 48 hours and till such time he has to make an alternative arrangements to maintain the premises at his own cost and for this alternative arrangement nothing extra is payable. No machine shall be out of order. If it remains out of order penalty shall be levied at the rates specified in tender document (**Annexure-I**) for number of days for which machines remain non-functional.

32.6 The Agency should procure/arrange and demonstrate at site the physical functioning of equipments, machines & tools to be used for the awarded work within Seven days of issue of Letter of Award as specified in tender document, which shall not be removed till the completion of the awarded period and/or instructed and permitted by Officer-in-Charge. If the Agency violates or acts in contravention of this term, his "BID SECURITY" shall be forfeited and steps for his blacklisting for future works shall be taken.

32.7 The cost of running charges of machines i.e. for fuel, petrol or battery, replacement of parts etc. shall be borne by the Agency and nothing extra is payable.

32.8 The machines brought on site will not be allowed to be taken away except for repairs, till completion of work without specific permission from Officer-in-Charge in writing. The register indicating machines numbers etc. for identification will be prepared on the day of start of work and will be open for inspection by Officer-in-Charge.

32.9 If any material is not mentioned in tender document, but required at site for Housekeeping work, shall be brought by Agency as approved by Officer-in-Charge at no extra cost.

32.10 All Consumables such as Air fresheners, liquid soap, Toilet paper rolls, Soaps, Deodorizers, Dusters, Brooms, Cleaners, Mops, other accessories and attachments etc., are required to be provided

by the Agency whose Quality is required to be approved by the officer-in-charge. The room fresheners shall be sprayed in all the areas.

32.11 The Institute shall not be responsible for any loss of material used by the Agency at site.

33. CODE OF CONDUCT:

The Agency shall strictly observe that its personnel:

- 33.1 Are always smartly turned out and vigilant.
- 33.2 Are punctual and arrive at least 15 minutes before start of their duty time.
- 33.3 Take charge of their duties properly and thoroughly.
- 33.4 Perform their duties with honesty and sincerity.
- 33.5 Read and understand their post and site instructions and follow the same.
- 33.6 Extend respect to all Officers and staff of the office of the Client.
- 33.7 Shall not drink on duty, or come drunk and report for duty.
- 33.8 Will not gossip or chit chat while on duty.
- 33.9 Will never sleep while on duty post.
- 33.10 Will not read newspaper or magazine while on duty.
- 33.11 Will immediately report if any untoward incident / misconduct or misbehavior occurs, to Agency Control and the Client.
- 33.12 Get themselves checked by security personnel whenever they go out.
- 33.13 Do not entertain visitors.
- 33.14 Shall not smoke in the office premises.

34. OFFICIAL RECORDS

- 34.1 The Agency shall maintain a personnel file in respect of all the staff deployed in Institute. The personal file shall invariably consists of personal details such as name, address, date of birth, sex, residential address (Temp/permanent) and all grievances recorded by the staff vis-à-vis action taken etc.
- 34.2 The Agency shall furnish an undertaking that within seven days of the close of every month, they will submit to client, a statement showing the recoveries of contribution in respect of employees with certificate that the same have been deposited with ESIC/EPFO commissioners.

Bid Submission

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded online in **Two** Envelops as explained below:-

| Envelope – 1 (Following documents to be provided as single PDF file) | | | |
|--|------------------|--|-------------------|
| Sl. No. | Documents | Content | File Types |
| 1. | Technical Bid | Tender Form as per Annexure – A | .PDF |
| 2. | | Acceptance Letter as per Annexure – B | .PDF |
| 3. | | Technical Bid as per Annexure-C | .PDF |
| 4. | | Checklist for Technical Evaluation as per Annexure-M | .PDF |
| 5. | | Undertaking As per Annexure-N | |
| Envelope – 2 (Following documents to be provided as single PDF file) | | | |
| Sl. No. | TYPES | Content | |
| 1. | Financial Bid | Financial bid as per Annexure-D | .PDF |

TENDER FORM

To,

The Registrar
Indian Institute of Technology
Hauz Khas,
New Delhi – 110 016

Sir,

I /We have read and understood with all clarifications the following documents relating to the work of Mechanised Housekeeping, at IIT Building, Indian Institute of Technology, Hauz Khas, New Delhi – 110 016.

- a) Notice Inviting Tender
- b) General Conditions of Contract
- c) Special Conditions of Contract
- d) Specification of Work
- e) Technical Bid
- f) All related Annexure
- g) Financial Bid}

I/We hereby tender for the work referred to in the aforesaid documents as per the terms and conditions referred therein and in accordance with the Scope of work, all conditions and other relevant details.

In consideration if selected for the said contract as stipulated in condition of contract, I / We agree to keep the tender open for acceptance for 120 days from the date of opening and not to make any modification in terms and conditions which are not acceptable to Institute.

1. A sum of Rs. 10,00,000/- is hereby forwarded in the form of Demand Draft No. Dtd..... issued by payable at New Delhi towards bid security in favour of Registrar, IIT Delhi..

2. A sum of Rs..... is hereby forwarded in the form of Demand Draft No..... Dtd. issued by..... payable at New Delhi towards fee of tender document in favour of "Indian Institute of Technology Delhi".

I/We agree that INSTITUTE shall, without prejudice to any other right or remedy, be at liberty to forfeit in full the said earnest money. In case the conditions mentioned in NIT clause..... is found violated after opening (Financial Bid), the tender shall be summarily rejected. INSTITUTE shall without prejudice to any other remedy be at liberty to forfeit the full said bid security absolutely and I/We shall not be considered as un-successful tenderer for the purpose of return of earnest money as provided in the notice inviting tender. Should this tender be accepted, I /We hereby agree to abide by and fulfill all the terms and conditions and provisions of the aforesaid documents.

If, after the tender is accepted, I/We fail to comply with fulfill required formalities and further fail to commence the work in time as provided in the conditions, I/We agree that INSTITUTE shall without

prejudice to any other right or remedy be at liberty to forfeit the said bid security absolutely and take such action against me/us, as deemed fit under the terms and conditions of the contract including that the contract may be foreclosed and debar us /me from participating in tender for future works.

If the tender is accepted I/We agree that within days of the receipt of notification of award from INSTITUTE, the performance security shall be furnished by us in accordance with the general condition of the NIT / Tender Document.

The Institute is at liberty to terminate or cancel the entire tendering process without assigning any reason thereof at any time by notice in writing to the bidders. The decision of the Institute in this regard will be final and shall not be open to questioning.

Signature of the

Name.....

Agency.....

Date

Postal Address

Telephone No

Mobile No.....

Fax.....

E-mail.....

ACCEPTANCE LETTER

To,

The Registrar
Indian Institute of Technology
Hauz Khas,
New Delhi – 110 016

ACCEPTANCE OF INSTITUTE'S TENDER CONDITIONS

Sir,

1. The tender documents for the work of Mechanised Housekeeping, Services at INSTITUTE Building, New Delhi - 110 016 have been downloaded by me from Institute's website. I/We hereby certify that I/We have inspected the site and read, understood and clarified to my/our complete satisfaction the entire terms and conditions of the tender documents and I/We shall abide by the conditions/clauses contained therein.
2. I/We hereby unconditionally accept the tender conditions of INSTITUTE's tender documents in its entirety for the above work.
3. The contents of clausesof Notice Inviting Tender of the tender documents have been noted wherein it is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to put any remarks/ conditions. In case, this provisions of the tender is found violated after opening (Financial Bid). I/We agree that the tender shall be rejected and INSTITUTE shall without prejudice to any other right or remedy be at liberty to forfeit the said earnest money absolutely.
4. That, I/We hereby declare/undertake that I/We have not paid and will not pay any bribe to any officer of INSTITUTE for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of INSTITUTE asks for bribe/ gratification, I/We will immediately report it to the Appropriate Institute in INSTITUTE.

Yours faithfully,

(Signature of the Authorized Signatory
of the Tenderer with seal/rubber stamp)

TECHNICAL BID

| | | |
|--|--|---|
| 1. | THE COMPANY | |
| a) | Name : | |
| b) | Type : | Type : Public Limited/Pvt. Ltd. /Registered Firm (Pl. tick) |
| (Pl. enclose copy of Memorandum/Articles of Association/ Certificate of Registration) | | |
| c) | Regd. Address : | |
| d) | Address of Office at Delhi : | |
| e) | Contact Persons: | |
| i) | Name & Design.: | |
| ii) | Tel. No. Landline : | Mobile: |
| iii) | Email ID | |
| 2. | PAN NO. (please enclose photocopy) | |
| 3. | TIN NO. (please enclose photocopy) | |
| 4. | SERVICE TAX NO. (please enclose photocopy) | |
| 5. | EPF REGISTRATION NO. (please enclose photocopy) | |
| 6. | ESI REGISTRATION NO. (please enclose photocopy) | |
| 7. | Annual Turnover for the last 3 years: (Should be more than Rs. 10 crores and please enclose copies of audited balance sheet and P&L A/c.) | |
| | 2013-14 | |
| | 2012-13 | |
| | 2011-12 | |
| 8.(A) | <u>LIST OF MACHINES</u> | |
| | | |
| | 1 | Battery operated walk behind Scrubber Dryer |
| | 2 | Battery Operated walk behind Scrubber Drier |
| | 3 | Back Vac Dry Vacuum Cleaner |
| | 4 | Diesel Operated High pressure Jet Cleaning Machine (Auto Mounted) (optimal) |
| | 5 | Integrated Road Sweeping Machine (optional) |

| | | | |
|-----|--|--|--------|
| (B) | LIST OF VEHICLES DEPLOYED | | |
| | 1. | Garbage Rickshaw | |
| | 2. | Wheel Barrows | |
| | 3. | Tempo/Tata 407 with driver with license covered for disposal | |
| | 4. | Tractor with Trolley with driver | |
| | 5. | Truck for transportation of non recyclable waste daily with a minimum capacity of 350 cft from IIT to approved MCD dumping ground (30 trips per month) | |
| 9. | <p>Experience of similar work in the field during the last three years:</p> <p>The Bidder should have experience of having provided similar mechanized housekeeping services in reputed organizations/Institutions/Universities, Public Sector (Central or State)/Govt. Dept. during the last three years with at least (i) one single work order of more than Rs. 4.0 crores; or two work orders each of more than Rs. 2.5 crores each; or three work orders of more than Rs. 2.0 crores each. Photo copies of documentary evidence towards above supported by relevant satisfactory job completion certificates are required to be submitted.</p> <p>Please submit copies of documentary evidence e.g. work order and corresponding satisfactory job completion certificates from clients specifying value and period of work order.</p> | | |
| 10. | No. of Manpower on your Roll | | |
| 11. | ISO 9001:2008 QMS Certification: | | Yes/No |
| 12. | SA 8000:2009 certification regarding social accountability standards: | | Yes/No |
| 13. | OHSAS 18001:2007 Certification of Safety Management System | | Yes/No |

Signature of the Authorized Signatory of the Firm

Name:

Designation:

Seal:

FINANCIAL BID

| Sl. No. | Category | Quoted Amount per month ** (Rs.) |
|---------|--|-------------------------------------|
| 1. | Hiring charges for <ul style="list-style-type: none"> • Janitorial Staff (including control room staff)(206) • Supervisors (13) • Site Manager (1) • Admn. Staff (2) • Plumber (1) <i>(as per Annexure H)</i> | |
| 2. | Machineries Rental <i>(as per Annexure-E)</i> | |
| 3. | Cleaning Material Charges (Lump sum /per month) <i>(as per Annexure-F)</i> | |
| 4. | Chemical Charges (Lump sum/ per month) <i>(as per Annexure-F)</i> | |
| 5. | Vehicle Charges including Truck with a minimum of 350 cu ft capacity for 30 trips per month. (Lump sum/ per month) <i>(as per Annexure-G)</i> | |
| | Total Bid Price (per month total of Sl. No.1 to 5) | |
| | (Rupees.....only) | |

****Note:**

- (i) The bidder should furnish price break-up of Sr. No. 1 of the above quoted category.
- (ii) Payments shall be made by the Client as per the terms and conditions of the Tender Documents.
- (iii) Prices shall be valid for a period of three years. However, on revision of minimum wages, Agency may request in writing for enhancement of minimum wages accordingly to the Client, which shall be considered and agree, if found reasonable by the Client.
- (iv) The charges shall be on 26 days a month basis (as per the norms of Government of NCT of Delhi, Labour Department).
- (v) The quoted consolidated monthly amount prices shall be inclusive of all charges including our contribution towards ESI, PF, Gratuity, and Bonus. It shall also include cost of training and uniform etc.,
- (vi) The prices in the Price Schedule shall be exclusive of any service tax, education cess, secondary and higher education cess or any other applicable taxes as may be levied by the Government from time-to-time and the same shall be charged in addition to the applicable rate.
- (vii) The Agency shall mandatorily ensure monthly wages to their employees who are deployed in Client's premises for different services.

LIST OF MACHINES

Minimum number of machines to be deployed at IIT Campus for mechanized housekeeping services
(Make: Equivalent to Taski, Fimap or Eureka Forbes)

| S. No. | EQUIPMENTS | QUANTITY |
|--------|---|----------|
| 1 | Ride on Scrubber Drier | 3 |
| 2 | Battery operated walk behind Scrubber Drier | 33 |
| 3 | Back Vac Dry Vacuum Cleaner | 12 |
| 4 | Diesel Operated High pressure Jet Cleaning Machine (Auto Mounted) | 1 |
| 5 | Integrated Road Sweeping Machine with driver | 1 |

Specifications of equipments to be deployed by the housekeeping agency:

1. SPECIFICATIONS OF RIDE ON SCRUBBER DRIER

| | | | |
|----|--|--------|-----------------|
| 1 | Scrubbing Width | mm | 850-950 |
| 2 | Squeegee width | mm | 1080-1920 |
| 3 | Brush Type | | Disc Brush |
| 4 | No of Tanks (Separate fresh water and dirty water) | Nos | 2 nos. |
| 5 | Recovery tank | liters | 120-150 |
| 6 | Fresh water tank | liters | 110-140 |
| 7 | Battery Type | | Traction |
| 8 | Battery | Ah | 200-250 |
| 9 | Battery Make | | Exide or Trozen |
| 10 | Charger Type | | High Frequency |
| 11 | Charger Make | | Sirus or Sukam |

2. SPECIFICATIONS OF BATTERY OPERATED WALK BEHIND SCRUBBER DRIER

| | | | |
|---|--|--------|----------------|
| 1 | Scrubbing Width | mm | 500-550 |
| 2 | Squeegee width | mm | 750-800 |
| 3 | Brush Type | | Disc Brush |
| 4 | No of Tanks (Separate fresh water and dirty water) | Nos | 2 |
| 5 | Recovery tank | liters | 55-65 |
| 6 | Fresh water tank | liters | 50-60 |
| 7 | Battery Type | | Gel type SMF |
| 8 | Charger Type | | High Frequency |
| 9 | Charger Make | | Sirus or Sukam |

3. SPECIFICATIONS OF BACK VAC DRY VACUUM CLEANER

| | | | |
|--|-------------------|-----|-----------|
| 1 | Rated Power | W | 1000-1500 |
| 2 | Dust Bag Capacity | ltr | 6-8 |
| 3 | Weight | kg | 4-6 |
| Note: Should have all accessories like Belt with accessories holder, crevice nozzle, round brush, Combi Floor/Carpet Nozzle, upholstery tool etc | | | |

4. SPECIFICATIONS OF DIESEL OPERATED HIGH PRESSURE JET CLEANING MACHINE

| | | | |
|---|---|-----|------------------------|
| 1 | Auto mounted diesel high pressure cleaner | | Tata Ace or equivalent |
| 2 | Engine Type | | Diesel |
| 3 | Engine Power | HP | 11-12 |
| 4 | Pump Piston | Nos | 3 |
| 5 | Piston Material | | Ceramic |
| 6 | Pump Head | | Brass |
| 7 | Pressure | Bar | 200-250 |
| 8 | Pump type-Self primary | | Self-Priming |
| Note: Machine should be supplied with complete accessories like drain opening/ cleaning kit, lance, gun, rotary nozzle, pressure hose etc | | | |

5. SPECIFICATIONS OF INTEGRATED SWEEPING MACHINE: Integrated sweeping machine means: having one engine to operate the machine i.e. sweeping action and simultaneously to transport the vehicle. It should perform Sweeping operation with combined suction and mechanical action.

| | | | |
|----|---|-------------------|-------------------------------|
| 1 | Central Brush Length Tubular | mm | 1400-1600 |
| 2 | Central cylindrical brush diameter | mm | 600-700 |
| 3 | Side brushes diameter | mm | 700-800 |
| 4 | Waste hopper Volume | ltr | 3500-5000 |
| 5 | hopper dumping height | mm | 1800-2000 |
| 6 | Air flow of turbine which creates suction | m ³ /h | 14000 Minimum |
| 7 | Filter surface | m ² | 50-60 Minimum |
| 8 | Turbine Power | kW | 45 |
| 9 | Transportation Speed | Km/h | 40-45 |
| 10 | Effective Sweeping Speed | Km/h | 10-12 |
| 11 | Gradient with empty hopper | % | 20 |
| 12 | Diesel Engine Make | | Perkins / Lombardini /Kubotta |
| 13 | Engine Power @ 2000 rpm | Kw | 75 -100 Minimum |
| 14 | Length | mm | 4000-4500 |
| 15 | Machine width | mm | 1500-2000 |
| 16 | Machine should be compact with low turning radius i.e. 4000-4250 mm | | |
| 17 | Machine should be supplied with Rear suction hose for use in sidewalks to collect debris. | | |

6. The Agency in accordance with the terms and conditions of the tender document and in order to execute the housekeeping services in Institute's office shall provide any one of the equivalent brand i.e. Eureka or Taski/ Diversey or Fimap as specified above.
7. The machineries shall be in good working condition.
8. The repair and maintenance shall be the sole responsibility of the agency. There will be no down time acceptable. However, in case of break-down of a machine, the agency shall provide and replace immediately the faulty machine at his own cost and risk.
9. The prices should be quoted separately for each of the model in Price Bid.

LIST OF CONSUMABLES/ CHEMICALS

Minimum number of Consumables & Tools to be deployed at IIT Campus for mechanized Housekeeping services (Make: Eureka Forbes, Unger, Taski/ Diversy Trishool, Zoom Omacol, Finit, Nip Only)

List of Consumables to be used per month**HOUSEKEEPING MATERIAL REQUIRED PER MONTH**

| Sl.No. | Items | Quantity |
|--------|--|-------------------------------|
| 1 | Scissor Mop (Life 6 months) | 104 Nos (Total 208 in a year) |
| 2 | Scissor Mop Refills | 104 Nos |
| 3 | Wringers trolley (Double Bucket Wringer Trolley 50 Ltrs) (Life 1 Year) | 70 Nos (in a year) |
| 4 | Service Cars (Life 1 Year) | 21 Nos (in a year) |
| 5 | Kentucky mop (Life 6 Month) | 91 Nos (182 in a year) |
| 6 | Kentucky mop refills | 91 Nos |
| 7 | Wash Room Cleaning Kit* (Life 1 Year) | 74 Nos (in a year) |
| 8 | Dry Mops (Life 6 Month) | 150 Nos (300 in a year) |
| 9 | Dry Mop Refills | 150 Nos |
| 10 | Naphthalene ball | 120 Kg |
| 12 | Baygon Liquid in 500 gm Pack | 50 tin |
| 13 | Odonil Metropol | 240 Nos |
| 14 | Spray Pump | 100 Nos |
| 15 | Wiper (Large) (Life 6 Months) | 250 Nos (500 in a Year) |
| 16 | Wiper (Small) (Life 6 Month) | 250 Nos (500 in a Year) |
| 17 | Duster Full Size | 50 Dozen |
| 18 | Duster Yellow | 100 Dozen |
| 19 | Dustbin capacity 100 ltrs Plastic (Life 4 Months) | 50 Nos (150 in a year) |
| 20 | Vim Power (1 Kg Packet) | 50 Nos |
| 21 | Scroch Brite (large) | 100 Nos |
| 22 | Toilet Brush (Life 3 Months) | 20 Nos (80 in a year) |
| 23 | Dustbin foot operated for toilets (Life 4 Months) | 100 Nos (300 in a year) |
| 24 | Brasso | 80 Nos |
| 25 | Hit (Red) | 80 Nos |
| 26 | Hand wash liquid | 300 ltrs |
| 27 | Small Pressure Pump | 60 Nos |
| 28 | Floor Scrubbing Brush with Handle (Life 3 Months) | 50 Nos (200 in a Year) |
| 29 | Plastic Juna (Big) | 100 Nos |
| 30 | Broom Soft | 80 Nos |
| 31 | Broom Hard | 100 Nos |
| 32 | Broom Long | 100 Nos |
| 33 | Plastic Bucket 15 ltr (Life 6 Months) | 80 Nos (160 in a year) |
| 34 | Plastic Mug (Life 6 Months) | 80 Nos (160 in a year) |

WASHROOM CLEANING KIT

| S. No. | TOOL | QTY |
|--------|--|-------|
| 1 | Washroom kit holder within built stool | 1 No |
| 2 | Hand Scrubber | 1 No |
| 3 | Up Right Scrubber | 1 No |
| 4 | Microfiber Mop | 2 Nos |
| 5 | Sign Panel | 2 Nos |
| 6 | Window Washer | 1 No |
| 7 | Window Squeegee | 1 No |
| 8 | Cobweb Brush | 1 No |

List of Chemicals

| S. No. | Item | Brand | Quantity/ Month |
|--------|-----------------------|--|--------------------|
| 1. | Bathroom Cleaner | Eureka Forbes-Klar OR Diversey -R1 | 200 ltr |
| 2. | Hard Surface Cleaner | Eureka Forbes - A Marine OR Diversey – R2 | 200 ltr |
| 3. | Glass Cleaner | Eureka Forbes- Plural Plus OR Diversey – R3 | 200 ltr |
| 4. | Urinal & Bowl Cleaner | Eureka Forbes- WC Rein OR Diversey – R6 | 400 ltr |
| 5. | Floor Cleaner | Eureka Forbes- Clean 6000 or Diversey – Spiral | 200 ltr |

Agency should assess and estimate actual requirement and additional consumables requirement which may be required to provide desired housekeeping services at the time of bidding for tender.

VEHICLES DEPLOYMENT

| SI NO. | EQUIPMENT/VEHICLE | QUANTITY |
|--------|--|--|
| 1 | Garbage Rickshaw covered | 10 Nos |
| 2 | Wheel Barrows | 10 Nos. |
| 3 | Tempo/Tata 407 with driver with license covered for disposal | 1 Nos. |
| 4 | Tractor with Trolley with driver | 1 Nos. |
| 5 | Truck for transportation of non recyclable waste daily with a minimum capacity of 350 cft from IIT to approved MCD dumping ground (30 trips per month) | To be arranged by Agency on daily basis or as and when required. |

MANPOWER DEPLOYMENT

| Janitorial Deployment: Single Shift of 8 Hours. | | | | |
|---|--------------|----------------|------------|----------------|
| Building/ Blocks/ Departments | Male Janitor | Female Janitor | Supervisor | Total Janitors |
| MS BUILDING(MAIN BUILDIND SURROUNDING) | 9 | 1 | 1 | 10 |
| ADMINISTRATIVE BLOCK (ACADEMIC AREA) | 12 | 5 | 1 | 17 |
| TEXTILE AND POLYMER SCIENCE & ENGINEERING | 3 | | | |
| IDDC + CENTRAL WORK SHOP + MDES | 3 | | | |
| SYNERGY BUILDING | 1 | | 1 | 7 |
| BLOCK-I | 3 | 1 | | |
| BLOCK-II | 9 | 1 | | |
| BLOCK-III | 4 | 1 | 1 | 19 |
| BLOCK-Iv | 4 | 1 | | |
| BLOCK-V | 5 | 1 | | |
| BLOCK-VI | 4 | | 1 | 15 |
| Bharti Building | 4 | 2 | | |
| LIBRARY | 4 | | 1 | 10 |
| IIT HOSPITAL | 5 | 1 | | |
| F G H | 3 | | | |
| RCA/SPORTS | 1 | | 1 | 10 |
| Washroom Cleaning Teams (3 Nos) | 4 | 2 | | 6 |
| MGH | 4 | | | |
| HIMADRI HOSTEL | 6 | 1 | | |
| KAILASH HOSTEL | 4 | 3 | | |
| NURSERY SCHOOL | 1 | | | |
| DIRECTOR LODGE | 1 | | 1 | 20 |
| ARAVALI HOSTEL | 4 | | | |
| JWALAMUKI HOSTEL | 4 | | | |
| KARAKORAM HOSTEL | 4 | | | |
| NILGIRI HOSTEL | 4 | | 1 | 16 |
| KUMOAN HOSTEL | 4 | | | |
| SATPURA HOSTEL | 5 | | | |
| SHIVALIK HOSTEL | 4 | | 1 | 13 |
| NEW VINDHYACHAL & TRANSPORT | 2 | | | |
| NALANDA HOSTEL | 2 | | | |
| GIRNAR HOSTEL | 6 | | 1 | 13 |

| | | | | |
|---------------------------------|------------|-----------|-----------|------------|
| VINDHYACHAL HOSTEL | 3 | | | |
| UDAIGIRI HOSTEL | 6 | | | |
| ZANSKAR HOSTEL | 5 | | | |
| VISWAKARAMA BHAWAN | 5 | 1 | 1 | 17 |
| Washroom Cleaning Teams (2 Nos) | 6 | | | 6 |
| IT School | 2 | 1 | | 3 |
| Outer/Road Area | 24 | | 1 | 24 |
| TOTAL | 184 | 22 | 13 | 206 |

The requirements of housekeeping manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Client

PENALTY CLAUSES: MECHANISED HOUSEKEEPING

1. The following Penalties will be imposed on the tenderer for not deploying the Manpower as per plan/ chart:

| Sl. No. | Designation/Description | No. | Recovery Rate Per Shift per person (in Rs.) |
|---------|-------------------------|-------------------------------|---|
| 1. | Supervisor | If not deployed | 500 |
| 2. | Cleaner/Janitor | If not deployed | 400 |
| 3. | Uniform | If not wearing proper uniform | 50 |
| 4. | Non Performance | 1 st default | 200 |
| | | 2 nd default | 300 |
| | | 3 rd default | 400 |
| | | 4 th default | 500 |

2. The following Penalties will be imposed on the Tenderer for not deploying the Machinery as given below:

| Sl. No. | Machine / Equipment | Recovery Rate Per Equipment per day (if not available/ out of order in a month) (in Rs.) |
|---------|--|---|
| 1 | Ride on scrubber Drier | 3,000 |
| 2. | Battery operated walk behind scrubber | 1,000 |
| 3. | <i>Back vac dry vacuum cleaner</i> | 300 |
| 4. | Diesel Operated High Pressure Cleaner | 3,000 |
| 5. | Integrated Road Sweeping Machine | 25,000 |
| 6. | Garbage Rickshaw covered | 200 |
| 7. | Wheel Borrows | 200 |
| 8. | Tempo/Tata 407 covered for disposal | 2,000 |
| 9. | Tractor with Trolley | 2,000 |
| 10. | Truck for transportation of waste daily with a minimum capacity of 350 cft from IIT to approved MCD dumping ground | 3,000 |

PROFORMA FOR AGREEMENT

This agreement made at New Delhi thisof , 2015 between Indian Institute of Technology, Hauz Khas, New Delhi – 110 016 on the one part represented by its Registrar hereinafter called as the Institute.

AND

M/s....., hereinafter called as the "Tenderer" on the other part which expression shall wherever the context so admits, including its Directors, Partners, Successors, Legal representatives and permitted assignees.

And whereas the Institute is desirous of contracting out the Mechanised Housekeeping Services, which is of highly specialized nature at the Institute's premises at Hauz Khas through M/s. submitted its offer for the aforesaid work, whereby it represented to the Institute that it had the requisite professional skills and in the said proposal agreed to provide the Mechanised Housekeeping, Security and Pest Control Services to the Institute on the terms and conditions set forth in this agreement. The Institute, on acceptance, has agreed to the offer of M/s.....and has awarded above said works in favour of M/s. for a consolidated amount of Rs. (Rupees..... only) plus taxes per month, which includes equipment, rental, consumables, all type of cleaning and housekeeping material, deployment of Housekeeping experts i.e. 4 housekeeper and 7 security guard as per company's letter- dated _ for a maximum period of one year, with assignment at each time being for three months only, on the terms and conditions set forth hereunder. Now, in pursuance of the letter of award No. _____dated....., the parties have entered into this Agreement.

General Terms and Conditions of the Contract:

1. Awarding of the work of Mechanized Housekeeping, Security and Pest Control Services shall not be construed' or interpreted' as creation of any agency or partnership between the Institute and M/s. ____ or relationship being or deemed, as created between the Institute and any employee/staff of M/s. The relationship between M/s. and the Institute shall be expressly and completely as per the terms and conditions and is not open to any further or other construction or interpretation.

2.1 Any action required or permitted to be taken and any document required or permitted to be executed under this agreement by the Institute or M/s. , as the case may be, may be taken or executed by the officials specified in this agreement.

2.2 If the Officer-in-charge finds that the performance of M/s is unsatisfactory, a notice shall be given to improve the performance and If Officer-in-charge is not satisfied with the clarification/reply of tenderer, a penalty for the first default @ 2% of the monthly bill and for second default @ of the monthly bill and lastly for third default @ 8% of the monthly bill shall be leviable and recovered. After the third default, if the tenderer commits further default, INSTITUTE will have the right to terminate the contract without any further notice. However, the tenderer shall continue to provide the services as required in the contract for further 90 days or till new tender is awarded, whichever is later.

2.3 The Institute may from time to time designate one of its officials as the Institute representative. Unless otherwise notified the Institute Representative shall be:

Shri

Tel.:

Fax:

M/s..... may designate one of its employees as Representative. Unless otherwise notified the M/s Representative shall be:

Shri

M/s.....

Address..... Tel..... Fax.....

3. It will be the sole duty of M/s..... to deploy its own personnel of its own choice for the performance of this contract. The personnel engaged by M/s..... for Mechanised Housekeeping, Security and Pest Control Services will work under its control, supervision and administration. M/s.....shall provide all items and equipment, proper uniform including Identity Cards etc. ensure their physical hygiene at its own cost.

4. M/s..... shall be employer of all its employees/staff deputed by it for the purpose of Mechanised Housekeeping Services and shall be liable entirely of the exclusion of anyone else, for the payment of wages as also the observance of all statutory requirements including the deposit of EPF, ESI, contribution and Service Tax, etc. and/or filing of return. M/s..... shall indemnify the Institute for all or any liability, proceedings, action etc. which it may arise on this account. M/s..... shall also indemnify the Institute against any compensation/claim and damages etc. due to accident or injury to its manpower or death due to accident or otherwise, which may occur during the discharge of their duties within the premises or any other place outside the premises. The Institute would not be liable to pay any damages or compensation to such manpower or to third party.

5. The deployed manpower will contribute towards any exigencies as required by the Institute, irrespective of the scope defined.

6. The M/s Representative shall be available at all time to attend to any complaint received or as pointed out by the Institute. The Security and Housekeeping Manpower shall not directly or indirectly, conduct, indulge in or undertake any other work for reward or otherwise in the premises of the Institute. Any person, staff or personnel of M/s..... found to be absent from his duty, neglecting the duty assigned, displaying improper demeanor" found indulging in behavior or conduct which is not appropriate, unruly or improper or is found not in proper uniform, the such incident, behavior, conduct of such person shall be termed as breach of contract.

7. M/sresponsible to maintain the discipline amongst its own personnel. In case of any misbehavior or misconduct by the personnel engaged, M/s shall take adequate action against such personnel including forthwith replacing such personnel upon oral or written request.

8. M/s shall deposit Rs..... (Rupees.....only) by way of security deposit bank guarantee, in the name of Secretary, INSTITUTE, New Delhi as Security for the due performance of the agreement as per **Annexure** hereto. The Institute shall have a right to forfeit the security deposit or encash the bank guarantee as the case may be in the event of any breach or default of any of the terms and

conditions of the contract and if at any time during the period of contract, the services of M/s with regard to men and material are found unsatisfactory, the contract shall be liable to be terminated without giving any notice and the conservancy/housekeeping service/security service will be carried on through any other agency at the risk and cost of M/s till regular alternative arrangements are made.

9. M/s..... shall raise the bill as per the Institute's Award letter no..... dated..... This amount may be revised whenever there is change in wages according to the applicable Minimum Wages, Law/Act. (Any increase in this account, will be supported by relevant notification / documents).

10. M/s Will raise its bill alongwith the copies of EPF, ESI and Service tax challan of the previous month remitted to the appropriate authorities, in the first week of every month for the payment of previous month and the Institute will make the payment within a reasonable time. No advance payment will be made. Payment will be made on monthly basis after satisfactory completion of work. If bill is not supported by the copies of challan, payment will not be made and M/s will be liable for the consequences thereof. I"

11. The Income-tax as applicable shall be 'deducted from the bills and necessary TDS Certificate will be issued for such tax deducted,

12 Any terms and conditions of the contract may be amended/revoked with the mutual consent of both the parties at any time during the period of this contract.

13. The contract can be terminated by the Institute on any of the following contingencies

(a) On expiry of the contract period.

(b) By giving one month advance notice by Institute on account of:

i. Losses suffered due to lapse of security

ii. For committing breach by M/s of any of the terms and conditions of the contract.

iii. On assigning the contract or any part thereof or any benefit or interest therein or there under by the tenderer for submitting whole or part of the contract to any third person.

iv. Violations of any provision of applicable law.

v. The tenderer is declared insolvent by the competent court of law.

vi. If the Institute feels that continuation of contract personnel engaged by the tenderer is detrimental to the Institute's interest.

vii. In the event of closing down /winding up of Institute.

14. This Agreement along with annexures constitutes a complete and exclusive statement of the terms and conditions of this Agreement between the parties on the subject hereof, and no amendment or Page of modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the parties and duly executed by the persons especially empowered in this behalf of the respective parties.

15. All matters related to the interpretation of the contract, the decision of the Registrar, Indian Institute of Technology, Hauz Khas, New Delhi and M/s..... shall be final.

16. This contract shall come into force with effect from and shall be valid up to subject to successful completion of the period as mentioned and after it will automatically expire w.e.f. unless and

until the same is renewed for a further period as required by the Institute. In Witness whereof the parties hereto have set and subscribe their respective names signatures and seal to the terms and conditions of the Agreement written hereinabove on the date and year as mentioned hereinabove.

For Indian Institute of Technology Delhi

For

Authorized Signatory

Authorized Signatory

1. Witness

2. Witness

PERFORMA FOR BANK GUARANTEE TOWARDS PERFORMANCE SECURITY PERFORMANCE GUARANTEE

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 MIs..... 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 in writing any/all moneys to the extent of India Rs.....(in figures.....).(Indian Rupees (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 binding 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 relieved 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, 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 (indicate the 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 Rupees in words only) and our guarantee shall remain in force until (indicate the date of expiry of bank guarantee).

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.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on thisday of 2015 at.....

(Signature)
Full Name, designation, and address
of bank (in legible letters) with stamps
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 of six months.

INDIAN INSTITUTE OF TECHNOLOGY DLEHI

CHECK-LIST FOR TECHNICAL BID FOR MECHANISED HOUSEKEEPING SERVICES

| <u>Sl. No.</u> | <u>Documents asked for</u> | <u>Page Number at which document is placed</u> |
|----------------|--|--|
| 1. | Bid Security of Rs. 10,00,000/- (Rupees Ten lakhs only) in the form of FDR/DD/Bank Guarantee issued by any scheduled commercial bank in favour of Registrar, Indian Institute of Technology, Delhi, Hauz Khas, New Delhi – 110 016 | |
| 2. | Name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also | |
| 3. | Undertaking on a Stamp paper of Rs.100/- (Rupees one hundred only) as per format prescribed in Annexure-N). | |
| 4. | Self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year. | |
| 5. | Self attested copy of Service Tax Registration No | |
| 6. | Self attested copy of valid Registration number of the firm/agency. | |
| 7. | Self attested copy of valid Provident Fund Registration number. | |
| 8. | Self attested copy of valid ESI Registration | |
| 9. | Self attested copy of valid Licence No. under Contract Labour (R&A) Act, 1970 | |
| 10. | Self attested copy of valid Licence No. under Contract Labour (R&A) Act, 1970 | |
| 11. | Annual returns of previous three years supported by audited balance sheet (clause 3.of NIT) | |
| 12. | Any other documents, if required | |

Signature of the Bidder

(Name and Address of the Bidder)

Telephone No.

INDIAN INSTITUTE OF TECHNOLOGY DLEHI

Checklist for Technical Evaluation:

| Sl. No. | Information to be provided | To be filled by the Bidder | For Office Use |
|---------|---|----------------------------|----------------|
| 1. | Annual Turnover (in Lakhs) | | |
| 2. | Manpower on roll | | |
| 3. | Experience of running Sanitation/ Housekeeping services (in years) | | |
| 4. | Volume of work done during last three financial years as specified in clause 3.1 of NIT (in years). | | |
| 5. | Value of work done during last three financial years as specified in clause 3.1 & 3.2 of the NIT. | | |
| 6. | No. of Trained Supervisory staff in the field of Hygiene/Sanitation/Housekeeping. | | |
| 7. | ISO Certification of the firm (Yes/No) | | |

Note: Photocopies of all necessary documents duly self attested must be attached for verification of the information provided.

(ON A STAMP PAPER OF RS .100/-)

UNDERTAKING

To,

The Registrar
Indian Institute of Technology
Hauz Khas,
New Delhi – 110 016

Name of the firm/Agency.....

Name of the tender..... Due date:.....

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We shall provide trained sanitation/housekeeping workers.
5. I/We do hereby undertake that neat and clean environment of the Department shall be ensured by our Agency, as well as any other point considered by our Agency. Our Mechanised Housekeeping Services shall be covered under "Fidelity Bond" through Insurance Agency for minimum sum of Rs. (Rupees in words.....). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

(Signature of the Bidder)

Name and Address of the Bidder

Telephone No.