

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

Dated: 22/05/2019

Open Tender Notice No. IITD/Works/(SP-2344)/2019

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

Details of the item	Housekeeping Services at IIT Delhi.
Approximate Cost of work	Rs. 19,50,00,000/- (Rupees Nineteen Crore and Fifty Lakh only)
Earnest Money Deposit to be submitted	Rs.29,50,000/- (Rupees Twenty Nine Lakh and Fifty Thousand Only)
Duration of the Contract	Three Years (Extendable yearly up to a period of five years)

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

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

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SCHEDULE

Name of Organization	Indian Institute of Technology Delhi.
Tender Type (Open/Limited/EOI/Auction/Single)	Open
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work /Supply/ Auction/ Service/ Buy/ Empanelment/ Sell)	Services
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Housekeeping Services
Is Multi Currency Allowed	No
Date of Issue/Publishing	22/05/2019 at 16:00 Hrs
Document Download/Sale Start Date	22/05/2019 at 16:00 Hrs
Document Download/Sale End Date	13/06/2019 at 15:00 Hrs
Date for Pre-Bid Conference	29/05/2019 at 12:00 Hrs
Venue of Pre-Bid Conference	Senate Room, IIT Delhi.
Last Date and Time for Uploading of Bids	13/06/2019 at 15:00 Hrs
Date and Time of Opening of Technical Bids	14/06/2019 at 15:00 Hrs
Tender Fee	Rs.1,500/- (Rupees one thousand five hundred only) (Tender Fee). (To be paid through RTGS/NEFT & EMD also can be paid as under please). IIT Delhi Bank details are as under: Name of the Bank A/C : IITD Revenue Account SBI A/C No. : 10773572622 Name of the Bank : State Bank of India, IIT Delhi, Hauz Khas, New Delhi-110016 IFSC Code : SBIN0001077 MICR Code : 110002156 Swift No. : SBININBB547 It is mandatory to provide UTR Number in the Technical Bid.
EMD	Rs.29,50,000/- (Twenty Nine Lakh and Fifty Thousand Only) (To be paid through Account Payee DD / FDR / Bank Guarantee as per Section 13 in the name of "Registrar, IIT Delhi" payable at New Delhi. EMD should be valid for 180 days from the date of submission of financial bid
MSME Exemption	MSME bidders shall be treated as per Govt. of India norms.
No. of Covers	02
Bid Validity days	120 days after opening of financial bid.
Address for Communication	Executive Engineer (P), Room No. MZ-136, Main Building, Indian Institute of Technology Delhi Hauz Khas, New Delhi – 110 016.
Contact No.	011 26591450
Fax No.	011 26581992
Email Address	a26791@admin.iitd.ac.in

INFORMATION AND INSTRUCTIONS TO BIDDERS

2.1	NOTICE INVITING TENDERS
a)	Indian Institute of Technology Delhi (IITD) is a Central Autonomous Organization under Ministry of Human Resource Development. The Institute campus is located at Hauz Khas, New Delhi, in a sprawling area of over 312 acres. IIT Delhi invites on-line bids under two bid system for Housekeeping services from specialized and experienced agencies at an estimated cost of Rs.19.50 Crores for a period of Three Years , extendable yearly up to a period of 05 years.
b)	The selected agency will have to enter into a Service Level Agreement (SLA) as well as an Integrity Pact with the Institute.
2.2	GENERAL INSTRUCTIONS TO BIDDERS
a)	The bidder should inspect the site before submitting the tenders to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.
b)	Technical bids will be opened by the committee constituted by IIT Delhi as per schedule.
c)	Financial bids of only those bidders, who qualify as per eligibility criteria will be opened.
d)	Tender fees along with Earnest Money Deposit should be submitted as prescribed.
e)	Self-attested copies of all documents should first be scanned and then uploaded with the bids.
f)	Scanned copy of the authorization by the Partner/ Executive Director (as the case may be) should be uploaded, in case the bid documents are signed and sealed by a person authorized by the owners.
g)	Each and every document in the technical bid should be signed by the duly authorized partner or all the partners in case of a partnership firm or the authorized representative in case of a company, all these also need to be stamped by the seal of the agency before scanning and uploading on the e-procurement portal.
h)	A team of officers from IIT Delhi may visit the office of bidders for establishing their credibility and verification of submitted documents.
i)	The Institute reserves the right to reject any or all the bids without assigning any reasons, in the interest of the work. Bidder shall not have any course of action or claim against IIT Delhi for rejection of their bid.
j)	IIT Delhi reserves the right to add or delete any other building mentioned in the scope of work, if required.
k)	Service charges quoted by the Agency shall be valid and constant during the entire duration of the contract.
l)	IITD is committed to follow the principle of transparency, equity and competitiveness in public procurement.
2.3	DISQUALIFICATION OF TENDER
a)	Institute may disqualify the bid if any one of the terms and conditions mentioned in the tender document are not complied with.
b)	If any firm attempts to influence the tender process.
c)	If conditional bids are submitted.

2.4 ELIGIBLE BIDDERS	
Eligible bidders should satisfy the following criteria:	
a)	Average annual financial turnover Rupees 19.5 Crores per annum, during the last three financial years. Audited turnover statements to be furnished as proof of the same duly certified by chartered accountant along with Profit & Loss Statements.
b)	Solvency The firm should produce a solvency certificate from any Nationalized / Scheduled Bank for an amount of Rupees 7.80 Crores (Rupees Seven Crores and Eighty Lakhs only).
c)	Office Bidder must have an office within Delhi NCR.
d)	Experience Bidder should have executed: (i) At least One single similar work order of more than Rs.15.60 Crore or (ii) At least Two similar work orders of more than Rs.11.70 Crore each or (iii) At least Three similar work orders of more than Rs.7.80 Crore each during the last three years. Similar works means housekeeping services in Govt. organizations / Private Sector / Autonomous bodies / Public Sector (Central or State) / Government Department in last 7 years from 1/4/2012. The value of executed work shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum calculated from date of completion to last date of submission of Technical bid from last 7 financial year i.e. starting from 1/4/2012. <u>The private sector experience shall be consider with production of TDS certificates for the same period.</u>
e)	Manpower Bidder should have had more than 2000 people on their rolls on a daily basis, continuously for last three years
f)	Legal Bidder should be a Public Limited / Private Limited company established under the Companies Act / Registered Partnership Firm. <u>Bids from Proprietorship / Unregistered Partnership Firm and Joint Venture or Consortium are not eligible</u>
g)	Registration Bidder should be registered with the Income Tax Department, Employees Provident Fund Organization, Employees State Insurance Corporation & GST.
h)	EMD Rs. 29,50,000/- Demand Draft/Pay order or Banker`s Cheque /Deposit at Call Receipt/FDR of any nationalized/ Scheduled Bank/ Bank grantee as per section 13.
i)	GST registration Certificate of Registration for GST and acknowledgement of up to date filed return of GST.
j)	ESI & EPF registration To be submitted
k)	Back to Back Undertaking I/We undertake and confirm that eligible similar works(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for tendering in IITD in future forever. Also, if such

		a violation comes to the notice of Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee. (Scanned copy to be uploaded at the time of submission of bid)
l)	EMD undertaking	“the physical EMD shall be deposited by me / us with the Authority inviting the tender, in case I / we become the lowest tenderer, within a week of the opening of financial bid, otherwise, department may reject the tender and also take action to debar me / us from tendering in any form in IIT Delhi”
m)	Tender Fee	Rs. 1500/-
n)	Form ‘F’	To be submitted with bid.
<p>Note : Integrity pact Acceptance to execute INTEGRITY PACT. Integrity Pact shall be provided by IIT Delhi to L1 bidder for its signature & execution.</p> <p>Bidders who do not fulfill any of the criteria mentioned at S. No. 2.4 or fail to submit documents complete in all respects, shall not be considered for technical evaluation.</p>		
2.5	EARNEST MONEY DEPOSIT(EMD)	
a)	The bidder shall deposit an EMD for an amount of Rs.29,50,000/- (Rupees Twenty Nine Lakh and Fifty Thousand Only)in the form of an Account Payee DD / FDR / Bank Guarantee of a scheduled / Nationalized bank.	
b)	EMD of the unsuccessful bidders will be returned to them on or before the 30 th day after the award of the contract.	
c)	EMD shall be forfeited if the bidder withdraws the bid during the period of tender validity.	
d)	EMD shall be forfeited if the successful bidder refuses to execute the Contract, or fails to furnish the required Performance Guarantee within the specified time frame.	
2.6	PRE BID MEETING	
	A pre bid meeting will be held as informed in NIC portal Any doubts or queries of the potential bidders will be addressed during the meeting.	
2.7	BID OPENING AND EVALUATION	
a)	The Institute shall follow the QCBS (Quality Cum Cost-based Selection) Method for selecting the successful bidder. The system is based on a two bid system where the technical bid and financial bid shall be submitted separately.	
b)	60 % weightage will be accorded to Technical Evaluation and 40% to Financial Evaluation.	
c)	Technical bids will be opened first. Technical committee shall examine the bid and award marks as per criteria specified in section 2.8.	
d)	Financial bids of only those bidders who obtain minimum 60% marks in technical evaluation will be opened	
e)	Only one authorized representative of each company will be permitted to witness the opening of bids.	
2.8	TECHNICAL BID EVALUATION	
2.8.1	Technical bids received complete in all respects, will only be opened.	
	Each bidder shall be assigned marks out of 100, as per the criteria specified below:	
a)	No. of ongoing projects	Max Marks (10)

	>6	10 marks	Definition of works of similar nature is same as above. Work could have been completed or ongoing with at least one year of work executed. Value of each work should not be <Rs.7.80Crore over awarded duration. Self-attested copy of experience certificates for completed/ongoing work issued by the awarding organization should be submitted.
	3-6	5 marks	
	1-2	3 marks	
c)	Experience in handling GIS or GPS based digital monitoring system of housekeeping services		Max Marks (5)
	Experience >2 Year	5 marks	Agency should have implemented and operated the system successfully at a site for at least one year before the date of tender release. Details of the project may be provided.
	Experience 1-2 year	2 marks	
	Experience <1 year	0 marks	
d)	Quality certifications obtained by the company		Max Marks (5)
	>5 certifications	5 marks	Quality certifications (ISO) relevant to this work should have been obtained in financial year 2018 - 2019 Certifications should be valid with undertaking for periodic renewal.
	1-5 certifications	3 marks	
	No certifications	0 marks	
e)	Presentation by the bidder		Max Marks (60)
	Components of Presentation and Corresponding Maximum Marks Assigned		Presentation will be evaluated by a committee constituted by IIT Delhi. Agency should show in their presentation, details of manpower, machinery, equipment and complaint redressal system that they propose to deploy / adopt for housekeeping services at IIT Delhi. The agency would be bound to deploy the same machinery, equipment and systems if awarded the contract. Important: Bidder must visit the campus and study the scope and requirements of housekeeping carefully and present a strategy specifically suited to the IITD campus. IITD will facilitate a campus visit for the same.
	Implementation strategy proposed by the agency for IIT Delhi.	10 marks	
	Strategy to control dust and loose soil during cleaning operations.	5 marks	
	New Technology usage/Innovations in Housekeeping.	5 marks	
	Nature of complaint redressal system proposed for users.	5 marks	
	Manpower Deployment Annexure – 4A	10 marks	Number and breakup of total manpower deployment plan will be evaluated with respect of scope of work.
	Cleaning Machine Deployment Annexure – 4B	15 marks	Deployment plan for machinery will be evaluated with respect to scope of work. Bids that do not comply with

			specified makes and capacities in machinery will be rejected.
	Cleaning Chemicals Annexure – 4C	5 marks	Quantities will be evaluated with respect of scope of work.
	Vehicles Deployment for transportation of waste within campus Annexure – 4D	5 marks	Number and breakup will be evaluated with respect of scope of work
g)	Feedback provided by clients		Max Marks (05)
	All satisfactory feedback	05 marks	Agency should provide names and contact details of current and previous clients. Institute authorities may contact them for feedback/references.
	Partly satisfactory feedback	2 marks	
	Negative feedback	0 marks	
h)	Site visit		Max Marks (15)
	Hygiene	05 marks	Committee will visit one or more sites of the agency to assess the quality of service.
	Ambience	05 marks	
	Quality of service staff	05 marks	
2.8.2	CALCULATING THE TECHNICAL SCORE		
A Bidder must secure a minimum of 60% marks (i.e. 60 out of total 100 marks) in Technical Evaluation in order to be shortlisted for opening of financial bids.			
Weightage of Technical bid shall be 60%			
illustration 1			
For a Bidder securing 60 out of 100 marks in technical evaluation (As per 2.8.1) , the Technical score shall be calculated as follows: Technical Score = 60x60% = 36			
2.8.3	CALCULATING THE FINANCIAL SCORE		
Institute shall intimate the bidders, the date, time & venue for the opening of financial bids.			
Weightage of Financial bids shall be 40%			
While calculating weightage for financial bids, the total amount quoted in the financial bid (BOQ) Section5, will be considered.			
Bidder with the lowest total bid price will be designated as (L1).			
The L1 bidder shall be assigned a financial score of 40.			
2.8.4	CALCULATING THE TOTAL SCORE		
The total score for a bidder shall be calculated as per illustration 2.			
illustration 2			
If the Bidder at illustration 1 is (L1) then their total score shall be 76 i.e., (36 Technical score + 40 Financial score).			
If (L1) had quoted Rs.100/- , the financial scores of the other bidders (i.e. L2, L3 and so on) shall be computed as explained in illustration 3 below:			
illustration 3			
40 x (L1 Price) / Quoted Value (L2, L3.....).			
If the Bidder at illustration 1 quoted Rs.125 and is designated as L2, the financial score for L2 shall be computed as			

under:
40 x 100 (L1) / 125 = 32 Therefore L-2 Bidder shall have a total score of 68 (36 Technical score + 32 Financial score).
Technical and Financial marks of each bidder will be added as per scheme discussed above. All bidders shall be ranked based on the total score obtained by them.
The bidder with the highest total score (i.e. the total of technical and financial score) shall be deemed as the successful Bidder
2.9 TERMS FOR AWARD OF CONTRACT
The successful bidder will be informed of the acceptance of his tender and shall be required to furnish a " Performance Guarantee ". Necessary instruction with regard to amount, time of depositing performance guarantee will be specified in the Letter of Offer.
The Performance Guarantee will have to be furnished within 15 days of receipt of "Letter of Offer" for an amount of 5% of the contract value in the form of an Account Payee / DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank in favour of "The Registrar, Indian Institute of Technology Delhi, Hauz Khas, New Delhi – 110016".
The Performance Guarantee shall remain valid for a period of 3 years 3 months. In case the contract period is extended further, validity of Performance Guarantee shall also be required to be extended by the Agency accordingly.
The successful bidder will be required to execute an SLA with the Institute.
The successful bidder will be required to sign an Integrity Pact with the institute.
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.

TECHNICAL SPECIFICATION

S.No.	Technical Bid Requirement As per Tender Notice & NIT & IITD form 8	Compliance Y/N
1	Firm registration	
2	GST Registration	
3	GST Return	
4	ESI & EPF	
5	Experience Certificate	
6	Undertaking	
7	Affidavit	
8	INTEGRITY PACT	
9	Annexure 1	
10	Annexure II	
12	EMD	
13	Tender Fee	
14	FORM "F" (Duly filled with all required details)	
15	If EMD exemption under MSME/ MSEs units necessary copies to be enclosed.	
16	BOQ	

I have also enclosed all relevant documents in support of my claims, (as above) in the following pages.

Signature of Bidder

Name: _____

Designation: _____

Organization Name: _____

Contact No. : _____

FORM "F"
STRUCTURE & ORGANISATION

1. Name & Address of the bidder
2. Telephone no./ Telex no./ Fax no.
3. Legal status of the bidder (attach copies of original document defining the legal status)
 - a. An Individual
 - b. A proprietary firm
 - c. A firm in partnership
 - d. A limited company or Corporation
4. Particulars of registration with various Government Bodies (attach attested photocopy)

Organization/ Place of registration Registration No.

- 1.
- 2.
- 3.
5. Name and titles of Director's & Officers with designation to be concerned with this work.....!
6. Designation of individuals authorized to act for the organization.....!
7. Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.....!
8. Has the bidder or any constituent partner in case of partnership firm, ever been debarred/ black listed for tendering in any organization at any time? If so, give details.....!
9. Has the bidder, or any constituent partner in case of partnership firm, ever been convicted by the court of law? If so, give details.....!
10. Past work experience in IIT Delhi will be considered in deciding the Technical bid.....!

**<< Organization Letter Head >>
DECLARATION SHEET**

We, _____ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification. This is certified that our organization has been registered as per Tender Notice & NIT & IITD form 8 Tender. We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document.

We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.	NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent
1 Phone	As Per NIC Notice
2 Fax	
3 E-mail	
4 Contact Person Name	
5 Mobile Number	
6 TIN Number	
7 PAN Number	
(In case of on-line payment of Tender Fees)	
8 UTR No. (For Tender Fee)	
(In case of on-line payment of EMD)	
9 UTR No. (For EMD)	

(Signature of the Tenderer)

Name:

Seal of the Company

1. **Undertaking on firm's letter head.**

“the physical EMD shall be deposited by me / us with the Authority inviting the tender, in case I / we become the lowest tenderer, within a week of the opening of financial bid, otherwise, department may reject the tender and also take action to debar me / us from tendering in any form in IIT Delhi”

2. **To become eligible for issue of tender, the tenderer shall have to furnish an affidavit as under:-**

I/We undertake and confirm that eligible similar works(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for tendering in IITD in future forever. Also, if such a violation comes to the notice of Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee. (Scanned copy to be uploaded at the time of submission of bid)

1. SCOPE OF WORK

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

1	Cleaning of Building and Open Areas
Areas to be cleaned include academic blocks, administrative blocks, library, student hostels, staircases and common areas of residential blocks, children parks and open areas.	
The tender does not include cleaning of residential quarters or garbage collection from residential areas and residential lawns.	
a)	Indoor cleaning includes brooming and mopping of corridors, staircases, lifts, offices, labs; cleaning and wiping of windows, doors, blinds, partitions and railings; furniture, fixtures, ACs, PCs, fans, almirahs, drawers, phones, lab equipment, foot mats and dustbins
b)	Outdoor cleaning includes cleaning of roads, pavements, signboards, street fixtures and furniture, collection of litter and horticultural waste.
c)	Toilet cleaning includes maintaining of clean, stain free and hygienic conditions in outdoor and indoor toilets, maintenance of fixtures and washroom accessories, replenishing of toilet supplies
d)	Glass cleaning includes cleaning of glass facades, doors and partitions.
e)	Garbage removal includes collection of segregated waste and deposition of the same at the area designated by the institute for each type of waste. Mixing of waste will invite penalties.
2	Mechanism to lodge and respond to complaints
a)	The agency will provide an effective mechanism to lodge and respond to complaints by students/staff/faculty/ guests.
b)	The mechanism should facilitate real time logging of complaints and their redressal.
3	Assessment of Performance
Performance of the agency will be assessed on the basis of:	
a)	Feedback of students/staff/faculty/guests with respect to level of cleanliness in the campus at all times.
b)	Time taken to respond and resolve the complaints.
c)	Efficiency of the complaint redressal system.

3.1 Guidelines

- The Housekeeping / cleaning services are needed daily from Monday to Saturday in the academic area. Services will be required for guest houses and hostels on all days of the week.
- Cleaning of classrooms needs to be started early in the morning and completed before 8:45 AM. A suitable schedule for other areas should be proposed.
- Hostel rooms shall be broomed and dusted at regular, periodic intervals.
- Disposal of carcasses etc. as per instruction of sanitary inspector.
- The Agency must also create and deploy an Immediate Response Strategy for all types of emergencies pertaining to housekeeping, within IIT Campus.
- Area under cleaning contract may change when new buildings being constructed are added to scope of work. Incremental charges shall be decided on basis proportionality the academic & non-academic area from original scope of work.

- g. The performance of the agency will be assessed on the feedback of students/staff/faculty/guests in respect of maintaining hygienic, stain free, garbage free, stink free and clean indoor and outdoor environment in the campus at all times.
- h. **Dustbins kept inside the washrooms shall be provided and maintained by the housekeeping agency. All other outdoor and indoor dustbins shall be provided by IITD.**
Disposal of dead animals. The Agency would have to bury the dead animals, as and when reported, as per direction of Sanitary Inspector.

3.2 Outdoor Areas

- a) Total length of roads – 13 kms.
b) Total length of footpaths - 15 kms
c) External area to be cleaned - 5,50,000 sq.m.

3.3 Indoor Areas

S. No.	Building / Blocks/ Departments	Description
1.	Multi Storey (MS) Building	Floors No - Ground + 7 floors
		Wash rooms:- F:-8,M-9
2.	Administrative Block	Floors No - Ground + 6 floors
		Wash rooms:- M-7, F-4
3.	Textile and Materials Science Department	Floors No - Ground + 2 floors
		Wash rooms:- M-1, F1
4.	IDDC + Central Workshop + Department of Design	Floors No - Ground + 2 floors
		Wash rooms:- M-5, F-3
5.	Synergy Building	Floors No - Ground + 2 floors
		Wash rooms:- M:- 4, F-4
6.	Block-I	Floors No - Ground + 2 floors
		Wash rooms:- M-6, F-5.
7.	Block-II	Floors No - Ground + 4 floors
		Wash rooms:- M:- 16 ,F-14
8.	Block-III	Floors No - Ground + 2 floors
		Wash rooms:- M:- 5, F:-3
9.	Block-IV	Floors No - Ground + 2 floors
		Wash rooms:- M:- 3 F:-1
10.	Block-V	Floors No - Ground + 3 floors
		Wash rooms:- M:- 6 F:-3
11.	Block-VI	Floors No - Ground + 3 floors
		Wash rooms:- M-8, F-8
12.	Bharti Building	Floors No - Ground + 4 floors + 1 basement
		Wash rooms:- M:- 10, F-10, H-5
13.	Library	Floors No - Ground + 2 Floors
		Wash rooms:- M - 4, F – 3
14.	SIT Building	Floors No – Basement + Ground + 4 Floors
		Wash rooms:- M-10, F-5
15.	IITD Hospital	Floors No – Ground

		Wash rooms:- M, F- 17,Along with room,2 (common)
16.	Vishwakarma Bhawan	Floors No - Basement, Ground + 6 floors
		Wash rooms:- M:-10,F;-9
17.	Faculty Guest House	Floors No - Ground + 2 floors
		Wash rooms:-50 (connected with room) 2 common
18.	Visiting Faculty Flats	8 FLATS
19.	Main Guest House	Floors No - Ground + 1 floors
		Wash rooms:-27 (connected with room)
20.	Student Activity Centre	Floors No - Ground + 2 floors
		Wash rooms:- M-6, F-6
21.	Himadri Hostel	Floors No – Basement + Ground + 6 floors
		Wash rooms:- F-25, Approx occp:800
22.	Kailash Hostel (Old And New Building)	Floors No -Basement+ Ground+3 Floors
		Wash rooms:- F:- 32,Approx occp:650,
23.	IRD Girls Hostel (A-5)	Common Area, Stairs, Lawn.
24.	Married research scholar hostels (A-4, A-12, A-13)	Common Area, Stairs, Lawn.
25.	Aravali Hostel	Floors No - Ground + 3 Floors
		Wash rooms: - M: - 16, Approx occp: 400
26.	Jwalamukhi Hostel	Floors No - Ground + 3 Floors
		Wash rooms:- M:- 16,Approx occp:400
27.	Karakoram Hostel	Floors No - Ground + 3 Floors
		Wash rooms:- M:- 16,Approx occp:400
28.	Nilgiri Hostel	Floors No - Ground + 3 Floors
		Wash rooms:- M:- 16,Approx occp:400
29.	Kumaon Hostel	Floors No - Ground + 3 floors
		Wash rooms:- M:- 32, Approx occp:340
30.	Satpura Hostel	Floors No - Basement, Ground + 6 floors
		Wash rooms:- M:- 28, Approx occp:300
31.	Shivalik Hostel	Floors No - Ground + 3 floors
		Wash rooms:- M:- 16,Approx occp:315
32.	New Vindhyachal & Transport	Floors No - Ground + 3 floors
		Wash rooms:- T-2
33.	Girnar Hostel	Floors No - Basement, Ground + 7 floors
		Wash rooms:- M:- 39,Approx occp:800
34.	Nalanda Hostel	Floors No - Ground + 3 floors
		Wash rooms: - M-1.
35.	Udaigiri Hostel	Floors No – Basement ,Ground + 6 floors
		Wash rooms:- M:- 34,Approx occp:800
36.	Vindhyachal Hostel	Floors No - Ground + 3 floors
		Wash rooms:- M:- 12, Approx occp:300

37.	Zanskar Hostel	Floors No - Basement, Ground + 3 floors
		Wash rooms:- M:- 29, Approx occp:400
38.	IP Apartments 1 & 2	Surrounding area and outer area to cleaned
39.	Nursery School	Indoors, outdoors, Wash rooms:- 2
40.	Director's Lodge	Indoors and outdoors
41.	Academic Area	Surrounding area and outer area to cleaned.
42.	Nalanda Ground, Neelkanth Hall, Kalyan Mandapam & Baraat Ghar	Indoors and outdoors to be cleaned after each community function
43.	Outdoor Toilets (15 Nos.)	To be cleaned regularly

3.4 Conditions of SLA

S No.	Areas	SLA	Indicator
1.	Indoor areas All areas should be cleaned to create a healthy and hygienic environment.	Spot clean floor, ceiling, walls, doors, glass windows, tables, cupboards, wall hangings, signage, light fixtures, ACs, computers and chairs.	Free of debris, dirt, stains, moisture, odour and litter.
		Any leakage, spillage/emergency to be attended promptly.	
		Effective supervision, checking and monitoring of cleaning activities, schedules.	
		Dustbins to be cleared regularly and be free from stains, foul smell etc.	
		Hand prints on all doors to be cleaned.	
2.	Washrooms	WC, basins, floors, urinals, sensors, hand dryers, glass mirrors, should be free of dust, grime, spots and be sparkling clean. Frequent monitoring to be done for effective hygiene. Floor should be dry and area should be free of foul smell. Cleaning schedule to be checked by supervisors. Liquid hand wash soap should be adequately stocked.	Clean, dry and smell free wash rooms. Availability and display of check lists.
			All accessories should be functional
3.	Outdoor areas Including Roads, Pavements, Open areas, Grounds	Area should be free from dust, dirt and litter. Drains should be free of debris. All fire hydrant boxes, light poles, bollards, junction boxes etc. should be spot cleaned on a regular basis.	Clean roads, pavements, open areas and grounds.
		Dust bins should be emptied as per requirement and clean from stains/litter	

		foul smell. Loose dust should be managed and no manual brooming to be done in unpaved areas.	
4.	System for lodging and redressing of complaints.	A robust system for lodging and redressing of all complaints should be maintained.	A functional system enabling real time tracking of complaints and their resolution.
	Garbage and food waste disposal	Dry (recyclable) /wet (organic) waste should be segregated and transported separately to designated spots on the campus.	All garbage should be segregated. All outdoor and indoor dustbins should be clean, odour free and litter free.
5	Housekeeping Tools, consumables and Equipment	All tools and equipment should be functional and in good working condition at all times. Minimum stock of approved spares/chemicals/consumables should be maintained at all times. Only approved brands of consumables should be stocked and used. Machinery, equipment of only approved makes to be used.	100% uptime Monitored by GPR Documentary evidence
6.	Housekeeping personnel	100% manpower as per agreed deployment should be available at all times. All staff should be in uniform. Personal grooming should be as per acceptable standards. All employed staff should be above 18 years of age.	As per the agreement 100% attendance should be marked in face screening biometric machines to be arranged by IIT Delhi at cost of bidder 100 % complaint to be attended.
7.	Maintenance records of	Daily log of manpower, equipment deployed, consumables used should be maintained Daily log of complaints lodged, resolved and pending should be maintained.	Meticulously maintained logs accessible to Institute officers.

3.5 Penalty Clause

Under the SLA, the agency would be required to meet the entire Scope of Work as defined under Section 3 of the document, along with the stipulated performance standard defined under Section 3.4.

Penalties shall be imposed on the agency as per the following details:

- a) If the manpower deployed is found to be below the quoted number of persons/day, then a penalty of Rs.600/- per person per day will be levied.
- b) If any machine/equipment is found to be non-functional, then a penalty of Rs.2000/- per day will be levied.
- c) If during random inspection, cleaning material of brands other than those approved is found in the stock/use, a penalty of Rs.5000/ per item will be levied and all such stock will be confiscated.
- d) If the agency does not comply with the solid waste management rules of the institute, penalty of Rs. 1000/- per activity per day shall be levied.

The penalties imposed shall be deductible from payments due to service provider.

If a complaint is logged before 17:00 hours, it should be attended on the same day and if logged after 17:00 hours, if it is an emergency, should be attended the same day, if regular may be attended the next day after informing the authorities as well as the complainant.

TECHNICAL BID

<< Organization Letter Head >>
DECLARATION SHEET

4.1	Particulars of Firm / Agency	
a)	Name	
b)	Type : Public Limited/Pvt. Ltd. /Registered Firm	
c)	Regd. Address :	
d)	Address of Office at Delhi :	
e)	Contact Persons:	
f)	Name & Designation.:	
g)	Tel. No. Landline :	Mobile:
h)	Email ID1 :	E-mail ID 2:
4.2	PAN Number	
4.3	GST No.	
4.4	EPF Registration No.	
4.5	ESI Registration No.	
4.6	Annual Turnover for the last 3 years (Enclose copies of audited balance sheet and P& L A/c.)	
A	2017-18	
B	2016-17	
C	2015-16	
4.7	EMD Details	
	DD / FDR / Bank Guarantee No.	
	Bank Details	
4.8	Payment Details	Tender Fee
	UTR No. with date	
	Bank name	
	Branch address	
	Branch telephone no.	
	MICR Code of the bank	
	IFSC code	

	Bank Account no.	
	Type of account	
4.9	Self-Declaration	
a.	Has the applicant ever been required to suspend any project for a period of more than six months continuously after commencement of work?	If so, give the name of the project and reasons of suspension of project
b.	Has the applicant ever been convicted by a court of law?	YES / NO If yes, give details of the case.
c.	Details of any litigation in which the applicant is/was involved.	
4.10	Annexure : a) 4 A b) 4 B c) 4 C d) 4 D	
4.11	Form 'F'	
4.12	Integrity Pact	
4.13	Undertaking regarding subletting of work	
4.14	Undertaking regarding submission of EMD	

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

[Signature of the bidder]

Name:

Seal of the bidder

DETAILS OF MANPOWER DEPLOYMENT

IITD has estimated the following types of manpower to be engaged for housekeeping services. The agency should specify the quantities and will be bound to follow the plan proposed by them, if awarded the contract. A benchmark manpower of 200/day has been estimated.

S.No.	Designation	Number of Personnel
1.	Site Manager	
2.	Computer Staff	
3.	Help Desk Executive	
4.	HK Supervisor	
5.	HK Staff	
6.	Plumber	
7.	Sewer Man	

DETAILS OF CLEANING MACHINES

IITD has estimated that the following types of machines / equipment's be deployed for mechanized housekeeping services on the campus. Technical specification of machine & the Makes all given on page 24 – 25. The agency may specify the quantities and will be bound to follow the plan proposed by them, if awarded the contract. The machinery deployed shall be in good working condition and not more than 02 years old. The repair and maintenance of machinery and equipment shall be the sole responsibility of the agency. In case of break-down of a machine, the agency shall provide and replace immediately the faulty machine at their own cost and risk.

S.No.	EQUIPMENTS	QUANTITY
1.	Battery Operated Ride on Scrubber Drier	
2.	Back Pack Vacuum cleaner	
3.	Battery operated Walk behind Scrubber Drier	
4.	Single Disc Scrubber	
5.	High pressure Jet Cleaning Machine (Auto Mounted)	
6.	Mini Road Sweeping Machine / Basement Cleaning Machine	
7.	Integrated Street Sweeping Machine	
8.	Mechanical litter pickers	

SPECIFICATIONS OF CLEANING MACHINES

Ride on Scrubber Drier. (Make : Eureka Forbes / Comac / Diversey)			
1.	Working 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

Back Pack Vacuum Cleaner. (Make : Eureka Forbes / Comac / Diversey)			
1.	Rated Power	W	1100-1500
2.	Dust Bag Capacity	Liter	4-6
Note: Should have all accessories like belt with accessories holder, crevice nozzle, round brush, Combi Floor / Carpet Nozzle, upholstery tool etc.			

Battery Operated Walk Behind Scrubber Drier. (Make : Eureka Forbes / Comac / Diversey)			
1.	Scrubbing Width	mm	500-550
2.	Productivity Rate	Sqm/h	1700-1850
3.	No of Tanks (Separate fresh water and dirty water)	Nos	2
4.	Solution Tank	Liters	45-55
5.	Recovery Tank	Liters	50-60

Single Disc Scrubber (Make : Eureka Forbes / Comac / Diversey)			
1.	Working Width	mm	450-550
2.	Brush Speed	RPM	155-160
3.	Motor	W	1500-2000
4.	Cable Length	Meter	15-18

Diesel Operated High Pressure Jet Machine (Make : Eureka Forbes / Comac / Diversey)			
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.	Pressure	Bar	200-250
Note: Machine should be supplied with complete accessories like drain opening/ cleaning kit, lance, gun, rotary nozzle, pressure hose etc.			

Mini Road Sweeping Machine / Basement Cleaning Machine (Make : Eureka Forbes / Comac / Diversey)			
1	Engine Type		Diesel / Battery
2	Central Brush Width	mm	1100-1200
3	Working width 1side brushes	mm	1400-1600
4	Working width 2side brushes	mm	1700-1900
5	Debris hopper capacity	Ltr	485-600

Integrated Street Sweeping Machine (Make : Dulevo / Eureka Forbes / Comac / Diversey)			
1	Sweeping Width with central brush	mm	1300 minimum
2	Sweeping Width with Side brushes	mm	2600 minimum
3	Sweeping Width with Third brush	mm	3500 minimum
4	Waste Container Capacity	Cum	5 minimum
5	Engine Type		Diesel / CNG
6	Transportation Speed	km/h	40-45
7	Effective Sweeping Speed	km/h	10-12
8	Machine should be supplied with rear suction hose for use in sidewalks to collect debris.		

DETAILS OF CLEANING CHEMICALS

IITD has estimated the following types of cleaning agents required for the job. The agency should specify the quantities and will be bound to follow the plan proposed by them, if awarded the contract. All cleaning agents used for the project shall be environment friendly and follow all the mandatory International & National standards for chemicals.

S. No.	ITEMS	MAKE/BRAND	QUANTITY
1	Bathroom Cleaner	Eureka Forbes / Ecolab Oasis / Taski.	
2	Multipurpose Cleaner		
3	Scale remover		
4	Urinal & Bowl Cleaner		
5	Liquid Hand Wash	3M / Bactorub / Sterizar	

Use of naphthalene balls and other toxic deodorizing agents is not permitted in toilets.

DETAILS OF VEHICLES TO BE DEPLOYED

The agency may specify the quantities and will be bound to follow the plan proposed by them, if awarded the contract

S.No.	NAME OF VEHICLE	TYPE	QUANTITY
1.	Garbage Rickshaw	Manual	
2.	Double Wheel Barrow	Manual	

Section 5**FINANCIAL BID****BOQ**

S.No.	Category	Total Number	Quoted Amount per month (Rs.)
1.	Manpower to be deployed at IITD (as per Annexure -5A)		
2.	Machinery to be deployed at IITD (as per Annexure-5B)		
3.	Cleaning Material and Chemical Cost (as per Annexure-5C)	(Lump sum/per month)	
4.	Consumables	(Lump sum/per month)	
5.	Charges for vehicles to be deployed at IITD (as per Annexure-5D)	(Lump sum/per month)	
6.	ESI	@ 1.75 %	
7.	EPF	@ 12 %	
8.	Service charges of the company	@	
9.	GST as applicable	@ 12 %	
	Total Bid Price per month (total of Sl. No.1 to 6)		
	(Rupees.....Only)		

Note :- Bonus shall include in above cost & shall be as per Delhi Government norms

DETAILS OF MANPOWER DEPLOYMENT

IITD has estimated the following manpower to be engaged for housekeeping services. The agency will be bound to follow the agreed upon plan if awarded the contract. A benchmark manpower of 200/day has been estimated by the Institute for these services. However, the agency shall make their own assessment of the manpower required to fulfil the requirements of the SLA agreement. The same should be presented during the technical presentation and quoted in the financial bid, as per table given below. The agency will be bound to follow the agreed upon plan if awarded the contract.

S.No.	Designation	Number of Personnel	Cost/Month (Rs)
1.	Site Manager		
2.	Computer Staff		
3.	Help Desk Executive		
4.	HK Supervisor		
5.	HK Staff		
6.	Plumber		
7.	Sewer Man		
	TOTAL		

- **Wages shall be paid as per minimum wages as notified by Delhi Government or as notified by IIT Delhi from time to time.**

DETAILS OF CLEANING MACHINES

IITD has estimated that the following types of machines / equipment's be deployed for mechanized housekeeping services on the campus. The agency may specify the quantities and will be bound to follow the plan proposed by them, if awarded the contract. The machinery deployed shall be in good working condition and not more than 02 years old. The repair and maintenance of machinery and equipment shall be the sole responsibility of the agency. In case of break-down of a machine, the agency shall provide and replace immediately the faulty machine at their own cost and risk.

S.No.	EQUIPMENTS	MAKE / BRAND	QUANTITY	COST / MONTH (Rs.)
1.	Battery Operated Ride on Scrubber Drier			
2.	Back Pack Vacuum cleaner			
3.	Battery operated Walk behind Scrubber Drier			
4.	Single Disc Scrubber			
5.	High pressure Jet Cleaning Machine (Auto Mounted)			
6.	Mini Road Sweeping Machine / Basement Cleaning Machine			
7.	Integrated Street Sweeping Machine			
8.	Mechanical litter pickers			
	Total			

DETAILS OF CLEANING CHEMICALS

IITD has estimated the following types of cleaning agents required for the job. The agency may specify the quantities and will be bound to follow the plan proposed by them, if awarded the contract. All cleaning agents used for the project shall be environment friendly and follow all the mandatory International & National standards for chemicals.

S. No.	ITEMS	MAKE/BRAND	QUANTITY	COST/MONTH (Rs)
1	Bathroom Cleaner	Eureka Forbes / Ecolab Oasis / Taski.		
2	Multipurpose Cleaner			
3	Scale remover			
4	Urinal & Bowl Cleaner			
5	Liquid Hand Wash	3M / Bactorub / Sterizar		
	TOTAL			

DETAILS OF VEHICLES TO BE DEPLOYED

IIT Delhi has estimated the following types of vehicles to be deployed for the job. The agency may specify the quantities and will be bound to follow the plan proposed by them, if awarded the contract.

S. No.	NAME OF VEHICLE	TYPE Battery / Manual / Diesel / Petrol	QUANTITY	COST/MONTH (INR)
1.	Garbage Rikshaw	Manual		
2.	Double Wheel Barrow	Manual		
	TOTAL			

ONLINE BID SUBMISSION CHECK LIST

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

Envelope – 1 TECHNICAL BID		
S. No.	Content	File Type
1.	Proof of EMD. Either scanned copy of DD / FDR / Bank Guarantee / MSME Registration Certificate	.pdf
2.	Memorandum & Articles of Association of the company/ Certificate of Registration/ Partnership Deed	.pdf
3.	Solvency Certificate	.pdf
4.	Declaration Sheet as per (Section4)	.pdf
5.	Annexure – 4A	.pdf
6.	Annexure – 4B	.pdf
7.	Annexure – 4C	.pdf
8.	Annexure – 4D	.pdf
9.	PAN Card	.pdf
10.	Certificate of registration for GSTIN	.pdf
11.	EPFO & ESIC Registration	.pdf
12.	Annual Turn Over, Audited balance sheets and P&L A/c for last 3 years	.pdf
13.	Details of manpower on your rolls.	.pdf
14.	List and deployment details along with proof of owning machinery or Hire agreement with equipment owners with details of the book value/rent value duly certified by CA.	.pdf
15.	Details of Maintenance Workshop.	.pdf
16.	Copies of Work Orders and certificates from clients regarding satisfactory work done.	.pdf
17.	List of sites where work in ongoing along with contact details	.pdf
18.	Copy of Certifications (ISO etc.) and Awards if any	.pdf
19.	Any other document as specified in the NIT	.pdf
Envelope – 2 FINANCIAL BID		
S. No.	Content	File Type
1.	Price bid should be in BOQ format	Excel

TERMS & CONDITIONS**1. Liability of the agency with respect to Labour / Workmen Laws/Acts/Rules & Regulations etc.**

- a. The Agency awarded the work shall comply with all applicable laws, Ordinance, Rules & Regulations

prescribed in Contract Labor (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 labor laws in respect of this contract and shall pay at its 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.

- b. The Agency shall take, at its own cost, necessary insurance cover in respect of staff and other personnel to be employed or engaged 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.
- c. 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.
- d. The Agency shall cover its personnel under Insurance for personal accident and death whilst performing the duty and the Institute shall own no liability and obligation in this regard.
- e. The Agency shall issue identity cards / identification documents to all its employees who will be instructed by the Agency to display the same.
- f. The Agency shall provide minimum of two sets each of summer and winter uniform (complete) to its personnel at its own cost.
- g. The Agency shall submit a copy of wages sheet showing monthly wages paid to its personnel.
Each monthly bill must accompany:
List of employees with daily log sheet of manpower engaged by the agency during the month.
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 & attendance of all workers as per face screening biometric machines.
- h. The Agency shall also prepare a register indicating all payments / dues in respect of all the employees.
- i. Payment of bonus to the workers to be paid as per govt. notification being a part of salutatory compliance.

2. Payment to Agency

- a) The Agency shall submit to Institute monthly bills by or before the 7th day of following month with all supporting documents.
- b) All taxes and levies as per Central/State laws and rules will be deducted / payable from / on the gross amount of the bill during the contract period.
- c) 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.
- d) Minimum wages payable to the employees shall be as per Delhi Govt. notification for minimum wages, or as notified by IIT Delhi from per time to time.

3. Indemnification

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

4. 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.

5. General conditions of contract

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 the scope of work specified in this tender.

- a) The work in general shall be carried out in accordance with the Specifications and as per directions of Officer-in-charge.
- b) The Agency shall adhere to standard operating procedure furnished by them.
- c) 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.
- d) The work shall be carried out in a manner complying in all respects with the requirements of relevant bye laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Officer-in-Charge and nothing extra shall be paid on this account.
- e) The Agency shall comply with all orders and directions of the local bodies or Municipality, issued in accordance with law, and abide by their rules and regulations and pay all fees and charges, which they may be liable to pay.
- f) The Agency shall transport the garbage/ malba/ waste only to the locations specified by the Institute and shall not stack building material/ malba on the Institute land or road or on the land owned by any other. Non-compliance will attract severe penalty.
- g) The Agency shall take all necessary precautions to keep the noise level to the barest minimum in terms of applicable laws/ rules.
- h) No hazardous inflammable materials and items dangerous to life shall be allowed to be stored in Institute building/premises.
- i) 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.
- j) The Agency shall execute his work in such manner that no damage is made to the existing structure or any property of the Institute.
- k) No assistance of any kind shall be made available by Institute for the purchase of equipment's, plants, machinery, materials of any kind or any other items required to be carried out in execution of work.

- l) 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 shall only be used.
- m) 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.
- n) The Agency shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Institute business or security arrangements (including but not limited to the Assignment instructions, Schedules and other subsequent Arrangements) and/or business of the Institute. The obligation is not limited to any scope and the Agency shall be held responsible in case of breach of the confidentiality of Institute's information.
- o) 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.
- p) The Agency shall not Sub-contractor Sub-let, transfer or assign the contractor any other part thereof. In the event of the agency contravening this condition, Institute shall be entitled to place the contract elsewhere on the agency's risk and cost and the agency shall be liable for any loss or damage, which the Institute may sustain in consequence or arising out of such replacing of the contract.
- q) The Agency shall not employ any person below the age of 18 years.
- r) 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.
- s) If any material is not mentioned in tender document, but required at site for Housekeeping work, shall be brought by Agency as per requirement.
- t) The Institute shall not be responsible for any loss of material used by the Agency at site.

6. Code of conduct

The Agency shall strictly observe that its personnel:

- a) Are always neatly dressed in uniforms.
- b) Are punctual and arrive at least 15 minutes before start of duty time.
- c) Take charge of duties properly and thoroughly and be vigilant all the time.
- d) Perform their duties with honesty and sincerity.
- e) Read and understand their post and site instructions and follow the same.
- f) Extend respect to all Officers and staff of the office of the Client.
- g) Shall not drink on duty, or come drunk and report for duty.
- h) Will not gossip while on duty.
- i) Must not be found sleeping while on duty.
- j) Will immediately report if any untoward incident / misconduct occurs, to the control room of the Agency and Institute security.
- k) Get themselves checked by security personnel whenever they go outside the Institute campus.

7. What the Institute will provide to the agency

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

- e) Suitable space for setting up of a control room and storage of consumables
- f) An internal EPABX line to be used as a helpline for Housekeeping services.
- g) Specific guidelines for collection and dumping of waste within IIT Delhi campus.

8. Agency/ Firm shall abide by all laws of the land including, labour laws, Companies Act, Tax deduction liabilities, welfare measures of its employees and all other statutory obligations that enjoin in such cases and are not enumerated and defined herein, through any such onus shall be the exclusive responsibility of the Agency/ Firm, and it shall not involve the Institute in any way whatsoever.
9. Institute reserves the right to require the Agency/ Firm to remove any person deployed by the company, without assigning any reasons/notice. This will be without prejudice to the right of the Agency/ Firm to remove any of his own employees deployed in the Institute.
10. In the case of any dereliction of duty, negligence, an unintended or intended damage caused by the Agency/ Firm or its staff pertaining to this agreement, or otherwise, any harm is done to the Institute, the Agency/ Firm shall make good the loss or pay the compensation, refund expenditure on legal/judicial proceedings as well as pay such penalty which the party of the first part may deem fit.
11. The Agency/ Firm shall be reimbursed **GST on services**, if applicable, as per Govt. of India guidelines as mentioned on production of proof of submission of GST to the IITD for particular project. Any tax liabilities arising due to payment will be deducted before such payment.
12. The parties to the Contract agree and reiterate that the personnel deployed/ employed by the Agency/ Firm will at all times remain the employees of the Agency/ Firm only and shall have no claim whatsoever against the Institute in respect of any aspect of their employment whatsoever including but not limited to their salaries, conditions of service benefits and payment of provident Fund or Gratuity etc. and this clause shall be incorporated in the letter of appointment issued to each and every employee engaged by it for the purposes of this contract.
13. It would be responsibility of Agency/ Firm to arrange all permission/ approvals from all local bodies/statutory bodies & nothing extra shall be paid on account of this by the Institute.
14. The Agency/ Firm shall be responsible for all injury and accident to persons employed by him while on duty. It is desirable that all employees are covered under an insurance cover.
15. All employees of the Agency/ Firm shall be issued Identity Cards bearing their photographs. Photographs for identity cards shall be provided by the Agency/ Firm/Agency/ Firm at their own cost. The ID Cards will be issued by the Agency/ Firm. These will be countersigned by the IIT Delhi Security Officer/ Engineer of Works Department.
16. The Agency/ Firm will provide Name Address, Telephone No. & Photographs of its employees posted at IITD to Works Department for records.
17. The Agency/ Firm shall be responsible for the good conduct and behavior of its employees. If any employee of the Agency/ Firm is found misbehaving with the supervisory staff or other staff members of the Institute the Agency/ Firm shall terminate the services of such employees forthwith at their own risk and responsibility. The Agency/ Firm shall issue necessary Instructions to its employees to act upon the instructions given by the supervisory staff of the Institute.
18. The Agency/ Firm will be responsible for all the staff supplied and the firm shall verify their credentials from local police on their own and a certificate by firm to this effect be furnished

to IIT Delhi by the Agency/ Firm. Agency/Firm shall maintain proper record / document of the same. These documents are required to be produced to the Institute whenever required.

19. In the event of any loss being occurred to the Institute on account of the negligence of the duty by the Agency/ Firm/ Agency/ Firm's employees, the Agency/ Firm shall make good the loss sustained to the Institute either by replacement or on payment of the adequate compensation as per decision of Engineer-in-charge.
20. That no right, much less a legal right shall vest in the Agency/ Firm workers to claim/ have employment or otherwise seek absorption in the Institute nor the Agency/ Firm workers shall have no right whatsoever to claim the benefits and / or emoluments that may be permissible or paid to the employees of the Institute. The workers will remain the employees of the Agency/ Firm and this should be the solely responsibility of the Agency/ Firm to make it clear to their workers before deputing on work at the Institute.
21. The Agency/ Firm / Agency/ Firm shall not appoint sub-Agency/ Firm to carry out any obligation under the contract.
22. The Agency/ Firm shall give the Maintenance services on all days of the month including gazette holidays i.e. round the period of contract as work specified in NIT. There will be no separate payment for three National Holidays i.e. Republic Day, Independence Day and Gandhi Jayanti and the same is to be included in the daily / monthly charge claimed in tender by the Agency/ Firm.
23. None of the employees of the Agency/ Firm shall enter into any kind of private work at the different campuses of the Institute during working hrs.
24. The employees of Agency/ Firm shall be of good character and of health and shall not be below age 18 years and no worker will be allowed to stay in the Institute campus.
25. The Agency/ Firm shall maintain an Inspection Book as prescribed which will be made available to supervisory staff of the Institute. Fault / Observation record there on shall be attended to immediately.
26. The monthly payment shall be made to the Agency/ Firm on production of certificates of satisfactory completion of Maintenance services at all the different Campuses of the Indian Institute of Technology Delhi from the Engineer- In-Charge.
27. Minimum wages shall be paid by the Agency/ Firm at the rate fixed by Delhi Govt. or as per minimum wages act as notified by IITD from time to time. Arrears, if due as a result of increase in minimum wages would be reimbursed to the Agency/ Firm on submission of proof of actual payment to the worker as per hand receipt. In case of half yearly increase in Minimum wages as per minimum wages act, the Agency/ Firm will submit copy of gazette notification to the Institute and the same will be considered by Institute for notification.
28. The duration of the contact shall be **Three years further extendable upto Five years** and can be terminated even earlier by giving notice in writing on account of any of the following reasons :-
 - i) On account unsatisfactory performance.
 - ii) Breach of contract clauses.
 - iii) Persistently neglect to carry out his obligations under the contract.

- 29.** When the Agency/ Firm has made himself liable action under any of the cases aforesaid, the Engineer-in-charge on behalf of BOG, IIT Delhi shall determine the contract as aforesaid (of which termination notice in writing to the Agency/ Firm under the hand of the Engineer-in-charge shall be conclusive evidence) upon such determination, the earnest money deposit/ Security deposit shall be liable to be forfeited and shall be absolutely at the disposal of the BOG, IIT Delhi. In the event of above courses being adopted by Engineer-in-Charge, the Agency/ Firm shall have no claim to compensation for any loss sustained by him by reasons of having employed personnel or purchased T&P for the work.
- 30.** The Agency/ Firm shall in no case pay his employees less than the minimum mandatory rates per day / month. The payment should be made by cheque in the presence of authorized Institute representative or through RTGS and a record of that should be kept in a Register which may be examined by the Institute at any time. In case the Agency/ Firm fails to make timely payments to its employees or at the minimum rates, the Institute shall pay the employees of the Agency/ Firm directly and suitable deductions shall be made from the amount to be paid to the Agency/ Firms. The Agency/ Firm shall make payments to his employees with details on pay slips which should be given to his employees at the time of payment and copy of the PAYSLIPS to be submitted to IIT Delhi every month for records.
- 31.** The employees of Agency/ Firm shall be bound to perform the assigned jobs by Engineer-in-Charge even though the same may not have been included in the Schedule of Services.
- 32.** Agency/ Firms will apply to the Labour Commissioner for obtaining a Labour License as applicable and nothing extra shall be paid, to Agency by IIT Delhi. Agency/ Firms will submit a copy of license to officer-in-charge of IIT Delhi.
- 33.** To ensure proper Maintenance of all the specified area as scattered at all over the campus, the Engineer-in-charge may take the help of facilities in-charge or any such representative of each Deptt. / Centre Unit as the case may be.
- 34.** The Agency/ Firm would sign and give an undertaking as per Performa every month for compliance of the provision of Contract Labour Act. Rule and other Law as applicable.
- 35.** The Institute can increase or decrease the manpower requirement in case there is a further increase or decrease in area to be maintained. The increase/ decrease in manpower would accordingly affect the billing on pro-rata basis.
- 36.** Any dispute arising out of and in relation to this agreement shall be referred to the arbitration by sole arbitrator to be appointed by Director of the Institute. The arbitration would be conducted and governed by and under the provisions of Arbitration Act, 1996 and its amendments. Any legal dispute will be subject to jurisdiction of Delhi Courts only and no other court shall have the jurisdiction refer IITD GCC form 7/8 in regard.
- 37.** A Separate challan must be submitted for the payments of ESI & EPF of its employees deployed only at the Institute for the specific work agreement.
- 38.** Workers deployed should not be changed frequently due to security reasons. If any rotation of the workers is required on account of Labour Laws, this may be done with prior intimation to the Engineer in-charge or his authorized representative.
- 39.** IIT Delhi is a 'No SMOKING ZONE' The Agency/ Firm should ensure that his employees DO NOT SMOKE while working in the IIT Campus. They will also not indulge in drinking

alcohol or any other intoxicants. They will not consume drugs and eat pan/ Khaini / tobacco etc. they will not play cards or indulge in gambling on campus.

40. The Agency/ Firm shall be required to frame & work as per SOP (Standard Operating Procedure) which shall be submitted to Institute after award of work and agency/ firm shall strictly follow it.
41. No labour hut shall be allowed to be constructed and no labour shall be allowed to stay in IIT Delhi campus and nothing shall be paid on this account.
42. For ESI/EPF on Services shall be reimbursed, if applicable, only on the production of documentary proof of payment to the concerned authorities/ departments for the particular project.
43. The Agency/ Firm shall keep himself fully informed of all acts and laws of the Central and State Government, all orders, decrees of statutory bodies, tribunals having any jurisdiction or authority, which in any manner may affect their engaged or employed and anything related to carry out the work. All the rules & regulations & byelaws lay down by the local bodies and any other statutory bodies shall be adhered to, by the Agency/ Firm, during the execution of work.
44. Agency/ Firm must provide standard and clean liveries to its employees / supervisors with their photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Agency/ Firm or its deployed staff from the Client for such items.
45. The Agency/ Firm must provide salary slips, EPF numbers and ESI Cards, duly activated, to all the deployed manpower at Clients office. The Agency/ Firm should also ensure that EPF statements to the deployed manpower are provided immediately after the financial year closing. any delay in submission of these records will force Client to deduct a proportionate amount from the bills, as decided by the competent authority of Client.
46. Agency/ Firm must employ adult and skilled personnel only. Employment of child labour shall lead to the termination of the contract at the risk and cost of the Agency/ Firm. Agency/ Firm shall deploy/ engage reliable persons at client after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities. Agency/ Firm shall intimate the details like name, age parentage, address (residential as well as permanent) of all staff to the Client and shall also intimate changes in addresses of the staff as and when they take place.
47. Agency/ Firm shall deal with and settle the matters related with unions and shall make sure that no labour disputes / problems are referred to Client. It shall totally indemnify Client in this regard.
48. Agency/ Firm should at all times indemnify Client against all claims, damages or compensation under the provisions of payment of wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938 ; the workmen compensation Act, 1932 ; Industrial Disputes Act, 1947 ; Maternity Benefit Act, 1961 ; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto and rules made hereunder from time. Client will not own any responsibility in this regard.

49. Agency/ Firm staff shall always be disciplined, properly dressed and be presentable all the time during duty. The persons deployed by Agency/ Firm shall be properly trained, have requisite experience and skills for carrying out a wide variety of work. The Agency/ Firm shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike / unfair activities etc. during performance of his/her duty. It shall indemnify Client in all respects under this contract.
50. Tenderer should not have conflict of interest. The tenderer found to have conflict interest shall be disqualified.
51. No. Joint ventures are allowed.
52. All statutory & mandatory deductions as per Government of India & Delhi State Government norms shall be deducted from each running bill & final bill of agency/ firm.
53. GST shall be applicable in this contract. NIT and the rules of Govt. of India of as notified by IIT Delhi shall be followed in items of GST.
54. No escalation clause i.e, clause 10CC of IITD GCC form 7/8 is applicable in this NIT/ Contract.

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ADDITIONAL TERMS & CONDITIONS

1. The work will be carried out as per CPWD & NIT specifications.
2. Time allowed for the work will be initially **36 Months**, extendable as decided by Engineer-in-charge & Institute Engineer IIT Delhi, from the date of start of the contract and the

payment shall be made monthly and no advance payment will be made and period may be extended upto & more years on same terms and conditions & initial quoted rates at the time of NIT.

3. All taxes such Income Tax whether applicable or laid by the government after opening the tender shall be borne by the Agency/ Firm & shall be deducted from the bills of Agency/ Firm.
4. All staff to employ by the Agency/ Firm will be interviewed by the Engineer-in-charge or his representative before their deployment for the above job. Only after assessing the capabilities and positive attitude towards the work, the staff will be allowed to work at the work premises.
5. Log book required shall be maintained at site by the Agency/ Firm.
6. Stationary required for submitting daily/ weekly / monthly / yearly report shall be provided by the Agency/ Firm.
7. Failure to comply any of the above clauses or due to unsatisfactory performance as observed by Engineer-in-charge, the contract shall be terminated at any stage without assigning any reason thereof.
8. The Agency/ Firm shall be responsible for any injury or accident to the labour during maintenance work and claim shall be given by the Agency/ Firm.
9. The Agency/ Firm staff shall mark their attendance in face recognition biometric machine daily, kept with the representative of Engineer-in-charge.
10. Any damage caused during maintenance work of the equipment of any Institute property shall be made by the Agency/ Firm on his own cost.
11. The Agency/ Firm will not delay in making payment to the staff beyond 7th days of each month.
12. The Firm will be required to submit the photo copy of the cheques / RTGS statement issued to the staff deputed under this contract after making payment of their monthly salary with Bank clearance along with pay slips. Payment to the firm shall be released on monthly basis after rendering successful service by the firm.
13. Final payment shall be released only after satisfactory completion of work.
14. The Agency/ Firm shall clean the site thoroughly to the entire satisfaction of Engineer-in-charge.
15. The Agency/ Firm / his supervisor will be bound to signature the site order book & carry out instructions giving their in.
16. All payments shall be made monthly & no advance payment will be made.
17. Deviation can occur on excess side after prior approval of Engineer-in-charge only if additional area is added in existing scope of work. Negative deviation is permissible as per directions of Engineer-in-charge.
18. Special terms & conditions shall supersede. Additional terms & conditions or as decided by Engineer in charge.
19. Attendance of workers shall be done in Face Screening Biometric machines fixed at IIT Delhi as per directions of Engineer-in-charge.

20. The firm will be required to submit the photo copy of the cheques issued to the staff deputed under this contract after making payment of their monthly salary with Bank clearance statement. Payment to the firm shall be released on monthly basis after rendering successful service by the firm.
21. The rates quoted by the Agency/ Firm shall be taken as net and nothing extra shall be paid on any account i.e. Royalty, Cartage, Sales Tax & stacking of material required at places etc.
22. **The rates for different items of work shall apply for all Heights & Depths, Leads & Lifts unless otherwise specified in the agreement or specifications applicable in the agreement. The Agency/ Firm must visit site (internal or external) area before quoting rates.**
23. **No labour camp/ huts of Agency/ Firm shall be allowed in IIT Campus.**
24. ESI & EPF shall be reimbursed as per norms on production of original receipt of ESI & EPF from Agency/ Firm specific to this work.

PROFORMA OF BANK GUARANTEE FOR EMD

(To be executed on appropriate value of Non – Judicial Stamp Paper as per Stamp Act prevailing in the State of Delhi)
Whereas, _____ (Name of the Bidder) wishes to submit their quote hereinafter called “the Bid” for House Keeping Services at IIT Delhi.

KNOW ALL MEN by these present that we _____ (Name of the Bank) having our registered office at _____ (hereinafter called “the Bank”) are bound to the Indian Institute of Technology Delhi or its successor, hereinafter referred to as “Institute” in the sum of Rs. _____ Rupees _____ lakhs only) which payment can truly be made to the Institute. The bank binds itself, their successors and assigns by these presents.

Sealed with the common seal of the bank this _____ day of _____ 2018

THE CONDITIONS of the obligation for invoking the guarantee by Institute are:

1. If the Bidder withdraws his Bid at any time during the stipulated period of Bid Validity of Four months from the last date for submission of “the Bid as specified in the Tender notice documents (or such period of validity as may be extended).
2. If the Bidder for the period of the Bid Validity of 4 months.
3. In Institute opinion, commits a material breach of any of the terms and / or conditions contained in the quote, documents and / or subsequent communication form Institute in this regard and / or
4. Fails or refuses to accept the ‘Letter of Award’ (in the event of the ‘ Award of the work’ to it) and / or
5. Fails or refuses to furnish the Bank Guarantee for performance Security within the stipulated time as per the offer / quote (viz., 15 days from the date of issue of the ‘Letter of Award’ awarding the work to them).

The Guarantee will remain in force up to and including the date of expiry of the period of Bid Validity as stated in the Tender Documents or as extended by Institute at any time.

Provided however, that

- In the event that Bidder is selected for ‘Award of the Bid’ through the issue of the ‘Letter of Award’ the Bid Security shall remain in force until the creation of the Bank Guarantee for Performance Security by the Bidder

OR

- In the even this Bidder is not selected for Award of the Bid, the Bid Security shall remain in force up to and including a period of 30 days after the announcement of ‘Award of work’ to the Successful Bidder and the issue of the ‘letter of Award’ awarding he same (Provided, however, that in the event that the Bidder is Non Responsive, then the Bid Security of such Bidder can cease to be in force upon return of their unopened financial bid).

Notwithstanding anything contained herewith above:

1. Our liability under this guarantee shall not exceed Rs 29,50,000/- (Rupees Twenty nine lakhs and fifty thousand only).
2. This guarantee is valid form _____ to _____
3. We are liable to pay guaranteed amount or part thereof only if you serve upon us a written claim or demand on or before
.....

Any demand in respect of this Guarantee should reach the Bank not later than the date of expiry (as defined above) of this Guarantee.

Signature of Authorized Representative of the Bank:

Name and Designation : _____
Seal of the Bank : _____
Telephone No. / Fax No. / Email : _____
Signature of the witness : _____
Name of the witness : _____
Address of the witness : _____