

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

Dated: 14/02/2025

Open Tender Notice No. IITD / Works / (SP-4923) / 2025

Indian Institute of Technology Delhi invites **on-line** bids for **Mechanized Housekeeping Services for Academic Block East (99C) and Academic Block West (99B) at IIT Delhi**. Agencies specialized and experienced in providing Housekeeping Services are invited to bid for the same as per the details given below.

| | |
|--|---|
| Name of Work | Mechanized Housekeeping Services for Academic Block East (99C) and Academic Block West (99B) at IIT Delhi. |
| Approximate Cost of work | Rs. 2,50,27,636/- (for 01 year) |
| Earnest Money Deposit to be submitted | Rs.12,51,382/- |
| Duration of the Contract | One Year (Extendable yearly up to a period of Three Years) |
| Performance guarantee | 10% of the Award Value |

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 charge. 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 | 14/02/2025 at 04:00 PM |
| Document Download/Sale Start Date | 14/02/2025 at 04:00 PM |
| Document Download/Sale End Date | 07/03/2025 at 03:00 PM |
| Date for Pre-Bid Conference | NA |
| Venue of Pre-Bid Conference | - |
| Last Date and Time for Uploading of Bids | 07/03/2025 at 03:00 PM |
| Date and Time of Opening of Technical Bids | 10/03/2025 at 03:00 PM |
| Earnest Money Deposit | <p>Rs.12,51,382/- (Twelve Lakh Fifty-One Thousand Three Hundred Eighty-Two Only)</p> <p>(To be paid online through RTGS/NEFT as per the following bank details or through Account Payee DD / FDR / Bank Guarantee as specified in NIT in the name of "Registrar, IIT Delhi" payable at New Delhi.</p> <p>EMD should be valid for 180 days from the date of submission of financial bid.</p> <p>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</p> <p>IFSC Code : SBIN0001077 MICR Code : 110002156 Swift No. : SBININBB547</p> <p>It is mandatory to provide UTR Number (in case of online payment of EMD) in the Technical Bid.</p> |
| No. of Covers | 02 |
| Bid Validity days | 90 days after opening of financial bid. |
| Address for Communication | Executive Engineer (CD-II), Room No. MZ-140, Main Building, Indian Institute of Technology Delhi Hauz Khas, New Delhi – 110 016. |
| Contact No. | 011-26591450, 011-26597339 |
| Email Address | a26791@admin.iitd.ac.in , a26926@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. IIT Delhi invites on-line bids under two bid system for Mechanized Housekeeping Services for Academic Block East (99C) and Academic Block West (99B) at IIT Delhi from specialized and experienced agencies at an estimated cost of Rs.2,50,27,636/- for a period of One Year (Extendable yearly up to a period of Three Years). | |
| b) | The selected agency will have to enter into a Service Level Agreement (SLA) as well as an Integrity Pact with the Institute. | |
| 2.2 | GENERAL INSTRUCTIONS TO BIDDERS | |
| a) | The bidder should inspect the site before submitting the tenders to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. | |
| b) | Technical bids will be opened by the committee constituted by IIT Delhi as per schedule. | |
| c) | Financial bids of only those bidders, who qualify the eligibility criteria mentioned in clause 2.4 of the NIT will be opened. | |
| d) | 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 Engineers from IIT Delhi may visit the office of bidders to establish 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) | IITD is committed to follow the principle of transparency, equality and competitiveness in public procurement. | |
| 2.3 | DISQUALIFICATION OF TENDER | |
| a) | Institute may disqualify the bid if any one of the terms and conditions mentioned in the tender document are not complied with. | |
| b) | If any firm attempts to influence the tender process. | |
| c) | If conditional bids are submitted. | |
| 2.4 | ELIGIBLE BIDDERS | |
| | Eligible bidders should satisfy the following criteria: | |
| a) | EMD Rs. 12,51,382/- | Online payment / Demand Draft / Pay order or Banker's Cheque / Deposit at Call Receipt / FDR of any nationalized / Scheduled Bank / Bank Guarantee as per the proforma of bank guarantee for EMD as specified in this NIT. |
| b) | Office | Bidder must have an office within Delhi NCR. |
| c) | Experience | Bidder should have completed / executed: (i) At least One single similar work of more than Rs.2,00,22,109/- or (ii) At least Two similar works of more than Rs.1,50,16,582/- each or |

| | | |
|----|---------------------------------|--|
| | | <p>(iii) At least Three similar works of more than Rs.1,00,11,055/- each.</p> <p>Similar works means housekeeping services in Govt. organizations / Autonomous bodies / Centrally Funded Technical Institutes which include IIT's / IISER / CSIR / Central Universities / Public Sector (Central or State) / Government Department in last 5 years ending 31/01/2025. The value of executed work shall be brought to the current costing level by enhancing the actual value of the work at a simple rate of 7% per annum to be calculated from the date of completion to the last date of submission of bid.</p> |
| d) | Additional Experience | The bidder must have experience in cleaning of building façades up to 30 meters high building. Documentary proof to be provided like completion certificate / BoQ / completion certificate along with the TDS certificates in case of private work. |
| e) | Legal | The bidder should be a Public Limited / Private Limited company established under the Companies Act / Registered Partnership Firm. Bids from Proprietorship / Unregistered Partnership Firm and Joint Venture or Consortium are not eligible. |
| f) | Manpower | Bidder should have had more than 400 people in their rolls continuously for the last 01 year. The bidder must upload the challan and payment receipts of EPF of the last 01 year ending 31/01/2025 in support of his claim of manpower on roll. |
| g) | Registration | Bidder should be registered with the Income Tax Department, Employees Provident Fund Organization, Employees State Insurance Corporation & GST. |
| h) | GST registration | The bidder should have a valid GST No. and acknowledgement of up-to-date filed return of GST. |
| i) | Back-to-Back Undertaking | <p>The following undertaking is to be submitted by the bidder on affidavit of Rs.10/-:</p> <p>I/We undertake and confirm that eligible similar works(s) has/have not been executed through another contractor on back-to-back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for tendering in IITD in future forever. Also, if such a violation comes to the notice of the Department before the 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)</p> <p>Note:</p> <ul style="list-style-type: none"> • Affidavits shall be purchased/notarized on or after NIT published date but on or before last date of submission of NIT. • Affidavit must have "NIT/Quotation reference number" and "Title of work" and shall be used once for each fresh e tender. • No back dated affidavit shall be entertained, and non-compliance of the above points shall lead to rejection of the e tender. |

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| j) | EMD undertaking | The following undertaking is to be submitted by the bidder on his company'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." |
| k) | Form 'F' | To be submitted with bid. |
| l) | Quality Certifications | The bidder should have at least 03 quality certifications (ISO). These certificates should have been obtained on or before the last date of submission of bid. |
| Note: Integrity pact shall be provided by IIT Delhi to L-1 bidder for its signature & execution. Bidders who do not fulfill any of the criteria mentioned at S.No. 2.4 or fail to submit documents complete in all respects, shall not be considered for opening of financial bid. | | |
| 2.5 | EARNEST MONEY DEPOSIT(EMD) | |
| a) | The bidder shall deposit an EMD for an amount of Rs.12,51,382/- in the form of an Account Payee DD / FDR / Bank Guarantee of a scheduled / Nationalized bank / RTGS or NEFT to IITD account. | |
| b) | EMD of the unsuccessful bidders will be returned to them on or before the 30 th day after the award of the contract. | |
| c) | The EMD of the successful bidder shall be kept as security deposit for the entire and extended duration of the contract. | |
| d) | EMD shall be forfeited if the bidder withdraws the bid during the period of tender validity. | |
| e) | EMD shall be forfeited if the successful bidder refuses to execute the contract or fails to furnish the required Performance Guarantee within the specified time frame. | |
| 2.6 | BID OPENING AND EVALUATION | |
| a) | The Institute shall follow the LCS (Least Cost System) to select the successful bidder. The system is based on a two-bid system where the technical bid and financial bid shall be submitted separately. | |
| b) | Technical bids will be opened first. The committee shall examine the eligibility of the bidder as per criteria specified in section 2.4 of this NIT. | |
| c) | The financial bids of only those bidders who meet the eligibility criteria will be opened. | |
| d) | The bidder with the lowest total bid price will be designated as (L1) and the work will be awarded to the L-1 bidder. | |
| 2.7 | TERMS FOR AWARD OF CONTRACT | |
| a | The successful bidder will be informed of the acceptance of his tender and shall be required to furnish a " Performance Guarantee ". Necessary instruction regarding amount, time of depositing performance guarantee will be specified in the Letter of Offer. | |
| b | The Performance Guarantee will have to be furnished within 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 favour of "The Registrar, Indian Institute of Technology Delhi, Hauz Khas, New Delhi – 110016". | |
| c | The Performance Guarantee shall remain valid for a period of 1 year and 3 months. In case the contract period is extended further, validity of the Performance Guarantee shall also be required to be extended by the Agency accordingly. | |
| f | Failure of the Successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of bid security. | |

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.

| | |
|---|---|
| 1 | Areas to be cleaned include Academic Block (East) and Academic Block (West). |
| 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, PCs, fans, almirahs, drawers, landline phones, lab equipment, foot mats and dustbins. |
| b) | Outdoor cleaning: Outdoor cleaning means the periphery of Academic Block (East) and Academic Block (West) which includes cleaning of terraces, 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 toilets and replenishing of toilet supplies. |
| d) | Glass cleaning includes cleaning of window glasses, doors glasses, building facades, glasses in lift lobbies and partition glasses. |
| e) | Garbage removal includes collection of waste pertaining to housekeeping work and deposition of the same at the area designated by the institute. Mixing waste will invite penalties. |
| 2 | Mechanism to lodge and respond to complaints. |
| a) | The agency will provide an effective mechanism to lodge and respond to complaints by the students / staff / faculty and guests. |
| b) | The mechanism should facilitate real time logging of complaints and their redressal. |
| 3 | Assessment of Performance for extension of contract. |
| The performance of the agency will be assessed based on the following criteria: | |
| a) | Feedback of students / staff / faculty in respect of maintaining hygienic, stain free, garbage free, stink free and clean indoor and outdoor environment in and around the buildings under the scope of work at all times. |
| b) | Performance report given by the Engineer-In-Charge and forwarded by the Institute Engineer. |
| c) | Time taken to respond and resolve the complaints. |
| d) | Efficiency of the complaint redressal system. |

3.1 Guidelines

- a. The Housekeeping / cleaning services are needed for 6 days a week (Monday to Saturday). However, housekeeping being an essential service, SOP shall be worked out to distribute the manpower in such a way that some manpower (as per the site requirement) is also available on Sundays.
- b. **The agency must depute at least 01 female supervisor and 06 female housekeeping staff for cleaning and supervision of ladies' washrooms.**
- c. Cleaning of labs / offices and classrooms needs to be started early in the morning and completed before 8:45 AM.
- d. Dustbins kept inside the washrooms will be provided by the institute and shall be maintained by the housekeeping agency.

3.3 Brief Area details of the buildings

| S. No. | Building / Blocks/ Departments | Description | Approximate Built-up Area (sqm) |
|--------|--------------------------------|-----------------------------|---------------------------------|
| 1. | Academic Block East (99C) | Floors: B+G+6 | 20362 |
| | | Washrooms: F-13, M-13, PH-7 | |
| | | No. of staircase: 3 Nos. | |
| | | No. of Elevators: 7 Nos. | |

| | | | |
|---|---------------------------|----------------------------------|-------|
| | | No. of Faculty Offices: 66 Nos. | |
| 2. | Academic Block West (99B) | Floors: G+6 | 37416 |
| | | Washrooms: F-19, M-19, PH-7 | |
| | | No. of staircase: 6 Nos. | |
| | | No. of Elevators: 6 Nos. | |
| | | No. of Faculty Offices: 126 Nos. | |
| Other than the above, these two buildings include more than 180 labs (Dry / Wet / Computational), 89 AHU rooms, utility rooms, committee rooms, meeting rooms, research scholar rooms, computer labs, HOD offices and PA/staff rooms. | | | |

3.4 SOP for housekeeping / sanitation work of IIT Delhi Hauz Khas Campus.

| S No. | Areas | SOP | Indicator |
|-------|--|--|---|
| 1. | Indoor areas All areas should be cleaned to create a healthy and hygienic environment. | Spot clean floor, ceiling, walls, doors, staircase, glass windows, tables, cupboards, wall hangings, signage, light fixtures, computers and chairs. | Free of debris, dirt, stains, moisture, odour and litter. |
| | | Effective supervision, checking and monitoring of cleaning activities, schedules. | |
| | | Dustbins to be cleared regularly and free from stains, foul smell etc. | |
| | | Handprints on all doors to be cleaned. | |
| 2. | Washrooms | All the washrooms should be cleaned at least 3 times in a shift of 8 hours. WC, basins, floors, urinals, sensors, hand dryers, glass mirrors, should be free of dust, grime, spots and be sparkling clean. Frequent monitoring to be done for effective hygiene. The floor should be dry, and the area should be free of foul smell. Cleaning schedules to be checked by supervisors. Liquid hand wash soap should be adequately stocked. | Clean, dry and smell-free washrooms. Availability and display of check lists. |
| 3. | Outdoor / Basement Including Basement, Façade, Roads, Pavements and Open areas. | The area should be free from dust, dirt and litter. Drains should be free of debris. All fire hydrant boxes, light poles, bollards, junction boxes etc. should be spot cleaned on a regular basis. | Clean roads, pavements and open areas. |
| | | Removal of grease and dirt stains from the surfaces. Cleaning of machine rooms and other sensitive areas floors, walls and ceilings (in the presence of the operators in these areas). The machinery itself will not be touched by the cleaning staff since the operators will clean their own equipment, cleaning of ceilings and walls so that cobwebs, stains etc. are taken care of. Cleaning of the car parking area. Cleaning of Substation, HVAC Plant Room, Pump | |

| | | | |
|----|--|--|---|
| | | Room, AHU Rooms, Ventilation Rooms and Other Service Rooms without affecting the Operation of the Equipment. | |
| | | Dust bins should be emptied as per requirement and clean from stains/litter foul smell. | |
| | | Loose dust should be managed and manual / mechanized brooming to be done in unpaved areas. | |
| 4. | System for lodging redressing and complaints. | A robust system for lodging and redressing all complaints should be maintained. | A functional system enabling real time tracking of complaints and their resolution. |
| 5. | Housekeeping Tools, consumables and Equipment | All tools and equipment should be always functional and in good working condition. | Documentary evidence |
| | | Minimum stock of approved spares / chemicals / consumables should be always maintained. | |
| | | Only approved brands of consumables should be stocked and used. | |
| | | Machinery, equipment of only approved makes to be used. | |
| 6. | Housekeeping personnel | 100% manpower as per agreed deployment should be always available. | As per the agreement. 100% attendance should be marked in face screening biometric machines to be arranged by IIT Delhi at the cost of the agency. 100% complaint to be attended. |
| | | All staff should be in uniform. | |
| | | Personal grooming should be as per acceptable standards. | |
| | | All employed staff should be above 18 years of age. | |
| 7. | Maintenance of records | Daily log of manpower, equipment deployed, consumables used should be maintained. | Meticulously maintained logs are accessible to the Engineer-In-Charge. |
| | | Daily log of complaints lodged, resolved and pending should be maintained. | |

3.5 Penalty Clause

The agency would be required to meet the entire Scope of Work as defined above along with the stipulated performance standard defined under Section 3.4.

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

| S. No. | Defaults | Penalty |
|--------|---|---|
| 1 | Shortage of Housekeeping Staff | If any worker is absent, then a penalty of Rs. 200/- per day for highly skilled, Rs.150/- per day for Skilled and Rs.100 per day for Unskilled shall be recovered in addition to non-payment to these absentees in running and final bills. The absentees shall be calculated on sum of total monthly attendance of each grade of worker. |
| 2 | Non-Use of cleaning Material | Rs.1000/- per instance |
| 3 | Improperly Dressed Housekeeping Staff | Number of improperly Dressed HKS x Rs. 500/- (per instance) |
| 4 | Using unbranded/substandard Material | If during random inspection, cleaning material of brands other than those approved is found in the stock/use, a penalty of Rs.5000/- per item will be levied, and all such stock will be confiscated. |
| 5 | Machine not working / Non availability of machine. | Breakdown time of 24 hours is allowed for repair of machine. Thereafter, a penalty of Rs.2000/Day/Machine will be imposed. The bidder must supply the machines on or before the date of start of work. |
| 7 | During random inspection by Engineer-In-Charge or his authorized representative, if any toilet is found in dirty / stinking / unhygienic condition. | Rs. 500/- per toilet will be levied |
| 8 | If any open area remains dirty/littered for a day, penalty of Rs.500/- per area per day will be levied | |
| 9 | If the agency does not comply with the solid waste management rules of the institute, penalty of Rs.10000/- per activity per day shall be levied. | |

Note:

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

Form of Earnest Money Deposit Bank Guarantee Bond

WHEREAS, contractor.(Name of contractor) (hereinafter called "the contractor") has submitted his tender dated (date) for (name of work) (hereinafter called "the Tender")
 KNOW ALL PEOPLE by these presents that we(name of bank) having our registered office at.....(hereinafter called "the Bank") are bound unto.....
 (Name and division of Executive Engineer) (hereinafter called "the Engineer-in-Charge") in the sum of Rs. (Rs. in words) for which payment well and truly to be made to the said Engineer-in-Charge the Bank binds itself, his successors and assigns by these presents.

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

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

OR

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

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

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

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

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

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

FORM OF FOR PERFORMANCE SECURITY BANK GUARANTEE BOND

Ref. _____ No. _____

Bank Guarantee No. _____

Dated: _____

To

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

Dear Sir,

- 1) In consideration of Indian Institute of Technology Delhi, New Delhi – 110 016 having entered into a contract No. _____ dated _____ (hereinafter called the contract which expression shall include all the amendments thereto) with M/S _____ having its registered/head office at _____ (hereinafter referred to as the BIDDER) which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and INSTITUTE a performance guarantee for Indian Rupee _____ for the faithful performance of the entire Contract.
- 2) We, _____ (name of the Bank) registered under the laws of _____ having head/registered office at _____ (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any/all moneys to the extent of India Rs. _____ (in figures) _____ (in words) without any demur reservation, contest or protest and/or without any reference to the Bidder. Any such demand made by INSTITUTE New Delhi on the Bank by serving a written notice shall be conclusive and 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 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 , _____ (Name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of INSTITUTE in writing.
 - 8) The bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.
 - 9) The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase Contract has been placed.
 - 10) Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs. _____ (In figures) Indian Rupee _____ (in words) and our guarantee shall remain in force until (indicate the date of expiry of bank guarantee).
 - 11) Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us said date, the rights of INSTITUTE, under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the right of INSTITUTE under his Guarantee shall be valid and shall not cease until we have satisfied that Claim.
 - 12) In witness whereof, the Bank through its authorized Engineer has set its hand and stamp on this _____ day of _____ (Month) in _____ (Year) at _____ (Place).

(Signature)

Full Name:

Designation:

Name & Address of Bank (in legible letters):

Stamps of Attorney as per Power of Attorney No.:

Dated: _____

Witness: 1

Witness: 2

Signature

Signature

Full Name and Address

Full Name and Address

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

TERMS & CONDITIONS

1. General conditions of contract

- I. The Engineer-in-Charge nominated by the 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.
- II. The work in general shall be carried out in accordance with the specifications and as per the directions of the Engineer-in-charge.
- III. The information mentioned in the tender documents is being furnished for general information & guidance only. The Engineer in charge in no case shall be held responsible for the accuracy thereof or interpretations or conclusion drawn there from. The Agency shall verify such data to its entire satisfaction before quoting the rates and the interpretation by the Institute in respect of all matters shall be final and binding.
- IV. The work shall be carried out in a manner complying in all respects with the requirements of relevant bye laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Engineer-in-Charge and nothing extra shall be paid on this account.
- V. The Agency shall comply with all orders and directions of the local bodies or municipality, issued in accordance with the law, and abide by their rules and regulations and pay all fees and charges which they may be liable to pay.
- VI. The Agency shall transport or stack the garbage/ malba / waste related to housekeeping work only to the locations specified by the Institute and shall not stack any housekeeping waste on the Institute land or road or on the land owned by any other. Non-compliance will attract severe penalties.
- VII. The Agency shall take all necessary precautions to keep the noise level to the barest minimum in terms of applicable laws/rules.
- VIII. No hazardous inflammable materials and items dangerous to life shall be allowed to be stored in the Institute building/premises.
- IX. Existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered during the execution of the work shall be protected against the damage by the Agency at its own expense.
- X. 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.
- XI. The Agency shall execute its work in such a manner that no damage is done to the existing structure or any property of the Institute.
- XII. No assistance of any kind shall be made available by the Institute for the purchase of equipment, plants, machinery, materials of any kind or any other items required to be carried out in execution of work.
- XIII. Samples of all materials required for execution of the work shall be approved by the Engineer- in-Charge. Materials manufactured by the firms of repute as specified in the list shall only be used.
- XIV. The institute reserves the right to immediately step in and to carry out 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.
- XV. The Agency shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Institute business or security arrangements (including but not limited to the Assignment instructions, Schedules and other subsequent Arrangements) and/or business of the Institute. The obligation is not limited to any scope and the Agency shall be held responsible in case of breach of the confidentiality of the Institute's information.
- XVI. If the Agency receives enquiries from Press / Media / Radio / Television or other bodies / persons, the same shall be referred by the agency to the Institute immediately on receipt of such queries.
- XVII. The machines brought on site will not be allowed to be taken away except for repairs, till completion of

work without specific permission from the Engineer-in-Charge in writing. The register indicating machines numbers etc. for identification will be prepared on the day of the start of work and will be open for inspection by the Engineer-in-Charge.

- XVIII. The Institute shall not be responsible for any loss of material used by the agency at site.
- XIX. The rates for different items of work shall apply for all Heights & Depths, Leads & Lifts unless otherwise specified in the agreement or specifications applicable in the agreement. The Agency/ Firm must visit the site (internal or external) area before quoting rates.
- XX. The logbooks required shall be maintained at site by the Agency/ Firm.
- XXI. The agency has to provide an internet connection along with a software subscription for real-time update of biometric attendance of the workers deployed by the agency. Nothing extra shall be paid on this account.
- XXII. Stationary required for submitting daily / weekly / monthly / yearly report shall be provided by the agency and nothing extra shall be paid on this account.
- XXIII. Deviation can occur up to 100% of tender cost per annum on excess side after prior approval of Engineer-in-charge. Negative deviation is permissible as per directions of Engineer-in-charge.
- XXIV. Engineer-in-charge may foreclose the work whenever desired, in such eventually, payment of gross work done up to foreclosure date, PG of the contractor shall be refunded, but no payment on account of interest, loss of profit of damages etc. or any other claim shall be payable at all.

2. SECURITY DEPOSIT

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

3. DISPUTE

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

4. DISQUALIFICATION

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

5. PAYMENT

- I. Monthly payment will be paid by IIT Delhi for the services in accordance with the agreement.
- II. All payments shall be made monthly & no advance payment will be made.
- III. Payment of bills for services rendered will be on reimbursement basis of monthly payment cycle. After payment of salary, the bills when submitted shall be supported by the following documents:
 - a. Bill on the Company letterhead giving details of services provided.
 - b. The amount shall be claimed along with details of payment made to the staff engaged for the previous month (copy of the Attendance Particulars to be attached) on a reimbursement basis.
 - c. Certificate to the effect that "Conditions as envisaged Government of India Minimum Wages Act and other Statutes on the subject have been complied with."
 - d. The amount of statutory requirements viz. EPF, ESI and GST will be deposited by the

Company separately for their employees deputed at IIT Delhi. Copies of the challans and ECR towards remittance shall be enclosed. The proof indicating the reference of all beneficiaries of such remittance to ESI, EPF departments and GST would be submitted by the agency along with the bill of next month. In case there is any discrepancy in the remittance, the amount will be deducted from next month's billing. The first bill after the deployment would be reimbursed in full.

- e. The company will ensure that all their staff deployed by them should possess a bank account and their salaries are remitted to their account.
- f. Income Tax will be recoverable from the Contractor's monthly bill as per the rules.

6. MANPOWER

Legal Requirements

- I. The contractor shall comply with the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971.
- II. The contractor shall also obtain a valid license under the said Act before the commencement of the work and continue to have a valid license until its completion.
- III. The contractor shall also comply with provisions of the Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979.
- IV. The contractor will also abide by the provisions of the Child and Adolescent Labour (Prohibition and Regulation) Act, 1986.
- V. In every case in which by virtue of the provisions sub- section (1) of section 12 of the Workmen's Compensation Act. 1923, Government is obliged to pay compensation to a workman employed by the contractor, in execution of the works , Government will recover from the contractor , the amount of the compensation so paid: and, without prejudice to the rights of the Government under sub- section(2) of section 12, of the said Act, Government shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by Government to the contractor whether under this contract or otherwise. The government shall not be bound to contest any claim made against it under sub- section (1) of section 12, of the said Act, except on the written request of the contractor and upon his giving to Government full security for all costs for which Government might become liable in consequence of contesting such claim.
- VI. In every case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and of the Contract Labour (Regulation and Abolition) Central Rules, 1971, Government is obliged to pay any amounts of wages to a workman employed by the contractor in execution of the works, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Act or under the Rules framed by Government from time to time for the protection of health and sanitary arrangements for workers, Institute will recover from the contractor, the amount of wages so paid or the amount of expenditure so incurred; and without prejudice to the rights of the Government under sub-section(2) of Section 20, and sub-section (4) of Section 21, of the Contract Labour (Regulation and Abolition) Act, 1970, Government shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by Government to the contractor whether under this contract or otherwise Government shall not be bound to contest any claim made against it under subsection (1) of Section 20, sub-section (4) of Section 21, of the said Act, except on the written request of the contractor and upon his giving to the Institute full security for all costs for which Institute might become liable in contesting such claim.
- VII. Under the provision of Minimum Wages (Central) Rules, 1950, the contractor is bound to allow to the labours directly or indirectly employed in the works one day rest for 6 days continuous work and pay wages at the same rate as for duty. In the event of default, the Engineer-in-Charge shall have the right to deduct the sum or sums not paid on account of wages for weekly holidays to any labours and pay the same to the persons entitled thereto from any money due Payment of Wages.
- VIII. The Engineer-in-Charge concerned shall have the right to deduct from the moneys due to the contractor

any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non-fulfillment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deductions made from his or their wages which are not justified by their terms of the contract or non-observance of the Regulations.

Labour requirements

- IX. The employees of the contractor shall be of good character and of sound health and shall be below the age of 60 years but not below the age of 18 years and no worker will be allowed to stay in the Institute Campus.
- X. All employees of the Agency/Contractor shall be issued Identity Cards bearing their photographs. Photographs for identity cards shall be provided by the Agency/Contractor at their own cost. The ID Cards will be issued by the Contractor.
- XI. The Agency/Contractor will be responsible for all the staff supplied, verification of their antecedents through Special Branch, Delhi police and a certificate to this effect be furnished by the Agency/Contractor to the Institute. The Agency/Contractor should maintain proper record / document of the same. These documents are required to be produced to the Institute whenever required.
- XII. 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.
- XIII. The Agency/Contractor shall provide two complete sets of uniforms to its employees free of cost and ensure that they always wear them and keep them clean. The firm's name on the pocket should be inscribed.
- XIV. The Contractor will provide the Name, Address, Telephone No. & Photographs of its employees posted at IIT Delhi.
- XV. The Agency/Contractor shall be responsible for the good conduct and behavior of its employees. If any employee of the Agency/Contractor is found misbehaving with the supervisory staff or other staff members of the Institute the Agency/Contractor shall terminate the services of such employees forthwith at their own risk and responsibility. The Agency/Contractor shall issue necessary instructions to its employees to act upon the instructions given by the supervisory staff of the Institute.
- XVI. IIT Delhi is a "No smoking zone." The Agency/Firm should ensure that his employees do not smoke while working in IIT campus. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan/khaini/tobacco etc. they will not play cards or indulge in gambling on campus.
- XVII. 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.
- XVIII. The agency shall be responsible for all injuries and accidents to people employed by him at IIT Delhi while on duty. It is desirable that all employees are covered under insurance cover.

Operational requirements

- XIX. The Contractor shall be required to work as per SOP (Standard Operating Procedure) approved by the Institute after award of work which shall require to be strictly followed.
- XX. Before deputing the manpower, the Engineer-in-charge or the authorized representative of the Engineer-in-charge or the Sanitary Inspector shall take the interview of the workers. If the workers are found suitable then only the Agency/ Firm can depute the workers on site.
- XXI. The employees of the agency contractor shall be bound to perform the assigned jobs by the Engineer-in-Charge even though the same may not have been included in the Schedule of Services.
- XXII. The Contractor shall maintain an Inspection Book as prescribed which will be made available to supervisory staff of the Institute. Fault / observation recorded there on shall be attended to immediately.

- XXIII. Education qualification for supervisors must be minimum 12th pass.
 - XXIV. The Manpower so engaged shall be trained for providing services.
 - XXV. In the event of any loss being occasioned to the Institute on account of the negligence of the duty by the Agency/Contractor's employees, the Agency/Contractor shall make good the loss sustained to the Institute either by replacement or on payment of adequate compensation.
 - XXVI. The Agency / Contractor shall give the services on gazetted holidays as well. There will be no separate payment for three National Holidays i.e., Republic Day, Independence Day and Gandhi Jayanti and the same is to be included in the daily/monthly charge claim in tender by the contractor.
 - XXVII. None of the employees of the Agency /Contractor shall enter into any kind of private work at the different campuses of the Institute during working hours.
 - XXVIII. Agency/ Firm staff shall always be disciplined, properly dressed and be presentable all the time during duty. The person deployed by the Agency/ Firm shall be properly trained, have requisite experience and skills for carrying out a wide variety of work. The Agency/ Firm shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/ unfair activities etc. during performance of his/her duty. It shall indemnify the client in all respects under this contract.
 - XXIX. The Institute reserves the right to ask and require the contractor to remove any person deployed by him without assigning any reason /notice.
 - XXX. The Institute can increase or decrease the manpower in case there is a requirement of further increase or decrease in the areas to be maintained. The increase/decrease in manpower would accordingly affect the billing on pro-rata basis.
- Payment requirements**
- XXXI. The rates quoted in the financial bids would cover all the liabilities of the agency such as the cost of uniform, bonus, and identity cards of personnel deployed by the contractor and all other statutory liabilities.
 - XXXII. Minimum wages shall be paid by the Agency /Contractor at the rate fixed by the Central Govt. from time to time. Arrears, if due because of the increase in minimum wages would be reimbursed to the Contractor on submission of proof of actual payment to the worker. In case of half yearly increase in Minimum wages/VDA by the Central Govt., the contractor will submit copy of gazette notification / order to the Institute and the same will be revised.
 - XXXIII. The contractor shall in no case pay his employees less than the minimum mandatory rates per day / month as announced by the Central Govt. as applicable from time to time.
 - XXXIV. No employees of the contractor shall work for more than 27 days in a month. The agency may be asked to change/replace the workers after every six months.
 - XXXV. A separate challan must be submitted for the payments of ESI & EPF of its employees deployed only at the Institute.
 - XXXVI. 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.
 - XXXVII. The Agency/Firm must provide salary slips, EPF numbers and ESI cards, duly activated, to all deployed manpower at client's office. The agency / Firm should also ensure that EPF statements to the deployed manpower are provided immediately after the financial year closing, any delay in submission of these records will force client to deduct a proportionate amount from the bills, as decided by the competent authority of client.
 - XXXVIII. Attendance of workers shall be done in Face Screening Biometric machines fixed at IIT Delhi as per directions of Engineer-in-charge.
 - XXXIX. The payment should be made by cheque in the presence of an authorized Institute representative or through RTGS and a record of that should be kept in the Registrar which may be examined by the Institute at any time. In case the Agency/ Firm fails to make timely payments to its employees or at the minimum rates, the Institute shall pay the employees of the Agency/ Firm directly and suitable

deductions shall be made from the amount to be paid to the Agency/Firms.

- XL. The Agency/Firms shall make payments to its employees with details on pay slips which should be given to its employees at the time of payment and a copy of the PAYSLIPS to be submitted to IIT Delhi every month for records.
- XLI. The Agency/ Firm will not delay making payments to the staff beyond 7th days of each month.
- XLII. The agency shall claim an increase in the contract cost only on account of an increase in the minimum wages as and when increased by the Central Government. The actual amount shall be reimbursed on the production of proof of payment.

Legal obligations

- XLIII. The contractor shall keep himself fully informed of all acts and laws of the Central and State Government, all orders, decrees of statutory bodies, tribunals having any jurisdiction or authority, which in any manner may affect their engaged or employed and anything related to carry out the work. All the rules & regulations & byelaws laid down by the local bodies and any other statutory bodies shall be adhered to by the contractor, during the execution of work.
- XLIV. The Agency/Contractor shall abide by all laws of the land including Labour Laws, Company Act, tax deduction liabilities, Welfare measure of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein. Though any such onus shall be the exclusive responsibility of the contractor, and it shall not involve the Institute in any way whatsoever.
- XLV. That no right, much less a legal right shall vest in the contractor workers to claim /have employment or otherwise seek absorption in the Institute nor the contractor workers shall have any right whatsoever to claim the benefits and / or emoluments that may be permissible or paid to the employees of the Institute. The workers will remain the employees of the Agency / Contractors and this should be the sole responsibility of the Agency to make it clear to their workers before deputing on work at the Institute.
- XLVI. 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.
- XLVII. The contractor will apply to the Labour Commissioner to obtain a Labour License as applicable and will submit a copy of the license to Engineer-In-charge.
- XLVIII. The agency/firm shall deal with and settle the matters related with unions and shall make sure that no labour disputes/ problems are referred to Client. It shall totally indemnify the client in this regard.
- XLIX. The agency/firm should at all times indemnify client against all claims, damages or compensation under the provision of payment of wages Act, 1936; minimum Wages Act 1948; Employer's Liability Act, 1938; the workmen compensation Act 1932; Industrial Disputes Act, 1947; Maternity Benefit Act 1961; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto, and rules made hereunder from time. The client will not own any responsibility in this regard.

7. RATES

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

8. SUBCONTRACT

- I. The Agency / Contractor shall not appoint a sub-Contractor to carry out any obligation under the contract except in case absolutely essential without the written permission of the Engineer in charge.

- II. 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, the Institute shall be entitled to place the contract elsewhere on the agency's risk and cost and the agency shall be liable for any loss or damage, which the Institute may sustain in consequence or arising out of such replacing of the contract.

9. PENALTY

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

10. INDEMNIFICATION

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

11. FORCE MAJEURE

- I. 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 resume or not shall be final and conclusive, provided further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, Institute may at his option, terminate the contract.

12. CLEANING MACHINES, EQUIPMENTS & CHEMICALS

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

13. CODE OF CONDUCT

The Agency shall strictly observe that its personnel:

- 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 Engineers 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.

14. WHAT THE INSTITUTE WILL PROVIDE TO THE AGENCY

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

- a. Suitable space for setting up a control room and storage of consumables.
- b. Specific guidelines for collection and dumping of housekeeping related waste within IIT Delhi campus.

15. TERMINATION OF CONTRACT

- I. The duration of the contract shall be one year and further extended to 2 more years on year-to-year basis on satisfactory performance and can be terminated even earlier by giving notice in writing on account of any of the following reasons:

- b. On account of unsatisfactory performance
- c. Breach of contract clauses
- d. Persistently neglected to carry out his obligations under the contract.

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

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

LIST OF APPROVED MAKES FOR HOUSEKEEPING WORK

| S.No. | Item | Approved Make |
|--------------|-------------------------------------|---|
| 1. | Bathroom cleaner | Eureka Forbes / Taski / Ecolab |
| 2. | Multipurpose cleaner | Eureka Forbes / Taski / Ecolab |
| 3. | Scale remover | Eureka Forbes / Taski / Ecolab |
| 4. | Urinal bowl cleaner | Eureka Forbes / Taski / Ecolab |
| 5. | Liquid hand wash | Taski / Dettol / lifebuoy / Savlon / Santoor / Fem / Bactorub |
| 6. | Steel polish | Eureka Forbes / Taski / Ecolab |
| 7. | Glass cleaner | Eureka Forbes / Taski / Ecolab |
| 8. | Air freshener | Eureka Forbes / Taski / Ecolab |
| 9. | Compound broom | Gala / Scotch Brite / Cello |
| 10. | Microfiber duster | Gala / Scotch Brite / Softspun |
| 11. | Naphthalene ball | Gainda / Trishul / Wonder / Cleanzo |
| 12. | Wiper 16" | Gala / National / Cello |
| 13. | Wiper 24" | Gala / National / Cello |
| 14. | Soft broom pure grass | Gala / Scotch Brite / Cello |
| 15. | Urinal cubes | Ever fresh / Wonder fresh / Soul fresh |
| 16. | Urinal screen | Diversy / Godrej / Eco Works / Neosystem |
| 17. | Toilet brush (hockey type) | Gala / Scotch Brite / National / Cello |
| 18. | Room Freshener / Gel Type Freshener | Odonil / Godrej / Ambi Pur |
| 19. | Toilet Paper Roll | Royal / Premier / Century / Heritage |
| 20. | Black Phnyle / white Phnyle | Gainda / Trishul / sun / Clenzo |
| 21. | Cleaning machines | Diversey / Eureka Forbes / Hako / Tennant |

SPECIFICATIONS OF CLEANING MACHINES

| Battery Operated Ride on Scrubber Drier. | | | |
|--|---------------------------|---------|-----------------|
| 1. | Working Width (minimum) | mm | 850 mm |
| 2. | Squeegee Width (minimum) | mm | 110 mm |
| 3. | Solution Tank | Minimum | 200 ltr |
| 4. | Recovery Tank | Minimum | 210 ltr |
| 5. | Battery Capacity | | 240-330Ah |
| 6. | Rated Voltage | | 24 V |
| 7. | Battery Run Time | Hour | 4.5 to 6.5 |
| 8. | Brush System | | 2 x 430 mm |
| Note: The machine should have an app based / dashboard type fleet management system to track and monitor the Geo positioning, usage overview, battery monitoring and other important features of the machine. The machine should have a feature which allows for a speed dependent supply of cleaning solutions which ensures that the amount of solution dosed onto the floor is always constant. | | | |
| Battery Operated Walk Behind Scrubber Drier. | | | |
| 1. | Working Width (minimum) | mm | 430 mm |
| 2. | Squeegee Width (minimum) | mm | 690 mm |
| 3. | Solution Tank | Minimum | 40 ltr |
| 4. | Recovery Tank | Minimum | 40 ltr |
| 5. | Nominal Consumption | | 900W |
| 6. | Rated Voltage | | 24 V |
| 7. | Battery Run Time | | Up to 2 hours |
| 8. | Brush System | | 1 x 430 mm |
| Note: The machine should have a feature which allows for a speed dependent supply of cleaning solution which ensures that the amount of solution dosed onto the floor is always constant. | | | |
| Multi Speed Single Disc Machine | | | |
| 1. | Working Width (minimum) | mm | 430 mm |
| 2. | Brush Speed | RPM | 165 |
| 3. | Motor | W | 1100 W |
| 4. | Cable Length | Meter | 15-18 |
| 5. | Noise Level | | 57 dB (A) |
| 6. | Voltage | | 230V / 50Hz |
| Note: The machine should have a water tank and foam generator feature | | | |
| Mini Floor Scrubber | | | |
| 1. | Scrubbing Width | | 420 mm |
| 2. | Theoretical Area Coverage | | 450 sqm / hour |
| 3. | Power Supply | | 230V / 50Hz |
| 4. | Total Power | | 1000 W |
| 5. | Brush Speed | | 650 rpm |
| 6. | Fresh Water Tank | | 4 ltr |
| 7. | Dirty Water Tank | | 2.2 ltr |
| Wet & Dry Vacuum Cleaner | | | |
| 1. | Body Make | | Stainless Steel |
| 2. | Tank capacity (minimum) | | 78 ltr |
| 3. | Voltage | | 220-240 V |

| | | | |
|--|---------------------------|--|------------------|
| 4. | Motor | | 2 x 1000 W |
| 5. | Air Suction (ltr/sec) | | 110 |
| 6. | Wheels | | 4 nos |
| 7. | Cable length (minimum) | | 10 mtr |
| 8. | Squeegee Width | | 40 cm |
| Note: The Machine should be supplied with complete accessories flexible hose, PVC curve, PVC extension pipe, flat lance, round brush, floor brush, cloth filter etc. | | | |
| Vacuum Cleaner (Tub Type) | | | |
| 1. | Tank Capacity (Minimum) | | 15 ltr |
| 2. | Bag Type (Fleece / paper) | | both |
| 3. | Nominal Consumption | | 800 W |
| 4. | Voltage | | 220 / 240 V |
| 5. | Vacuum | | 22.5 kPa |
| 6. | Max air flow | | 38 L/Sec |
| 7. | Working radius | | 16 mtr |
| 8. | Cable length (minimum) | | 10 mtr |
| 9. | Hose length (minimum) | | 2 mtr |
| 10. | Suction tubes | | Metal Telescopic |
| 11. | Sound pressure level | | 55 dB (A) |
| 12. | Sound power level | | 65 dB |
| 13. | Filtration (stages) | | 3 |
| 14. | Floor tool width | | 280 mm |

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 No.

- 1.
- 2.
- 3.
5. Name and titles of Directors & Engineers 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/ blacklisted 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.....

(Signature of the Bidder, with Official Seal)

<< Organization Letter Head >>

DECLARATION

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

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

I further certify that our organization has not been placed on any ban or suspension or debarment or blacklist or holiday list by any Institutional Agencies / Govt. Departments / Public Sector Undertakings in the last three years.

I furthermore certify that the prices quoted in the financial bids are subsidized due to the academic discount given to IIT Delhi.

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

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

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

(Signature of the Bidder, with Official Seal)

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

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

SUBJECT : ACCEPTANCE OF TERMS & CONDITIONS OF TENDER

Name of Tender /Work: : Mechanized Housekeeping Services for Academic Block East (99C) and Academic Block West (99B) at IIT Delhi.

Tender Reference No :

Dear Sir,

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

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ONLINE BID SUBMISSION CHECK LIST

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

| TECHNICAL BID | | |
|----------------------|---|------------------|
| S. No. | Content | File Type |
| 1. | Proof of EMD. Either scanned copy of DD / FDR / Bank Guarantee / online payment receipt with UTR no. | .pdf |
| 2. | Memorandum & Articles of Association of the company/ Certificate of Registration/ Partnership Deed | .pdf |
| 3. | Proof of office in Delhi / NCR | .pdf |
| 4. | Experience Certificates of completed works. | .pdf |
| 5. | Proof of additional experience as per 2.4 (d) | .pdf |
| 6. | Proof of manpower on roll as per 2.4 (f) | .pdf |
| 7. | EPFO & ESIC Registration | .pdf |
| 8. | PAN Card | .pdf |
| 9. | Certificate of registration for GSTIN with up to date filled return. | .pdf |
| 10. | Quality Certifications as per 2.4 (l) | .pdf |
| 11. | Back-to-back undertaking as per 2.4 (i) | .pdf |
| 12. | EMD undertaking as per 2.4 (j) | .pdf |
| 13. | Form - F | .pdf |
| 14. | Annexure – 1 | .pdf |
| 15. | Annexure – 2 | .pdf |
| 16. | Any other document as specified in the NIT | .pdf |
| FINANCIAL BID | | |
| S. No. | Content | File Type |
| 1. | Price bid in BOQ format. | .xls |

**Financial Bid
BOQ**

| S.No. | Description of Item | Unit | Qty. | Rate | Amount Rs. |
|-------|--|-----------------------------|-------|------|------------|
| 1. | Automated mechanized housekeeping services for IIT Delhi, Hauz Khas Campus as per the scope of work defined and as per the terms and conditions of the NIT at all leads and lifts by Sweeping, Mopping, Scrubbing, Buffing, Vacuum cleaning, Pressure washing etc. as per the directions of Engineer-In-Charge for period of one year including: | | | | |
| 2. | MANPOWER | | | | |
| 3. | Job work by specified nos. of housekeeping and other workers required for 08 hours per day and 26 days per month. | | | | |
| 4. | House Keeping Supervisor / Help Desk Executive (Skilled, 03 Nos. Per Day) | Per Job | 936 | | |
| 5. | House Keeping Staff (Unskilled, 37 Nos. Per Day) | Per Job | 11544 | | |
| 6. | MACHINES & EQUIPMENTS | | | | |
| 7. | Job work by various housekeeping machines/ equipment's etc. required for 26 days per month. | | | | |
| 8. | Battery Operated Ride on Scrubber Drier (04 Nos) | Charges per machine per day | 1248 | | |
| 9. | Battery Operated Walk Behind Scrubber Drier (04 Nos) | Charges per machine per day | 1248 | | |
| 10. | Single Disc Scrubber (08 Nos) | Charges per machine per day | 2496 | | |
| 11. | Mini Floor Scrubber (08 Nos) | Charges per machine per day | 2496 | | |

| | | | | | |
|-----|---|--------------------------------------|------|--|--|
| 12. | Wet & Dry Vacuum Cleaner (large) (04 Nos) | Charges per machine per day | 1248 | | |
| 13. | Vacuum Cleaner (Tub Type) (06 Nos) | Charges per machine per day | 1872 | | |
| 14. | Double Bucket Wringer Trolley (2x25 ltr) (20 Nos) | Charges per item per day | 6240 | | |
| 15. | Caddy Basket (20 Nos) | Charges per item per day | 6240 | | |
| 16. | Floor Signage/caution board(30 Nos) | Charges per item per day | 9360 | | |
| 17. | Glass cleaning Kit Set. (10 Nos) | Charges per item per day | 3120 | | |
| 18. | Telescopic rod up to 11 mtr (10 Nos) | Charges per item per day | 3120 | | |
| 19. | Aluminium Ladder up to 12 feet ht.(02 Nos) | Charges per item per day | 624 | | |

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|-----|---|-----|-------|--|--|
| 20. | Cleaning of structural glazing / facade by using high quality cleaning materials with the help of scaffolding / Jhoola / Spider etc. The building is covered with structural glazing which consist of combination of both side glass or aluminium composite panel. The chemical / cleaning materials should be of quality so that no damage / corrosion occurs to glass and aluminium composite panel. Further, utmost care is to be taken so that no scratch either in glass or Aluminium panel occurs. Structural glazing / facade area to be clean both side i.e., externally and internally by providing highly skilled manpower, cleaning materials, tools, chemicals, etc. along with all the required equipments, machinery, T&P etc. as per site requirement & all complete as per direction of Engineer-in-charge (Quoted rate should be inclusive of GST and all types of safety measures, equipment / apparatus & PPEs & all types of anchoring, hanging, scaffolding or any other similar types of equipment to execute the job). For payment purpose, only one side area will be measured. | sqm | 27218 | | |
| 21. | SUPPLY OF CONSUMABLES FOR HOUSEKEEPING WORK | | | | |
| 22. | Bathroom cleaner | Ltr | 1200 | | |
| 23. | Multipurpose cleaner | Ltr | 1200 | | |
| 24. | Scale remover | Ltr | 120 | | |
| 25. | Urinal bowl cleaner | Ltr | 3000 | | |
| 26. | Liquid hand wash | Ltr | 6000 | | |
| 27. | Steel polish | Ltr | 240 | | |
| 28. | Glass cleaner | Ltr | 2400 | | |
| 29. | Air freshener | Ltr | 1200 | | |

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|-----|--|------|------|--|--|
| 30. | Blue mop set (wet & dry mop, 75cm) | Pcs. | 360 | | |
| 31. | Wet & Dry Mop Refill, 75 cm | Pcs. | 720 | | |
| 32. | Cobweb brush set | Pcs. | 120 | | |
| 33. | Compound broom with bamboo stick | Pcs. | 360 | | |
| 34. | All type of Dusters (Blue, Green, Red, Yellow) | Pcs. | 3600 | | |
| 35. | Floor duster 27"x27" | Pcs. | 1800 | | |
| 36. | Plastic dustpan with lid and brush | Pcs. | 240 | | |
| 37. | 3-Ply Non-Woven Fabric Disposable Surgical Dust Mask with Nose Clip. | Pcs. | 2400 | | |
| 38. | Feather brush heavy duty | Pcs. | 180 | | |
| 39. | Glass Cleaning set (Including rubber, Squeeze, wiper, Scrpper and blade) | Pcs. | 60 | | |
| 40. | Safety Gum boot | Pair | 60 | | |
| 41. | Reusable Hand gloves | Pair | 1200 | | |
| 42. | Hand scrubbing brush | Pcs. | 240 | | |
| 43. | Microfiber duster / Mop (40x40 cm) | Pcs. | 1200 | | |
| 44. | Naphthalene ball | Kg. | 120 | | |
| 45. | Wiper 16" | Pcs. | 120 | | |
| 46. | Wiper 24" | Pcs. | 180 | | |
| 47. | Odonil 100g | Pkt. | 2400 | | |
| 48. | Scotch brite scrub pad (10x15 cm) | Pcs. | 960 | | |
| 49. | Scrubbing pad 20",3M- black/green/white/red | Pcs. | 120 | | |
| 50. | Soft broom pure grass | Pcs. | 300 | | |
| 51. | Plastic Spray bottle 500ml | Pcs. | 360 | | |
| 52. | Steel Juna | Pcs. | 360 | | |

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|-----|---|------|------|--------------|--|
| 53. | Urinal cubes (200 gm packet) | Pkt. | 1500 | | |
| 54. | Urinal screen | Pcs. | 3072 | | |
| 55. | Drain cleaner powder (50 gm packet) | Pkt. | 240 | | |
| 56. | Paint Patti / hand scrapper | Pcs. | 240 | | |
| 57. | Mug plastic (1 ltr. Capacity) | Pcs. | 300 | | |
| 58. | Toilet brush (double hockey type) | Pcs. | 720 | | |
| 59. | Choke pump | Pcs. | 144 | | |
| 60. | Bucket plastic (20 ltr) | Pcs. | 180 | | |
| 61. | Coconut broom (narial broom) | Pcs. | 120 | | |
| 62. | Biodegradable garbage bags | Kg. | 600 | | |
| 63. | 2 ply toilet paper rolls | Pcs. | 7488 | | |
| 64. | Black / White Phnyle | Ltr. | 360 | | |
| 65. | Gel based hanging type air freshener (7.5-gram packet) | Pcs. | 936 | | |
| | | | | Total | |