

**E-Tender Document
for Providing
Housekeeping Services to
IIT Mandi**

**Issued By
IIT Mandi, H.P.**

**O/O Registrar
IIT Mandi, H.P.
Under Ministry of HRD, Govt Of India**

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E-TENDER NOTICE

E - Tenders are invited through electronic tendering system under two-bid system <http://eprocure.gov.in/eprocure/app> from highly reputed, well established & professional Housekeeping agencies, capable of providing manpower, equipment and materials for housekeeping services to the estate of IIT Mandi according to terms and conditions given in tender form. **Please note exemption is given for EMD but not for Tender Fees for the firms registered with MSME/ NSIC as per the Institute Rules.**

| Ser No | Name of Work | Annual Estimated Cost | Earnest Money Deposit | Security Deposit | Tender Fees | Registration Fees |
|--------|--|----------------------------|-----------------------|--------------------|---------------|-------------------|
| 1. | Providing Housekeeping Services to the Estate of IIT Mandi | Rs. Eighty Five Lakhs only | Rs. Two lakhs only | Rs. 8.5 Lakhs only | Rs. 1000 only | Nil |

Critical Dates:(Dates to be amended once the Draft Tender is approved)

| | | |
|----|--|--|
| 1. | Publishing Date and time of tender documents through e-procurement http://eprocure.gov.in/eprocure/app . | 02 nd May, 2017 at 11.00 A.M. |
| 2. | Start Date and Time for downloading of tender documents | 02 nd May, 2017 at 11.15 A.M. |
| 3. | Last Date and Time for downloading of tender documents | 22 nd May, 2017 at 3.00 P.M. |
| 4. | Start date and time of Bid Submission Cover 1 & 2 (Technical Bid & Financial Bid) | 02 nd May, 2017 at 11.25 A.M. |
| 5. | Last date and time for Bid Submission Cover 1 & 2 (Technical Bid & Financial Bid) | 22 nd May, 2017 at 3.00 P.M. |
| 6. | Last Date and time for submission of original application, tender fee & Earnest Money in the form of DD/FDR uploaded online and original to be submitted offline | 22 nd May, 2017 at 3.00 P.M. |
| 7. | Date and time for opening of Technical bids (Cover 1) | 23 rd May, 2017 at 3.00 P.M. |
| 8. | Date and time for opening of Financial bids (Cover 2) | (To be declared later) |

The "Tender Document" and Other terms and conditions are available at <http://eprocure.gov.in/eprocure/app>

A. BIDDER'S ELIGIBILITY CRITERIA: All criteria given below are a must for the bidder to qualify for the bidding process.

1. The Contractor should be approved/recognized/registered by Govt. of India/State Govt. for providing Housekeeping Services.
2. The Contractor must comply with all statutory requirements, such as registration with ESI, EPF, PAN/TIN/TAN & Service Tax etc. and shall submit proofs thereof.
3. The agency shall be ISO 9001:2008 certified. Proof of the same shall be attached with the tender.
4. The contractor (its holding or subsidiary) must have five year experience in executing housekeeping services for Govt. Departments and reputed public/private sector organizations. During last three years, the contractor must have executed/implemented at least one contract of minimum worth INR 50 lakhs.
5. The Agency/Contractor should submit at least one Employer's certificate of satisfactorily completing the housekeeping service contract with minimum annual payable amount against the contract of Rs. 50 Lakhs in last three years, indicating number of housekeepers employed.
6. The Contractor must have sound financial stability with an average overall annual turnover of INR 5 Crores for in preceding three financial years. (A certificate by CA based on the audited balance sheets and ITR certificates with matching PAN No. must be enclosed).
7. The agency/ Contractor shall have at least 300 employees on its roll in the current year. An EPF statement indicating number of employees from the government EPFO website shall be submitted to substantiate the same.
8. The Contractor should not have been blacklisted by any Govt, Semi-Govt. Deptt, or any other organization in last three years. ***An affidavit to this effect shall be given by the firm along with the Technical Bid***; failing which the bid shall be rejected.

B. MODE OF SUBMISSION OF TENDER

The Contractor has to submit online bids through e-procurement portal <http://eprocure.gov.in/eprocure/app>. viz. Technical bid (Cover 1) & financial bid (Cover 2).

No Manual Bid will be accepted.

The technical bid (Cover 1) must be accompanied with the following documents:-

- I. (Cover 1) TECHNICAL BID, UPLOAD THE FOLLOWING DOCUMENTS IN THE TECHNICAL BID :-
 - a) Scanned copy of Tender Fee against payment of Tender Document downloaded from the CPP portal. As per F-1
 - b) Scanned copy of DD/FDR/NSIC Certificate on account of Earnest Money Deposit (EMD) as per F-1
 - c) BID Form F-2 along with the Bidding document duly signed and stamped on all pages by the authorized signatory thereby accepting all terms and conditions.
 - d) Bidder's General Information F-3 along with the documentary proof.

- e) Bidder's Eligibility Criteria **F-4** along with the documentary proof.
- f) No Deviation Confirmation as per **F-5**.
- g) Details of providing housekeeping services rendered in the past with documentary proof. Contracting Agency, Number of housekeepers/staff deployed, Contract No, duration of the contract and location for deployment of staff for the last three years shall also be given in tabular form.
- h) Company/Contractor profile.
- i) Documents related for housekeeping service license, ITR, PAN, TIN, Service Tax Registration, EPF & ESI Registrations etc.
- j) Audited financial statements for last 3 years (2014-2015, 2015-2016 and 2016-2017). A statement from Chartered Accountant giving out the bidder's turn over for Housekeeping Services rendered for these three years shall also be given alongwith the turnover averaged for the housekeeping services over the same three years period.
- k) Affidavit signed by authorized signatory of your firm, stating that your firm has not been blacklisted by any of the employers to whom you rendered housekeeping service in last three years.
- l) Certificate(s) from Employers regarding satisfactory performance/ appreciation regarding quality of housekeeping service provided alongwith amount paid in last financial year. (Annual payment against the contract should be at least Rs. 50 Lakhs in one of the last three financial years).
- m) The contractor must submit a documentary proof of experience in providing housekeeping service in the last five years as stipulated earlier.
- n) ISO 9001:2008 Certificate for your company.
- o) Any other documents to strengthen your credentials as a service provider.

II. (COVER 2) FINANCIAL / PRICE BID

Schedule of Financial/Price bid indicating percentage being quoted on cost plus basis to be uploaded in PDF format.

C. OFFLINE SUBMISSION OF ORIGINAL DOCUMENTS UPLOADED AT CPP PORTAL at the Office of Registrar IIT Mandi :

1. Last Date and time for submission of original documents (Form F-1 to F-6) including all the related documents in original as mentioned/Uploaded with Technical Bid (Cover 1) as per critical dates schedule given in the tender.
2. The cover 1 must be sealed and addressed to the Registrar, IITMandi, VPO Kamand, H.P, PIN 175005.
3. The envelope must contain the name, address and contact details of business of the person or persons submitting the BID and must be **signed and sealed by the Bidder with his signature on every page of the BID.**

4. BID by a partnership firm/consortium of firms must furnish names of all partners and be signed in the partnership name, followed by signatures and designations of authorized partners or other authorized representatives. The copy of partnership deed/consortium agreement should also be furnished.
5. The Bidder's name stated in the BID shall be exact legal name of the firm/company/corporation etc. as registered or incorporated.
6. All changes/alterations/corrections in the BID shall be signed with date in full by the person or persons signing the bid.
7. **No erasing and/or overwriting is allowed.**
8. **(Cover 2) Financial Bid document needs not be sent offline.**

D. SELECTION CRITERIA

I. Technical bid (Cover 1): Technical bid submitted online will be opened in the Office of the Registrar, IIT, Mandi in the presence of tender opening committee (Bid openers). Any or all present participants or their agent may be present at the time of opening of tender. Even if any participant or their agent is absent, the bid will be opened at the stipulated time. Technical bid will be opened online first to verify its contents as per requirements. If various documents contained do not meet the requirements and prove eligibility as per the eligibility criteria defined earlier in this tender, Technical Evaluation shall not be carried out.

The financial bids of only those **Bidders/Agencies** will be opened who qualify in the technical evaluation stage.

II. Financial bid (Cover 2): Financial bid of only those Agencies/Contractors who qualified in the technical bid (Cover 1) and whose original documents were submitted in the office within stipulated timeframe will be opened, on the date and time declared in tender notice. If the financial bid i.e. BOQ could not be opened due to "Document Decryption Failed" reason and if minimum three financial bids i.e. BOQ opened successfully then the tender will succeed for further action. The failed bid/bids shall be considered as rejected. IIT, Mandi shall not be responsible for any postal delay or delay due to link failure/internet problem etc. in respect of submission/receipt of any documents or in submission of e-bid. It is the responsibility of the Bidder to make sure that the required documents/ e-bid shall be submitted in time.

E. INSTRUCTIONS TO BIDDER

1. Technical bid and financial/price bid will be submitted concurrently, duly digitally signed in the website portal www.eprocure.gov.in/cppp. The tender document may be downloaded from website & submission of technical bid / financial bid as per Tender time schedule.
2. Tenders are to be submitted online through the website stated above. All the documents uploaded by the Tender Inviting Authority form an integral part of contract Agency/Contractors they are required to upload all the tender documents along with other documents, as asked for in the tender, through the above website within stipulated date and time as given in the Tender Notice
3. The Contractor shall carefully go through the documents and prepare the required documents, and upload the scanned documents in Portable Document Format (PDF) to the portal in the designated location of Technical Bid. The bidder needs to fill up the % age rates, downloaded for the financial Bid in the designated cell and upload the same in designated location of financial bid.
4. The documents uploaded must be virus scanned and digitally signed using the Digital Signature Certificate (DSC) by the authorized signatory.
5. For submission of e-tender, bidders are requested to get themselves registered with www.eprocure.gov.in website alongwith class-II/III Digital Signature Certificate (DSC) issued by authorized issuing authority under IT Act 2003.
6. For complete details, refer website www.eprocure.gov.in at **CPP portal**.
7. The IIT Mandi may issue amendment / errata to the tender documents before due date of submission of tender. The Agency/Contractors are required to read the tender documents in conjunction with amendments, if any, issued by IIT, Mandi The Contractor is not supposed to incorporate any amendment / errata in the body of tender documents either in ink or pencil. In case the Contractor on the body of tender incorporates amendments/errata issued, they shall not be considered and the amendment / errata issued by the IIT, Mandi shall only hold good. The amendments/errata issued to these documents if any would be uploaded on web site <http://www.iitmandi.ac.in/administration/tenderseoi.php> and <http://eprocure.gov.in/eprocure/app>. The contractors shall visit these sites from time to time to see these amendments/errata.
8. The bidders are required to upload the completed documents only after satisfying each and every condition laid down in the tender documents.
9. IIT Mandi reserves the right to postpone and / or extend the date of receipt of opening of tenders or to withdraw the tender notice, without assigning any reason thereof. In such cases, the bidders shall not be entitled to any form of compensation from IIT Mandi.
10. Transfer of Tender document purchased by one Bidder to another is not permissible. Similarly, transfer of BID submitted by one Bidder to another is also not permissible. No Alteration in the essence of BID, once submitted shall be permissible. In case the Bidder transfers the BID or modifies/withdraws during the period of validity, his EMD shall be forfeited.

F. SPECIAL INSTRUCTIONS TO THE CONTRACTORS/BIDDERS FOR THE E-SUBMISSION OF THE BIDS ONLINE THROUGH THIS EPROCUREMENT PORTAL

1. Bidder should do Online Enrolment in the Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal.

2. Bidder then logs into the portal giving user id / password chosen during enrollment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under **My Documents** option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
8. If there are any clarifications, this may be obtained online through the e-Procurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online on the portal or on <http://eprocure.gov.in/eprocure/appor> <http://www.iitmandi.ac.in/administration/tenderseoi.php> Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF formats.
9. Bidder should arrange for the EMD and tender fee as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
10. The bidder should read the terms and conditions and accepts the same to proceed further to submit the bids
11. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
12. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and the size of file gets reduced. This will help in quick uploading even at very low bandwidth speeds.
13. It is important to note that, the bidder has to click on the Freeze Bid Button, to ensure that, he/she completes the Bid Submission Process. Bids, which are not frozen, are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
14. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
15. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
16. At the time of freezing the bid, the e-Procurement system will give a successful bid updating message

after uploading all the bid documents submitted and then a bid summary will be shown with the bid no., date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.

17. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
18. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
19. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
20. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
21. The bidders are requested to submit the bids through online e-Procurement system to the TIA well before the bid submission end date and time (as per Server System Clock).
22. Tender Fee and EMD shall be submitted with the **Part I- Technical BID. BID submitted without fees, as mentioned above will not be considered for evaluation and shall be rejected summarily.**
23. The EMD of un-successful Bidders shall be refunded only after the contract has been awarded to the successful Bidder. No interest shall be paid on the EMD.
24. The EMD of successful Bidder will be discharged upon the Bidder's accepting the award & signing the Agreement, and furnishing the Contract Performance Security. No interest shall be paid on the EMD. If the successful bidder fails to sign the agreement within the stipulated time, the EMD shall be forfeited to IIT Mandi.
25. **VALIDITY OF BID:** Bid submitted by Bidder shall remain valid for acceptance for a period of 90 (ninety) days from the date of opening of the BID. Bidders shall not be entitled during the said ninety days' period to revoke or cancel the BID or to vary the same or any term thereof without the consent in writing to the IIT, Mandi.
26. **RIGHT OF THE OFFICE TO ACCEPT OR REJECT THE BIDS:** IIT, Mandi reserves the right to accept/reject any or all the BIDs received without assigning any reason whatsoever. The BIDs, in which any of the particulars and prescribed information is missing or is incomplete in any respect and/or the prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be rejected. BIDs, not meeting the BID eligibility criteria as stipulated in the document shall be summarily rejected.
27. **CONTRACT SECURITY DEPOSIT.** Contract security deposit of Rs. 8.5 Lakh shall be deposited by the second party (Agency/Contractor) with the first party viz IIT Mandi in the form of DD/ FDR drawn in favour of Registrar, IIT Mandi.
28. **TERMINATION:** Notwithstanding anything contained hereinbefore to the contrary, the IIT Mandi shall have full power and authority to terminate this Agreement without assigning any reason by giving 30 (thirty) days clear notice in writing. Similarly, if the **Contractor** wants to rescind the contract, he/

she is required to give at least 60 days' notice for withdrawal of services.

29. **PENALTY.** In the event of the Agency/Contractor's failure to execute the work entrusted to it under this Agreement satisfactorily, IITMandi shall make alternative arrangement to do it and the difference of cost incurred by IIT Mandi thereby shall be recovered from the Agency/Contractor's unpaid bills and Contractor's Security deposit. *For failures in providing satisfactory service not so grave as to warrant termination of the contract, penalty as given in terms and conditions and elsewhere in this tender given elsewhere or as decided by IIT Mandi shall be recovered from the payables to the contractor.*
30. **REVISION OF RATE.** Effect of revision of Minimum Wage as per will be considered with its pro-rata effect subject to submission of application by the Contractor along with government notification from the Ministry of Labour and Employment, Government of India.
31. **TAXES, DUTIES AND LEVIES.** All taxes, duties, levies etc. imposed by the State, Central Government and Local Bodies in connection with this contract in force at the time of submission of BIDs shall be borne by the **Agency/Contractor.**
32. **PERIOD OF CONTRACT:** The contract shall be for a period of 01 (One) year from the date of signing agreement which may be renewed by one more year on the basis of satisfactory performance.
33. **CONTRACTOR SUBORDINATE STAFF AND THEIR CONDUCT**
1. If and when any of the Agency/Contractor's employee deployed for housekeeping service in IIT Mandi is found guilty of any misconduct, found incompetent or negligent in the performance of his/her duties, or is found to absent himself/ herself during duty hours or is found undesirable due to administrative/ disciplinary reason or any other reason, the Contractor when so directed shall remove such person/persons from IIT Mandi premises forthwith. Any person/persons so removed from the works shall not again be employed in IIT Mandi in connection with the works without written permission of IIT Mandi. It will be responsibility of the contractor to deal with legal implications/ labour office in such cases.
 2. The Contractor shall furnish necessary certificate about police verification of character and antecedents of all the personnel to be engaged.
34. **PAYMENT OF CONTRACTOR'S BILL:**
1. The payment of wages for one month shall be released by the Contractor latest by 10th of every following month (e.g., wages for the month of **September** will be paid in October) and IIT Mandi will pay the agency the paid bill within 15 Days of submission of the bill by the contractor.
 2. All payments will be subject to deduction of Income Tax at source as per Income Tax Act and as per Income Tax Rule.
35. **SITE FAMILIARISATION.** Before quoting, the Contractor in his own interest shall carry out site visits to know the site conditions and full implications of the assignment. This will also help him in proper assessment of the work. Failure to do so will not absolve the Contractor of his responsibility to carry out the work as specified in the Tender Documents. The cost of visiting the site shall be borne by the Contractor and shall be at his own responsibility and risk.

G. Special Conditions of the Contract. To ensure high standard housekeeping service, the following shall be ensured.

1. The contractor shall provide the Housekeeping Services through trained housekeepers to IIT, Mandi. Number of housekeepers deployed shall be at the rate of one housekeeper for every 750 Sqm of the area assigned for housekeeping service based on the work order issued from time to time indicating area to be covered with housekeeping service. Present scope of work is available at **Annexure 1**.
2. Dedicated housekeepers shall be assigned for each guest house building for two shifts of 8 hours each for all the days of the year, including holidays. Accordingly, the number of housekeepers shall be worked out and deployed to provide uninterrupted housekeeping service. The housekeepers so deployed shall be trained to follow the protocol as required in guest houses.
3. For Computer Lab and other laboratories where indicated, a dedicated housekeeper trained to use various equipment needed shall be deployed. Always a backup shall be maintained for such facilities so that in absence of the dedicated housekeeper, service does not suffer.
4. Three housekeepers shall be made available on all days of the year, dedicated for sewage de-clogging works with the help of necessary equipment as spelt out later in the tender. It will be ensured by the contractor that law of the land on employment of scavengers is not violated.
5. The contractor shall employ housekeepers to ensure door to door collection of garbage from all the buildings in a segregated manner and ensure disposal of the same inside each campus as directed by the institute staff. The garbage bins shall be cleaned/ washed as per the requirement by the housekeepers. This shall be done on all days of the year without exception.
6. It will be the responsibility of housekeepers to drive stray cattles, dogs/ monkeys out of institute premises and bury animal carcass if any found in the campus in appropriate manner.
7. Institute supervisor shall be free to temporarily assign any additional housekeeping duties such as clearing of some area, removal of weeds, clearing of open drains/ nallah as considered necessary through the contractor's supervisor during duty hours.
8. The contractor will be responsible to ensure adequate training regarding safety of individual housekeepers and others during performance of housekeeping services and use of equipment necessary so that quality of service is satisfactory.
9. Equipment and tools mandated in this tender (**Annexure 2**) shall be maintained by the contractor in serviceable condition all the time. Use of equipment like vacuum cleaner, scrubbers, hydrojets, telescopic ladders so as to reach inaccessible areas for cleaning of glass or vegetable growth on the roof, flexible rodding equipment for de-clogging sewage lines etc is considered inherent in housekeeping service. Such tools and equipment as necessary shall be maintained by the contractor in the institute premises readily available and in functional condition.
10. All material required for housekeeping except as given in Annexure 2 and chemicals of consumable nature such as phenyl, liquid soap, toilet papers, naphthalene balls, urinal mats, deodorants, room fresheners, mops, brooms etc. will be procured by the contractor and reimbursed by IIT Mandi on actual cost basis. Quantity, make and rate of items to be purchased for every month shall be first verified and approved by officer in charge. These items shall be first subjected to physical verification for quality and quantity at the institute premises. Such items shall be stocked by the contractor at the place indicated by the institute and issue for utilization in the housekeeping service shall be coordinated with the institute staff.
11. The contractor shall provide the uniform to all the housekeepers in consultation with IIT Mandi. Institute will reimburse the amount spend by the contractor after duly approval from officer in-charge.
12. Timings and frequency of cleaning is given below. The same may be changed by the institute supervisor if there is a need to further improve hygiene and sanitation. Entry regarding cleaning

services performed, shall be made in a register kept for the purpose for each building and countersigned by the occupant of the office/ lab. Cleaning services will be provided round the year, without any holidays and manpower is to be planned accordingly by the contractor.

- a. All toilets/ bathrooms - Four times a day, starting from 07:30 AM in the morning, last cleaning at 7:00 PM in the evening.
 - b. All offices, class rooms, labs – Twice a day, first time at 07:30 AM in the morning, second time at 7:00 PM in the evening. Faculty offices will be cleaned when open anytime during the day.
 - c. All common areas in the residential buildings – twice a day, first time at 08:00 AM in the morning, second time at 6:00 PM in the evening.
 - d. All roads to be cleaned by 08:30 AM, everyday.
 - e. All open drains to be cleared once in a week.
 - f. Vegetation outgrowth from the roof/ lintel/ chhajja of the buildings etc. to be cleaned once in a month.
 - g. Sewage drain blockages – to be cleared within two hours of occurrence reporting.
 - h. Glasses on the facia of mess, hostel buildings etc- once in a week.
 - i. Hostel rooms - once in a day. Timings to be coordinated with the care takers.
 - j. Lobby of hostels to be cleaned - twice a day.
 - k. Dining Halls to be cleaned before every meal - before 07:30 AM, 12:00 PM, 04:30 PM and 07:00 PM.
 - l. Door to door garbage collection to be completed everyday between 07:00 AM and 09:00 AM in each campus.
13. The contractor shall maintain establishment at Kamand or Salgito include office and Supervisory staff as considered necessary for ensuring prompt and timely provision of housekeeping services as stipulated and close coordination with IIT Mandi. There will be one Supervisor for overall coordination of the satisfactory provision of housekeeping service as well as documentation, and one assistant supervisor each for Mandi, Kamand and Salgi Campus. All these supervisors shall always be available on phone and physically present in respective campus to ensure that housekeeping service is effectively monitored, and all complaints both pertaining to housekeeping works as well as manpower are expeditiously addressed in satisfactory manner. If the contractor does not setup office at Kamand/ Salgi within a month of award of the contract, per month penalty of Rs. 15000/- shall be recovered from the bill due for payment/ Security Deposit.
14. The contractor will maintain biometric attendance facility and attendance register as a backup in each campus i.e. Mandi, Kamand and Salgi. Daily attendance and occasional surprise checks to penalize absenteeism of the housekeepers shall be carried out by the institute staff. For absence of housekeeper below minimum number of housekeepers as per the latest work order, in addition to forfeiture of daily wage, a penalty of Rs. 100 per housekeeper who has absented during hours of duty shall be deducted from the contractor's bill.
15. Uptodate duty roster alongwith mobile contact numbers of the housekeepers and supervisor responsible for each building shall be prepared by the contractor's supervisor and submitted to the institute staff, as well as displayed on the notice boards of various buildings without fail. The contractor shall maintain record of leave granted to each of the housekeeper/ supervisor in the attendance register to ensure that all housekeepers are provided leave as per the labour laws. Even during public holidays/ festivals, the housekeeping service shall be provided without failure and the contractor will make necessary arrangements accordingly.

H. TERMS & CONDITIONS:

1. Actual wages and bonus to be followed as per Ministry of Labour and Employment notifications and revisions from time to time. Payment of Bonus will be made, once a year on receipt of notification from Ministry of Labour of Employment. Further, conditions governing payment of Bonus relating to minimum service, etc. will also be followed before releasing payment of Bonus.

2. Mandi district is covered under ESI. Employer's contribution towards ESI in r/o Security Personnel deployed at Mandi will be 4.75%.
3. The Contractor shall have to quote his rate of profit in % age as per Financial Bid Document.
4. The selected agency(Contractor) will have to pay sales tax/income tax on contract amount as applicable. If any additional rates/taxes/income tax has to be paid, that shall be borne by the Agency/Contractor, otherwise it shall be deductible from his payments.
5. IIT Mandi shall reimburse actual cost of uniform based on sample and rates approved as per mutually determined periodicity for each item of the outfit.
6. With mutual consent between the IIT Mandi and the Contractor, any other point can be included in the agreement at the time of its execution.
7. The contractor will provide and update list of housekeepers with full particulars such as age, parentage, address, etc. at the commencement and during operation of the contract. No housekeeper shall be employed without consulting officer in charge.
8. The contractor maybe required to increase/decrease manpower at agreed rate and terms and conditions as and when required by the IITMandi based on the work orders issued from time to time as per the changes in infrastructure requirement of IIT Mandi.
9. The contractor shall be responsible for fulfilling all his obligations towards the person(s) deployed under the labor laws namely Industrial Disputes Act, Minimum Wages Act, the Contract Labor (Regulation and Abolition) Act, EPF Act, Payment of Wages Act, ESI/ WC Act, Bonus Act, Maternity Benefits Act, Earned Leave, Shops & Establishments Act, Factories Act, or other labor rule and regulation applicable and amended from time to time. The Contractor shall be responsible for the deposit of employee's and employer's share of statutory contributions to the ESI, EPF as applicable at his own level and maintenance of such records as per rule. The contractor shall arrange the disbursement of wages to his staff so deployed for duty in first week of every ensuing month but not later than 10th day of the month in any case. The contractor will furnish a certificate to IIT Mandi regarding payment of salaries/dues to the staff deployed and deposition of EPF &ESI etc. to respective authorities.
10. The Contractor shall employ only adult trained, efficient and responsible staff with good health and sound mind for relevant services. The workers should not be below 18 years. The housekeepers shall be made to wear gloves, gum boots, safety goggles, face mask and shall use proper equipment so that their dignity is not compromised. Further safety markers for wet floor and notices outside washrooms while cleaning is in progress shall be placed. It will be ensured that wastage of water and other materials is avoided failing which penalty may be imposed.
11. The contractor shall be responsible for proper maintenance of decorum, punctuality, discipline and work output from each housekeeper and ensure equitable distribution of work. In the washroom for men, women shall not be made to work and vice versa.
12. Smoking and consumption of alcohol within the entire area of IIT Mandi is strictly

prohibited. Violations of this rule shall be prosecuted as per law and culprit will be discharged immediately.

13. The Contractor staff shall not be treated as the staff of IIT Mandi for any purpose whatsoever. The Contractor shall be responsible for strict compliance of all statutory provisions of relevant labor laws applicable from time to time in carrying out the above job.
14. The contractor shall periodically hold seminars to educate housekeepers about their entitlements. Further, every month, contractor supervisor shall organize a meeting with all housekeepers and address their grievances if any, and a written intimation of the same shall be given to IIT Mandi. Contractor shall display relevant information and notices as required under the above mentioned rules and regulations. IIT Mandi representative shall be entitled to inspect all such records at any time.
15. The contractor shall disburse the wages to the workers through cheque/bank transfer and Non-payment of wages by and any malpractice if noticed, will invite a penalty which may lead to termination of contract & blacklisting of the firm or any other decision deemed fit by the Competent Authority. The Contractor will also be liable to pay the disputed outstanding amount. The IIT, Mandi shall not be directly responsible for the payment of wages to the employees. It will be the responsibility of the Contractor to make regular payment to the workers engaged by him as per the minimum wages applicable to the Central Govt.
16. None of the employees of the Contractor shall enter into any kind of private work at different locations during working hours.

Sd/-

Registrar, IIT, Mandi

Aforementioned conditions are acceptable to me.
Signature of Contractor.

COVER I**F-1****DETAILS OF REG. FEE/TENDER DOCUMENT FEE AND EARNEST MONEY DEPOSIT**

| | | |
|--|--|---|
| 1.Detail of the Tender 2. Tender Fee Downloaded from the CPP portal | | |
| 3.Earnest Money Deposit i) Name of The Bank: ii) Demand Draft No.: Or | | |
| FDR No: iii) Date of DD/ FDR: iv) Amount: | | |
| Dated: | | Signature of the Bidder or His /Her authorized signatory With Seal of the Contractor |

Note: - Scanned signed copies must be uploaded online and original to be sent offline in (Cover 1) Technical Bid by due date.

F-2

BID Form

To

Registrar,
IIT,Mandi.

SUBJECT: BID FOR PROVIDING HOUSEKEEPING SERVICES

- 1) Having carefully examined all the BID Documents attached to your invitation to Tender ref no. No: IIT/Mandi/Housekeeping/ , we offer our services for the aforesaid work in conformity with all the terms and conditions stated therein.
- 2) We enclose herewith Rs.Two lakhs only as Earnest Money Deposit in form of Demand Draft /FDR No._____ dated _____ issued by _____ in favour of **Registrar, IIT, Mandi** (To be drawn on any of the Nationalized bank)
- 3) We certify that we have carefully read each and every condition and the scope of work given in the Tender document and having understood the same we confirm our acceptance of it without any condition, reservation or deviation.
- 4) We agree to keep the BID valid for 90 (Ninety) days from the date of opening of the BID/Tender and the period shall remain binding.
- 5) We hereby submit our offer and upload **“Schedule of Rates”for Financial Bid in cover 2.**

Witnesses:

For and behalf of:

(Signature and Seal)

Name _____

Address in full _____

F-3

BIDDER'S GENERAL INFORMATION

Bidder should indicate following information along with the self-attested photocopies of supporting documents:

1. Name of Firm/Agency/Contractor :
2. Number of Years in Operation :
3. Registered address :
4. Operational Address if different from above:
5. Telephone No. (Landline) :
6. Tele fax No. :
7. Mobile No. :
8. Official Email Address :
9. Name & Address of Branch, if any :
10. Type of Organization
(Whether private limited/LLP/ partnership/sole proprietorship as per attached proof)
11. Name of Proprietor/ Partners/Designated Partners/Directors of the Organization/Firm:
12. ISO Certification details.

(SIGNATURE OF BIDDER WITH SEAL)

F-4**BIDDER'S ELIGIBILITY CRITERIA**

| Ser No | Description | Confirmation (Yes/ No) | Proof Attached at Page No. |
|---------------|---|-----------------------------------|---|
| 1 | Does the Contractor comply with the statutory requirements such as valid Registration with EPF, ESI/PAN/TAN/ and Service Tax Registration authorities and license to provide such services and execute contracts? | | |
| 2 | Do you possess required 5 years of experience in providing Housekeeping Services to Government org/ PSUs/ private sector Organizations? | | |
| 3 | Do you have average annual turnover of INR 5 Crores in preceding three financial years? Please attach a certificate from CA based on audited balance sheets and ITR for last three years. | | |
| 4 | Have you attached a list of contracts awarded during last 3 years (Name of the organizations)? | | |
| 5 | Have you attached a copy of at least one Employer's certificate of satisfactorily completing housekeeping service contract of Rs. 50 Lakhs or above in last three years indicating number of housekeepers employed? | | |
| 6 | Do you have at least 300 employees on your roll in the current year? Please attach statement downloaded from EPFO website as a proof. | | |
| 7 | Does your firm have ISO 9001-2008 Certification? Have you attached the certificate? | | |
| 8 | Whether the Tender Fee in the form of Demand Draft enclosed | | |
| 9 | Whether the Earnest Money in the form of Bankers Demand Draft/ FDR are enclosed | | |
| 10 | Have you provided an affidavit stating that your firm has not been black listed by any organization where you rendered / were rendering housekeeping service in past three years? | | |

Date:

Signature and Seal of Bidder

Note: - Enclose copies of the relevant documents.

F-5

NO DEVIATION CONFIRMATION

To

The Registrar,
IIT, Mandi.

Dear Sir,

I/We understand that any deviation/exception in any form may result in rejection of BID. I/We, therefore, certify that we have not taken any exceptions/deviations anywhere in the BID and I/ we agree that if any deviation/exception is mentioned or noticed, our BID may be rejected.

(SEAL AND SIGNATURE OF BIDDER)

F-6**TECHNICAL EVALUATION****Name of the bidder:** _____

(Marks to be filled in by the Agency/Contractor along with providing documentary proof in support of the same, without which the bid may be disqualified or zero marks may be given for the criterion as per the discretion of IIT Mandi). IIT Mandi will verify the claimed score and award total marks for further action.

Technical Evaluation Matrix :**TOTAL 100 Marks**

| S. No | Description | Max Marks/ Please mention page no at which documentary proof attached in bid |
|--|---|--|
| Minimum Marks to qualify for financial bid based on Technical Bid is 75 out of 100* | | |
| a) | Company Incorporation | (20 Marks) |
| | (i) Private Limited/Limited Company/Corporation - (5/20) | |
| | (ii) Partnership With Limited Liability(10/20) | |
| | (iii) Partnership firm- (15/20) | |
| | (iv) Proprietary firm- (20/20) | |
| b) | Assessment of average turnover for the preceding three financial years on the basis of audited balance sheets and certificates of ITRs | (20 Marks) |
| | (i) Turnover of >INR 5 Crore< INR 7.5 Crore (5/20) | |
| | (ii) Turnover of >INR 7.5Crore<INR 10 Crores (10/20) | |
| | (iii) Turnover of >INR 10 crores <INR 15crores (15/20) | |
| | (iv) Turnover of >INR 15 crores (20/20) | |
| c) | Total workers continuously on rolls for last six months, based on statement downloaded EPFO Portal | (20 marks) |
| | (i) >300 and ≤500 workers = 5/20 | |
| | (ii) 500-1000 workers =10/20 | |
| | (iii) 1000-3000 workers =15/20 | |
| | (iv) >3000 workers =20/20 | |
| d) | Contract Experience – should be in the name of same [applying] firm. Running contracts in reputed institution/ large public/private sector organizations: No of contracts with annual value >Rs. 50 Lakhs | (20 Marks) |
| | i) One (5/20) | |
| | ii) >1 and ≤3 (10/20) | |
| | iii) >3 and ≤6(15/20) | |
| | iv) > 6 (20/20) | |
| e) | From the contracts listed in above para (d) | (20 Marks) |
| | i) Housekeeping Contracts in Himachal Pradesh (5/20) | |
| | ii) Housekeeping contracts in One more state excl HP(10/20) | |
| | iii) Housekeeping contracts in Two more states excl HP (15/20) | |
| | iv) Housekeeping contracts in Three more states excl HP (20/20) | |
| Total Marks Awarded (To be filled by IIT Mandi Selection Committee) | | |

* In case of insufficient competition, IIT Mandi may lower the minimum score at its sole discretion.

(SEAL AND SIGNATURE OF BIDDER/CONTRACTOR)

“Certified that the documents proof as claimed in the Technical Evaluation matrix above has been checked and found correct and complete by Tender Opening Committee. and Sr. No IV has been filled by the Tender opening committee after following due procedure and opening of Financial Bid (cover 2).”

Member I

Member II

Member III

LETTER OF AUTHORITY

PROFORMA LETTER OF AUTHORITY FOR ATTENDING TECHNICAL & FINANCIAL BID OPENING AND OTHER COMMUNICATION / CORRESPONDENCE RELATING TO

BID. No. -----

Date:

To

Registrar
IIT Mandi,
H.P.

Dear Sir/Madam,

I/We hereby authorize following representative(s) to attend Technical/Financial BID opening and for any other correspondence and communication against Bidding Document:

Name & Designation _____

Signature _____

Name & Designation _____

Signature _____

We confirm that we shall be bound by all commitments/ clarifications made by aforementioned authorized representatives.

Yours faithfully,

Signature

Name & Designation

For and on behalf of

Note: This letter of authority should be on the letterhead of the bidder and should be signed by a competent authority.

CRITICAL DATES

| | | |
|----|--|--|
| 1. | Publishing Date and time of tender documents through E-procurement http://eprocure.gov.in/eprocure/app . | 02 nd May, 2017 at 11.00 A.M. |
| 2. | Start Date and Time for downloading of tender documents | 2 nd May, 2017 at 11.15 A.M. |
| 3. | Last Date and Time for downloading of tender documents | 22 nd May, 2017 at 3.00 P.M. |
| 4. | Start date and time of Bid Submission Cover 1 & 2 (Technical Bid & Financial Bid) | 02 nd May, 2017 at 11.25 A.M. |
| 5. | Last date and time for Bid Submission Cover 1 & 2 (Technical Bid & Financial Bid) | 22 nd May, 2017 at 3.00 P.M. |
| 6. | Last Date and time for submission of original application, tender fee in the form of Cash Deposit Receipt and earnest money deposit in the form of Demand Draft uploaded online and original to be submitted offline as per due dates. | 22 nd May, 2017 at 3.00 P.M. |
| 7. | Date and time for opening of Technical bids (Cover 1) | 23 rd May, 2017 at 3.00 P.M. |
| 8. | Date and time for opening of Financial bids (Cover 2) | (To be declared later) |

**SEAL AND
SIGNATURE OF
BIDDER/CONTRACTOR**

COVER 2
FINANCIAL BID

| | Details of payment/ charges | Unskilled Housekeeper X | Asst Supervisor =1.3 x X | Supervisor 1.5 x X |
|---|---|--------------------------------|---------------------------------|---------------------------|
| I | Basic Minimum Wage for housekeepers as per Ministry of Labour & Employment @ 350 per day for 26 days per month@ | 9100 | 11830 | 13650 |
| | Statutory Liabilities | | | |
| | EPF @ 13.16% on the Basic Wage subject to max Rs. 15000/- | 1198 | 1557 | 1796 |
| | ESI @4.75% on Basic Wages | 432 | 562 | 648 |
| II | Total Statutory Remit | 1630 | 2119 | 2445 |
| I+II | Direct Cost per Month | 10730 | 13949 | 16095 |
| | Manpower to be considered only for financial bid evaluation# | 60 | 3 | 1 |
| IV | Per month cost of manpower | 643789 | 41846 | 16095 |
| A | Per month cost of manpower for housekeeping services to IIT Mandi in INR@ | 7,01,730 | | |
| B | <u>Service Charge quoted by the Contractor above the cost above at A in %</u> | | | |
| C | <u>Total Cost to IIT Mandi after adding cost as per B to A</u> | | | |
| D | Per sq meter charge for the equipment and non-consummable items as per Annexure 2 to be provided, operated and maintained by the contractor (Items remain contractor's property at the end of the contract) to be quoted in INR | | | |
| E | Area to be considered only for financial evaluation in sq meter | 50000 | | |
| F | Per month cost of equipment to IIT Mandi = Per Sq meter rate quoted at D x 50000 in INR | | | |
| G | <u>Total Per Month Cost to IIT Mandi for Housekeeping Service (C+F) in INR for determining L1</u> | | | |
| <u>Figures in only Row B and D in % and INR respectively to be filled by the bidder</u> | | | | |
| Note - Consummables will be reimbursed by IIT Mandi on the actual cost against the bills after verification of rates. Hence it has not been considered in Financial Bid Evaluation. | | | | |
| @Additional lumpsum payment only for each of three housekeepers dedicated for Sewage de-clogging and similar works per month (Page 11, Para 4) INR 1000 | | | | |

**SEAL AND
SIGNATURE OF
BIDDER/CONTRACTOR**

Date –

Member 1

Member 2

Member 3

| Annexure 1 | | | |
|---|-----------------|--|---------------------|
| SCOPE OF WORK TO INCLUDE LOCATION, TYPE AND NAME OF BUILDING AND AREA (LIKELY TO CHANGE FROM TIME TO TIME AS PER DEVELOPMENTS) | | | |
| Ser | Location | Details of the Buidling/ Area | Area (SqMtr) |
| 1 | Mandi | Renuka Hostel | 1200 |
| 2 | Mandi | Administrative Block | 1180 |
| 3 | Mandi | Academic Block (Vallabh College) Only Ground Floor | 1125 |
| 4 | Mandi | Mandav mess | 127 |
| 5 | Mandi | Mandav Bio X lab | 256 |
| 6 | Mandi | Mandav mechanical engg lab | 106 |
| 7 | Mandi | Mandav crèche | 100 |
| 8 | South Campus | C5 – G1, G2, F1, F2 flats used as Guest House | Dedicated Staff |
| 9 | South Campus | A1 | 1050 |
| 10 | South Campus | A2 | 1201 |
| 11 | South Campus | A3 | 776 |
| 12 | South Campus | A4 | 1122 |
| 13 | South Campus | A5 Ground floor | 310 |
| 14 | South Campus | Library & PC Lab - 1st & 2nd floor (A5 Building) | Dedicated Staff |
| 15 | South Campus | Creche near Director's residence | 53 |
| 16 | South Campus | Guest house(Gharpa) | Dedicated Staff |
| 17 | South Campus | Nako Hostel (Bamboo Complex) | 1027 |
| 18 | South Campus | Director's Secretariat & Admin block | 202 |
| 19 | South Campus | Security Office | 35 |
| 20 | South Campus | B1 Hostel | 1184 |
| 21 | South Campus | B2 Hostel | 897 |
| 22 | South Campus | B3 Hostel | 917 |
| 23 | South Campus | B4 Hostel | 416 |
| 24 | South Campus | B5 Hostel | 2832 |
| 25 | South Campus | B6 Hostel | 2832 |
| 26 | South Campus | B7 Hostel | 2832 |

| | | | | | |
|----|--------------|--------------------------------------|-----------------|--|--|
| 27 | South Campus | C1 Common area only | 267 | | |
| 28 | South Campus | C2 Common area only | 365 | | |
| 29 | South Campus | C3 Common area only | 340 | | |
| 30 | South Campus | C4 Common area only | 223 | | |
| 31 | South Campus | C5 Common area only | 223 | | |
| 32 | South Campus | Mechanical Engg lab (Stable Complex) | Dedicated staff | | |
| 33 | South Campus | Computer lab (Stable Complex) | Dedicated Staff | | |
| 34 | South Campus | D1 | 30 | | |
| 35 | South Campus | D2(medical unit) | 77 | | |
| 36 | South Campus | D3 (Chandra TaalAnnexe) | 293 | | |
| 37 | South Campus | D4 | 40 | | |
| 38 | South Campus | D5 | 20 | | |
| 39 | South Campus | D6 | 50 | | |
| 40 | South Campus | D7 | 50 | | |
| 41 | South Campus | Dining Hall D1 | 517 | | |
| 42 | South Campus | Dining Hall D2 | 436 | | |
| 43 | South Campus | TT Court | 160 | | |
| 44 | South Campus | Takshila School | 115 | | |
| 45 | South Campus | Badminton court | 288 | | |
| 46 | South Campus | Lawn Tennis Court & Basket Ball | 1500 | | |
| 47 | South Campus | PS lab | Dedicated Staff | | |
| 48 | South Campus | Lab Building (Mech Workshop G+1) | Dedicated Staff | | |
| 49 | South Campus | Studio apartment(LGSF) S1 | 456 | | |
| 50 | South Campus | Boy's hostel in LGSF G1 | 460 | | |
| 51 | South Campus | G2 Hostel | 593 | | |
| 52 | South Campus | G3 Hostel | 507 | | |

| | | | | | |
|--|--------------|--|------|-----------------|--|
| 53 | South Campus | G4 Hostel (Suvalsar) | 679 | | |
| 54 | South Campus | Construction Wing office | 98 | | |
| 55 | South Campus | Residential complexes (2) in Gharpa | 100 | | |
| 56 | South Campus | Black Top Road from Bank complex till Badminton Court | 1800 | | |
| 57 | South Campus | Concrete Road | 1702 | | |
| 58 | South Campus | Open Drainage between C2 & C3 buiding | 50 | | |
| 59 | South Campus | Open Drainage near Sports Grounds uptoTakshila School building | 100 | | |
| 60 | North Campus | IIT-Takshila School addl area | 500 | | |
| 62 | South Campus | IC Engine Lab | | Dedicated Staff | |
| 63 | South Campus | A4 | 1122 | | |
| 64 | North Campus | B22 | 1487 | | |
| 65 | North Campus | C34,C35,C36 | 1118 | | |
| 66 | North Campus | Community Hall | 454 | | |
| 67 | South Campus | Class Room 200 Seater | 233 | | |
| 68 | South Campus | Recreation Center | 403 | | |
| 69 | South Campus | Approach Road upto C6 | 512 | | |
| 70 | South Campus | Approach Road upto Recreation Center | 210 | | |
| 71 | South Campus | Approach Road upto C4,C5 | 300 | | |
| 72 | North Campus | Main Black Road upto C34,C35,C36 &B22 | 1140 | | |
| 73 | South Campus | C6 residential building | 300 | | |
| 74 | North Campus | ST.1,ST.2 Common Areas | 1907 | | |
| 75 | South Campus | High Voltage lab | | Dedicated Staff | |
| 76 | South Campus | Parking Area of C1,C2,C3, C4, C5 | 98 | | |
| 77 | North Campus | B23 | 1487 | | |
| <p>Note - 1. All the concrete pavement and drains around the building are not counted in the area indicated above, but are required to be regularly cleaned. 2. Area is likely to increase at the time of finalization of the contract. Number of housekeepers to be deployed will be worked out jointly at the timeof placing work order, as per the conditions laid down in the tender document.</p> | | | | | |

Annexure 2

| Ser | Description of the Equipment | Qty at South Campus | Qty at North Campus | Qty at Mandi |
|-----|--|---------------------|---------------------|--------------|
| 1 | Scrubber Driers- 50http://shop1.indiantradebird.com/Default.aspx?id=d2c4d0fe-7f0a-4130-b895-f7aef25e25f9&s=8 or equivalent from reputed brands like Karcher, Bosch. | 1 | 1 | 0 |
| 2 | Vacuum Cleaner VAC 50N VAC-50 N with Pneumatic auto ON/OFF, Autoclean& Blower Function http://shop1.indiantradebird.com/Default.aspx?id=d2c4d0fe-7f0a-4130-b895-f7aef25e25f9&s=4 or equivalent from reputed brands like Karcher, Bosch. | 2 | 2 | 1 |
| 3 | Vacuum Cleaner Eureka Forbes or Karcher or Bosch, 400 Watts | 2 | 2 | 1 |
| 4 | High Pressure Jet-150 http://shop1.indiantradebird.com/Default.aspx?id=d2c4d0fe-7f0a-4130-b895-f7aef25e25f9&s=6 or equivalent from reputed brands like Karcher, Bosch. | 1 | 1 | 0 |
| 5 | Double Bucket Mop/Wringer Trolley with press http://www.mycleaningstore.in/double-bucket-wringer-trolley-with-press | 32 | 25 | 4 |
| 6 | Sewer Rodding Machine (MC-03) http://www.exportersindia.com/mcraygor/sewer-rodding-machine-bahadurgarh-india-1471484.htm or equivalent | 1 | | |
| 7 | Flexible Chrome Drainage Cleaning Rod as per specification in https://www.indiamart.com/proddetail/sewer-cleaning-rod-2994118255.html 20 +/- 1 meter long | 2 Sets | | |
| 8 | Single Disc Scrubber 2 HP, Technoclean or Karcher or Bausch http://shop1.indiantradebird.com/Default.aspx?id=d2c4d0fe-7f0a-4130-b895-f7aef25e25f9&s=10 | 1 | 1 | 1 |