

**E-TENDER**

**FOR PROVIDING HOUSEKEEPING SERVICES AND WASTE MANAGEMENT  
AT INDIAN INSTITUTE OF TECHNOLOGY MANDI**



**Tender No.: IITMANDI/S&P/PUR-339/2020-21/6357-6358**

**Tender date: 27<sup>th</sup> February, 2021**

**Last Date of Submission: 20<sup>th</sup> March, 2021**

**Indian Institute of Technology Mandi (IIT Mandi),  
Store & Purchase Section,  
2<sup>nd</sup> Floor, A7 Building, South Campus,  
Kamand – 175 075, District – Mandi (H.P), India**

**Tel.: 01905-267039/267048/267183**

**Email: [arsp@iitmandi.ac.in](mailto:arsp@iitmandi.ac.in), [infraoa1@iitmandi.ac.in](mailto:infraoa1@iitmandi.ac.in) & [infraoa2@iitmandi.ac.in](mailto:infraoa2@iitmandi.ac.in)**

**INDIAN INSTITUTE OF TECHNOLOGY MANDI (IIT Mandi)**  
**Kamand - 170 075, District – Mandi, Himachal Pradesh, India**

**Name of work:- Providing Housekeeping services for IIT Mandi (South and North Campus)**

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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/consumables for housekeeping services to IIT Mandi and waste management according to terms and conditions given in tender form. IIT Mandi, Kamand campus, Distt. Mandi (H.P.) **invites** online tenders **under two-bid system** from approved and eligible bidders who possess the necessary eligibility criteria /experience for executing the following specialized work for **“Housekeeping services and Waste Management for the South and North Campus of IIT Mandi (H.P.)”**

|   |   |
|---|---|
| Date of publishing of document                  | 27 <sup>th</sup> February, 2021   |
| Last date and time of submission of online bids | 20 <sup>th</sup> March, 2021 till 03:00 PM  |
| Date and time of opening of bids                | 22 <sup>nd</sup> March, 2021 at 03:00 PM  |
| Earnest Money Deposit                           | EMD Amount- Nil<br>However, as per GOI guidelines (OM No. F.9/4/2020-PPD, dated 12.11.2020) bidders are required to submit 'Bid Security Undertaking' in lieu of EMD (Annexure-IV)                        |
| Tender Fee                                      | <b>Rs. 1,180/-</b><br>(Tender Fee inclusive GST) in Words Rupees One Thousand One Hundred & Eighty only towards non-refundable tender fee, drawn in favour of “The Registrar, IIT Mandi” payable at Mandi |
| Bid Validity                                    | 180 Days  |
| Last date of seeking clarification              | 15 <sup>th</sup> March, 2021  |
| Date of opening of financial bids               | The date & time for opening of Financial Bids will be informed later on to the technically qualified bidders  |
| Security deposit                                | Rs. 8,70,000/-  |
| Estimated To Cost                               | <b>Approx. Rs 2,90,00,000/-</b>   |

**Instruction to bidder:**

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender publishing on the CPP Portal.
2. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
3. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
4. The tenders will be received online through the portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format. All quotations **(both Technical and Financial should be submitted in the E-procurement portal)**.
5. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <http://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link “Information about DSC”.

**Instruction for Preparation & Submission of bids:**

1. Technical Bids should be submitted in PDF format & Financial Bids should be submitted in Excel format.
2. **In case of Financial bids**, a standard BOQ format has been provided in Excel format. Bidders are required to download the BoQ Excel file and fill their financial offer on the same BOQ format. After filling the same, submit it online in Excel format, without changing the financial template format. However, if bidder wants to modify in its financial offer, then bidder can modify.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.
4. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
5. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
6. **Kindly add scanned PDF of all relevant documents in a single PDF file like, compliance sheet, OEM/Principle Certificate etc.**
7. Bidder should log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. The technical and financial bids should be submitted online through the portal <http://eprocure.gov.in/eprocure/app> in original. The financial bid should include the cost of main equipment/item and its accessories. If there is any separate cost for installation etc. that should be quoted separately.
10. Each bidder should be marked with the following reference on the top bids submitted online: **“IITMANDI/S&P/PUR-339/2020-21/6357-58/Providing Housekeeping Services & Waste Management, dated, 27<sup>th</sup> Feb. 2021”**.
11. Full technical details should be included with the technical bid to verify the eligibility of the bidders quoted in the tender. The bidders should submit copies of suitable documents in support of their reputation, credentials and past performance in .pdf format.
12. The rates should be quoted in figures (typed or printed) and cutting/overwriting should be avoided. The final amount should be in figures as well as in words. If there are cuttings, they should be duly initialed, failing which the bids are liable to be rejected.
13. **Tender Cost:** The bidder should submit a demand draft of **Rs. 1,180/- (Tender Fee inclusive GST) in Words Rupees One Thousand One Hundred & Eighty only** towards non-refundable **tender fee, drawn in favour of “The Registrar, IIT Mandi”** payable at Kamand in a sealed envelope super-scribed as **“Tender fee & NIT No. “IITMANDI/S&P/PUR-339/2020-21/6357-58/ Providing Housekeeping Services & Waste Management, dated, 27<sup>th</sup> Feb. 2021”**.on or before last date & time of submission of bids. **In the absence of tender fee, bids for evaluation shall not be accepted. NSIC/MSME registration certificate shall be considered only against EMD (detail as mentioned in S.No.14).**
14. **Earnest Money Deposit (EMD):**
- **EMD Amount - Nil.**
- However, As per GOI guidelines (OM No. F.9/4/2020-PPD, dated 12.11.2020) bidders are required to submit ‘Bid Security Undertaking’ in lieu of EMD (Annexure-IV).**
- **Note: Both (tender fee & EMD) envelopes should be placed in another sealed envelope and address to:**
- “Assistant Registrar, Stores and Purchase”  
Indian Institute of Technology Mandi (IIT Mandi),  
S & P Section, 2<sup>nd</sup> Floor, A7 Building, South Campus,  
Kamand – 175 075, District – Mandi (H.P), India”**

**This envelope having tender fee & EMD should reach on or before last date time of submission of bid.**

**i. Return of EMD:**

- The earnest money of unsuccessful bidders will be returned to them without any interest within 15 working days after awarding the contract.
- The earnest money of the successful bidder will be returned to them without any interest within 15 Days after signing of the contract.

**ii. Forfeiture of EMD**

- If the bidder fails to furnish the prescribed Performance Security Deposit within the prescribed period, the EMD is forfeited automatically without any notice.
- In case of forfeiture of EMD as prescribed in Para (1), the Bidder shall not be allowed to further participate in the process and the work will be awarded to L-2 vendors.

**15. EMD Exemption:**

The Institute may accept bids without EMD from those bidders who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or the concerned Ministry of MSME. To claim the exemption, the bidder must be offering goods manufactured by themselves. Exemption will not be granted in case the bidder is acting as an agent for some other vendor.

**General Terms & Conditions:**

1. While sending rates, the firm shall give an undertaking to the effect that ***“the terms/conditions mentioned in the enquiry letter/Tender Notice against which the rates are being given are acceptable to the firm.”*** in .pdf format. In case the firms do not give this undertaking, their rates will not be considered.
2. Any bids received after **03:00 P.M. on 20<sup>th</sup> March, 2021** shall not be considered.
3. The tenders will be received online through the portal <http://eprocure.gov.in/eprocure/app>. All tender documents received after the specified date and time shall not be considered.

For any correspondence regarding tenders is on below address:

**“Assistant Registrar, Stores and Purchase  
Indian Institute of Technology Mandi (IIT Mandi),  
S & P Section, 2<sup>nd</sup> Floor, A7 Building, South Campus,  
Kamand – 175 075, District – Mandi (H.P), India”**

4. All tenders in which any of the prescribed conditions is not fulfilled or any condition is put forth by the tenderer shall be summarily rejected.
5. The bidders or their authorized representatives may also be present during the opening of the Technical Bid, if they desire so, at their own expenses.

**Note:** Price bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee. Information in this regard will be intimated only to the technically qualified bidders. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract. The bidder must ensure to quote the rate of each item. The column meant for quoting rate in figures appears in pink colour and the moment rate is entered, it turns in to sky blue. In addition to this, while selecting any of the cells a warning appears that if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as “0” (ZERO).

***However, if a tenderer quotes nil rates against each item in item rate tender or does not quote any percentage above or below on the total value of tender, the tender shall be treated as invalid and will not be considered as lowest tenderer***

## **6. Clarifications:**

In case the bidders requires any clarification regarding the tender document, they are requested to submit their queries on the e-mail i.e. & [arsp@iitmandi.ac.in](mailto:arsp@iitmandi.ac.in) on or before [infraoa1@iitmandi.ac.in](mailto:infraoa1@iitmandi.ac.in) and [infraoa2@iitmandi.ac.in](mailto:infraoa2@iitmandi.ac.in).

**7. Assistance To Bidders:** Any queries relating to the tender document and the terms & conditions contained therein should be addressed to tender Inviting Authority for a tender or relevant contact person indicated in the tender.

## **8. Validity:**

The bid should be valid for acceptance up to a period of 180 Days. The Bidders should be ready to extend the validity, if required without any additional financial implications.

## **9. 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.

**10. Site Familiarization.** 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 bidder 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 bidder and shall be at his own responsibility and risk.

**11. 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**.

## **Eligibility Criteria:-**

Agency who fulfill the following requirements shall be eligible for bidding. Joint ventures and conditional tenders will not be accepted.

1. The agency/ Agency should be approved /recognized/registered by Govt. of India/ State Govt. for providing mechanized housekeeping services. The agency should be ISO certified for housekeeping services. Proof of the same shall be attached/uploaded with the tender.
2. Bidders should have a valid GST registration.
3. Bidder should have satisfactorily completed/executed/executing at least three contracts of similar nature during the last three years in a Central/State Govt. Organization/Central Autonomous Body/ Central Public Sector Undertaking. Out of these three contracts, one contract should be of annual worth Rs. 3 Crore. **“Similar work”** shall mean works of **Mechanized Housekeeping services**.
4. Should have Average Annual Financial Turnover of **Rs. 5 Crores** during the last three years 2017-18, 2018-19, 2019-2020 for providing similar nature work (Scanned copy of Certificate from CA to be uploaded). **“Similar work”** shall mean works of **Mechanized Housekeeping services**.
5. Should not have incurred any loss (profit after tax should be positive) in more than two years during the last five years ending 31<sup>st</sup> March, 2020.
6. The agency shall have at least 500 employees on its roll in the preceding year ending December 2020. Out of these 500 employees, 150 should be a part of single contract. An EPF statement indicating number of employees from the Govt. EPFO website shall be submitted to substantiate the same.
7. The Agency should **not have been blacklisted** by any Govt./Semi Govt./Deptt or any other organization in the last three years. **An Affidavit to this effect shall be given by the firm along with technical bid, failing which the bid shall be rejected.**

## **List of Documents to be scanned and uploaded on due date and time mentioned below:**

1. Demand Draft of any scheduled bank **in favour of “The Registrar, IIT Mandi payable at Kamand”** against **tender cost**. Original to be deposited at the time of opening of technical bid.
2. Demand Draft/Fixed Deposit Receipt of any scheduled Bank against **EMD**. Original to be deposited at the time of opening of technical bid.
3. **A certificate** of the Agency registered with Central/State Govt. Organization/Central Autonomous Body/ Central Public Sector Undertaking.
4. Certificate from a CA of financial turn over.



5. GST registration certificate.
6. Certificate from a CA duly audited for not having incurred any loss (Profit after tax should be positive) in more than two years during the last **five consecutive balance sheets ending March 2020**.
7. Certificate from the competent authority of having completed similar type of works in Govt. departments/PSU & Central Autonomous Body to fulfill the eligibility criteria mentioned above at sr. 3 & 6. Bidder can also upload the copies of the agreements.
8. **An affidavit certifying that the firm has not been blacklisted in the last three years by any Govt./Semi Govt./Dept. or any other organization.**
9. **Proof of being an ISO certified company for Housekeeping Services.**

**Evaluation of bids:** The Committee constituted for the purpose will first check the eligibility related documents and those bidders who will fulfill the eligibility criteria will only be considered for award of marks. The marks will be awarded as per the method mentioned below

|            | <b>Attributes</b>  | <b>Evaluation</b>  |
|------------|--|--|
| <b>(A)</b> |  | <b>Maximum marks 50.</b>   |
|            | Average annual turnover<br><b>(10 marks)</b>   | <b>Average annual turnover</b><br>(i) Turnover equal to 5 crore :-2 marks<br>(ii) Turnover above 5 Cr to 7 Cr :- 4 marks<br>(iii) Turnover above 7Cr to 10 crore :- 8 marks<br>(iv) Turnover above 10 crore :- 10marks   |
| <b>(B)</b> | Bidder should have satisfactorily completed/executed/executing at least three contracts of similar nature during the last three years in a Central/State Govt. Organization/Central Autonomous Body/ Central Public Sector Undertaking.  | (i) 03 Contracts: 2 Marks<br>(ii) 05 Contracts: 4 marks<br>(iii) 07 Contracts : 6 marks<br>(iv) More than 07 contracts: 08 marks   |
|            | Out of these three contracts, one contract should be of annual worth Rs. 3 Crore. <b>“Similar work”</b> shall mean works of <b>Mechanized Housekeeping</b>   | 01 contract is worth Rs. 3 Cr.: 5 marks<br>02 contracts are worth 3 Cr or above .: 7 marks<br>03 contracts are worth 3 Cr or above : 10 marks  |
| <b>(C)</b> | The agency shall have at least 500 employees on its roll in the preceding year ending December 2020. Out of these 500 employees, 150 should be a part of single contract. An EPF statement indicating number of employees from the Govt. EPFO website shall be submitted to substantiate the same. | 500 employees :- 05 marks<br>501 to 700 employees :- 08 Marks<br>701 to 1000 employees :- 10 marks<br>More than 1001 employees :-12 marks  |
|            | Out of these 500 employees, 150 should be a part of single contract.   | Having minimum 150 employees in a single contract: 02 marks<br>Two separate contracts having minimum 150 or more employees in each : 05 marks<br>Three separate contracts having minimum 150 or more employees in each : 08 marks<br>Four or more separate contracts having minimum 150 or more employees in each : 10 marks |

**To become eligible for short listing, the bidder must secure at least 35 marks in aggregate. In case the number of qualified bidders remain less than three, the Committee may relax the minimum score criteria to make at least three bidders eligible for further evaluation. The bidders who will declared technical eligible by the Committee will only be considered for financial bid evaluation.**

Any effort on the part of the bidder or his agent to exercise influence or to pressurize the employer would result in rejection of his bid. Canvassing of any kind is prohibited.

## **GENERAL CONDITIONS OF CONTRACT**

### **1. Agencies liability with respect to Labor/Workmen Laws/Acts/Rules & Regulations etc:**

- 1.1 The successful bidder now onwards will be termed as 'Agency'. The Agency shall comply with all applicable laws, Ordinance, Rules & Regulations prescribed in Contract Labour (Regulation & Abolition) Act from time to time and all other applicable labour laws in respect of this contract and shall pay at his own cost all charges and levies and deposits in connection therewith and shall continue to have valid PF Account No. and ESI Registration No. till actual completion of the contract. The Agency shall comply with all the provisions of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, Employee Provident Fund & Misc. Provision Act, 1952 and ESI Act, 1948, amended from time to time and rules framed there under and other labour laws affecting contract labour that may be brought into force from time to time.
- 1.2 The Agency by 10th of every month shall provide a monthly statement along with Challan showing proof of deduction towards contribution and proof of remittance of provident fund contribution to RPF and ESI contributions to ESI Corporation in respect of Workers engaged in contract work. INSTITUTE reserves the right to withhold amount from the running account payments, if PF/ESI contributions are not paid/made by the Agency and proof to that effect have not been produced regularly on due dates.
- 1.3 The Agency shall take at his own cost, necessary insurance cover in respect of staff and other personnel to be deployed or engaged by him in connection with the aforementioned services to be rendered to INSTITUTE and against all claims, damages or compensation payable under workmen's Compensation Act, 1923 or any modification thereof. The insurance policy shall not be cancelled till the Officer-in-Charge permits and agrees to it. The Agency shall comply with all relevant labour laws as applicable or as may be mentioned during the contract period and shall indemnify INSTITUTE against all acts or omissions, fault, breaches and or any claim or demand, loss; injury and expenses to which INSTITUTE may be party or involved as a result of Agency's failure to comply and of the obligation under the relevant act / law which the Agency is bound to follow.
- 1.4 The Agency shall produce to the Institute the details of payments of benefits like bonus, leave, relief, ESI, employer's contribution towards EPF etc. from time to time to its personnel
- 1.5 The requirements of housekeeping manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Client.

- 1.6 The Institute shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Agency reserves the right to remove any personnel with prior intimation to the Institute, emergencies, exempted.
- 1.7 The Agency shall cover its personnel under Insurance for personal accident and death whilst performing the duty and the Client shall own no liability and obligation in this regard.
- 1.8 The Agency shall issue identity cards / identification documents (within a month of the tender awarded date) to all its employees who will be instructed by the Agency to display the same.
- 1.9 The Agency shall submit a copy of wages sheet showing monthly wages paid to its personnel.
- 1.10 Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
- 1.11 All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Institute.
- 1.12 Each monthly bill must accompany the:
- The amount of wages (The Agency shall ensure that minimum wages are paid to all the employees with all the benefits (such as ESIC/EPF/Bonus etc.).
  - Copies of authenticated documents of payments of such contributions to EPFO/ESIC.
  - Declaration of the Agency regarding compliance of EPF/ESIC/Bonus and other laws as applicable from time to time.
  - Duly Certified copies of per day trip performed for garbage & food waste collection and their disposal.
  - Certified stock inventory copy and distribution register copies.
- 1.13 The Agency shall also prepare a register indicating all payments / dues in respect of all the employees.
- 1.14 The workers will not enter into any kind of private work during working hours and will do all the needful services as directed from the concerned. Also the housekeeping workers should not engage with any kind of other services during working hours such as garbage collection and food disposal of IIT Mandi campuses.
- 1.15 Any other issue not included in this agreement if needed as per the circumstances, then can be added in the agreement and will be part of this agreement.
- 1.16 Forming or joining of any Union/Association by the workers of the Agency (Second Party) and making any representation to the First Party (IIT) is strictly prohibited.

1.17 The IIT Mandi will not be responsible or any obligations or liability whatsoever arises from any act and conduct of the workers of the Agency for which the Agency shall be solely responsible.

## 2. Performance Guarantee.

The Agency whose bid is accepted will be required to furnish performance guarantee of 3% (Three Percent) of the tendered amount in the shape of FDR/DD/PBG from scheduled bank of India within the 15 days of the issuance of letter of acceptance. In case the Agency fails to deposit the said performance guarantee within the period including the extended period if any, the Earnest Money deposited by the Agency shall be forfeited automatically without any notice to the Agency.

## 3. Payment of Bills to the Agency

3.1 The Agency shall submit to Institute monthly bills latest by 10<sup>th</sup> of the on-going month and after verification, same will be processed for release of payment.

3.2 **Taxes, duties and Levies:-**All present and future taxes and levies as per Central/State laws and rules will be deducted from the gross amount of the bill during the subsistence of contract.

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

## 4. Penalty Clause:

| Sr. No. | Reasons For Penalty   | Penalty amount in Rs.                       |
|---------|---|---|
| 1       | For not wearing proper uniform  | 100/- per worker per day                    |
| 2       | For failure to lift garbage from M.S. dustbins  | 1000/- per day per campus                   |
| 3       | For misbehavior/harsh/rude behavior   | 1000/- on each occasion with warning letter |
| 4       | Housekeeping men/supervisors found sleeping/missing from the place of duty for without any reason during duty hours | 300/- on each occasion                      |
| 5       | Per person per day absence or without any replacement worker  | 100/- per person                            |

|   |  |                                   |
|---|--|-----------------------------------|
| 6 | For failure to lift food waste from Mess, canteens, shops, vegetable shops, recreation center  | 1000/- per day per campus         |
| 7 | unable to drive stray dogs/cattle/cats/monkeys from out of institute on the planned occasion (as mentioned in clause no. 12.18 of page no. 19) | 500/- per occasion                |
| 8 | Regarding Supervision as mentioned at clause no. 12.27 of page no. 20  | 500/- per person per day          |
| 9 | Regarding Material & Consumables   | At Annexure '3' of page no. 35-36 |

## 5. Indemnification

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

## 6. Dispute Resolution Clause & Arbitration

6.1 The Parties agree to negotiate in good faith to resolve any dispute between them regarding this Agreement. If the negotiations do not resolve the dispute to the reasonable satisfaction of the Parties, then each Party shall nominate a person as its Representative. These representatives shall, within 30 days of a written request by any Party to call such a meeting, meet in person and shall attempt in good faith to resolve the dispute.

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

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

## **7. Force Majeure**

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

## **8. SECRECY**

The bidder shall take all steps necessary that all persons deployed on any work in connection with the contract have notice that the Indian Official Secrets Act 1923 applies to them & will continue to apply even after the execution of such works under the contract. The contract is confidential and must be strictly confined to the bidder's own use (except so far as confidential disclosure to sub Agencies or suppliers as necessary) and to the purpose of the contract.

## **9. LABOUR AND SECURITY**

- 9.1 Bidder has to follow the security requirement of the campus and obtain necessary entry passes for the manpower.
- 9.2 The bidder shall employ only Indian Nationals preferably of Himachal State after verifying their antecedents and loyalty. The bidder shall, on demand submit a list of his agents, employees and work people concerned & shall satisfy as to the bonafides of such people.
- 9.3 The bidder, his representative, workman shall be allowed to enter through specified gates & timing as laid down by the controlling authority. They shall be issued an identity card or an individual pass in accordance with the standing rules & regulations & they should possess the same while working. The bidder shall be responsible for the conduct & actions of his workmen, agents / representatives.
- 9.4 Bidder shall take all precautionary safety measures to avoid any damage to adjoining property and safety of the manpower while carrying out special task.

## **10. SPECIAL CONDITIONS OF CONTRACT**

To ensure high standard housekeeping service, the following shall be ensured:-

- 10.1 The work in general shall be carried out in accordance with the Specifications and as per directions of IIT Mandi.
- 10.2 The Agency shall thoroughly acquaint and study carefully site conditions, working conditions, the materials, machines, equipment, specifications, frequencies of different operations and conditions of the tender documents and to get clarifications and explanations, if required, from the Officer-Incharge to fully appreciate the scope of work before quoting his rates.
- 10.3 The Agency is required to execute all the items of Mechanized Housekeeping work for all floor heights & levels for which nothing extra shall be paid. Unless otherwise provided in the rates tendered by the tenderer, all the rates shall be all inclusive and shall apply to all heights, lifts, leads and depths of the building and nothing extra shall be payable to him on this account.
- 10.4 The information mentioned in the tender documents is being furnished for general information & guidance only. The Officer-in-charge in no case shall be held responsible for the accuracy thereof or interpretations or conclusion drawn there from. The Agency shall verify such data to his entire satisfaction before quoting the rates and the interpretation by INSTITUTE in respect of all matters shall be final and binding.
- 10.5 The Agency shall ensure that all the machineries that are provided to the Institute by the Agency in accordance with the terms and conditions of the tender document are always running conditions. There will be no down time acceptable and hence one machinery should always be available as standby. However, in cases of machine break-down, it shall be the responsibility of the Agency to provide immediate replacement of the machinery with the similar technical specifications/ brand.
- 10.6 The Agency shall exercise adequate supervision to reasonably ensure proper performance of Mechanized Housekeeping Services in accordance with Schedule of Requirements.
- 10.7 The Agency shall ensure that trained housekeeping staff is deployed for operating the machineries for cleaning, vacuuming etc. The Agency shall also ensure that the annual maintenance of the machinery is appropriately awarded by them to the authorized agencies for maintenance of the machineries in Client's Office. After expiry of the initial period of Contract of one year, if the Contract is renewed for its first term, mutually on the existing terms and conditions, rates etc., the Agency shall be required to provide workable machineries with the updated models / brand in force at that time on the consent of the Institute.
- 10.8 The Agency shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Institute business or security arrangements (including but not limited to the Assignment instructions, Schedules and other subsequent Arrangements) and/or business of the Institute. The obligation is not limited to any scope and the Agency shall be held responsible in case of breach of the confidentiality of Institute's information.



- 10.9 If the Agency receives enquiries from Press/Media/Radio / Television or other bodies / persons, the same shall be referred by the Agency to Institute immediately on receipt of such queries.
- 10.10 The Agency shall not Subcontract or Sub-let, transfer or assign the contract or any other part thereof. In the event of the agency contravening this condition, Institute shall be entitled to place the contract elsewhere on the agency's risk and cost and the agency shall be liable for any loss or damage, which the Institute may sustain in consequence or arising out of such replacing of the contract.
- 10.11 The IIT Mandi shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workman and other person in employment of the contract. The agency shall indemnify and keep indemnified the office against all such damage and compensation whatsoever in respect or in relation thereto. Workmen should be insured against personal accidents arising out of the course of their duties.

## **11. Period of Contract**

After expiry of the initial period of the Contract of 12 months which may be renewed for a period of one more year (12 Months) on the basis of performance evaluated by IIT Mandi. If the contract is renewed by the Institute based on the performance of the Agency, the Agency shall not claim an increase in the services charges. Only increase in the minimum wages, as and when increased by the Government will be payable. The Agency shall apply for Labor License so as to receive the same from office of Assistant Labor Commissioner. The labor license will be deposited before commencement of Housekeeping Services. Same shall be renewed well before expiry date.

## **12. Execution of work: Agency's Responsibilities**

- 12.1 The Agency shall ensure best quality work in a planned and time bound manner. Any substandard material work beyond set out tolerance limits shall be summarily rejected by the Officer-in-Charge.
- 12.2 The work shall be carried out in the manner complying in all respects with the requirements of relevant bye laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Officer-in-Charge and nothing extra shall be paid on this account.
- 12.3 The Agency shall comply with all orders and directions, of the local or public Institute or Municipality, issued in accordance in law and abide by their rules and regulations and pay all fees and charges, which he may be liable.
- 12.4 Existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the Agency at his own expense. The Agency shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operations of such services.

- 12.5 The Agency shall execute his work in such manner that no damage is made to the existing structure or any property of the INSTITUTE.
- 12.6 The Agency shall be responsible to arrange at his own cost all necessary tools, plants & machinery and all other materials etc. required for execution of the work as per IIT conditions and also enlisted at **Annexure‘2’/Page 30-31.**
- 12.7 No assistance of any kind shall be made available by INSTITUTE for the purchase of equipment, plants, machinery, sanitary items of any kind or any other items required to be carried out in execution of work.
- 12.8 Work shall be carried out on all working days. The Agency shall attend complaints received in connection with the services immediately. Also agency shall be responsible to provide the relievers on the place of absentee workers.
- 12.9 The Agency shall appoint Facility Manager /Supervisor(s) as per manpower deployment exclusively who shall attend the site daily and be at site of work at the time the work is being carried out.
- 12.10 The authorized Supervisor of the Agency shall report on all matters concerning the above work to the Officer-in-Charge. The Supervisor deputed by the Agency will act as a liaison officer between the Agency and the Institute and will be responsible for the day to day working of the staff deputed by the Agency, their attendance and other relevant jobs.
- 12.11 The Agency has to ensure that the services are not disturbed either due to absenteeism or due to the willful act of his staff. Maximum care and precautions shall be taken to avoid any system breakdown. In case workforce deployed by the Agency resort to any kind of industrial action, the Agency shall arrange to deploy alternate work force of sufficient strength and competence to maintain the normal operations
- 12.12 INSTITUTE reserves the right to immediately step in and to carry out a part or whole of the work entrusted under this contract in case of any default or unsatisfactory performance by the Agency without resorting to the formalities of issuing notices, etc., for rescinding the contract and the Agency would have no claim for compensation in such cases.
- 12.13 The Agency shall provide the Housekeeping Services through trained housekeepers to IIT Mandi. Number of housekeepers deployed will be decided by IIT Mandi and as per requirement additional housekeeping staff may also be provided, their deployment at various buildings and sites will be decided by the IIT Mandi. For the details of activities of Housekeeping Services to be performed in various types of buildings and their frequency will be decided by the institute, refer Annexure‘1’ **on page 25-29 for tentative schedule.**
- 12.14 Dedicated housekeepers shall be assigned for each **guest house buildings** (North & South) for two shifts of 8 hours each for all the days of the years, including holidays. Accordingly, the number of housekeepers shall be worked out and deployed to provide un-interrupted housekeeping service. The housekeepers so deployed shall be trained to follow the protocol as required in guest houses.

- 12.15 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.
- 12.16 **Four** housekeepers (two for South Campus and two for North Campus) 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 has to be ensured by the Agency that law of the land on employment of scavengers is not violated. If there is no work related to sewage de-clogging then these four dedicated housekeepers will do the housekeeping related work as suggested by the Institute or agency supervisor.
- 12.17 The Agency 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 properly from time to time by the agency workers and also the disposal of garbage at approved municipal dumping site of Mandi shall be done every day by the agency on priority basis.
- 12.18 It will be the responsibility of housekeepers to drive stray cattles, dogs/monkeys/Cats out of institute premises and bury animal carcass if any found in the campus in an appropriate manner.
- 12.19 Institute supervisor shall be free to temporarily assign any additional housekeeping duties such as removal of malba (Collected on cleaning of stormwater drains and sewer lines), removal of weeds growth from open areas, cleaning of open storm water drains/nallah as considered necessary through the Agency's supervisor during duty hours.
- 12.20 The agency 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.
- 12.21 Equipment and tools mandated in this tender (**Annexure'2' on page 30-31**) shall be maintained by the Agency 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, bamboo khappachis for de-clogging sewage lines, grass cutting equipment (Drati), Phawras/belcha for cleaning of storm water drains i/c necessary wheelbarrows for disposing off the malba from drains etc. is considered inherent in housekeeping service. Such tools and equipment as necessary shall be maintained by the Agency in the institute premises readily available and in **functional condition**.
- 12.22 All material required for housekeeping as given in **Annexure'3'** will be procured by the agency and will be issued as per the requirement to maintain the hygiene and cleanliness at IIT campus (South and North). If the agency fails to provide requisite quantity of sanitary items, recovery per day per item will be impose from each running bill as per the rates prescribed in **Annexure'3'** .

- 12.23 The list of equipment and tools to be provided at both the campus is as per **Annexure‘2’on page 30-31**. The standby quantity as per Annexure-2 is also to be kept at site to be used in case of nonfunctioning of any equipment/tool. If the agency fails to provide requisite quantity of equipment and tools, **penalty per day** will be made from each running will as per the rates prescribed in **Annexure‘2’**.
- 12.24 Duty Timings for the Housekeepers 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 Agency.
- i. Duty Hours of Housekeepers (General) :- 8AM to 4PM
  - ii. Duty Hours of Housekeepers engaged for collection of garbage :- 7AM to 3PM
  - iii. Night duty Hours for Housekeepers:- 4PM to 12 AM
- 12.25 The Agency shall maintain establishment and office at any one of the campus as considered necessary for ensuring prompt and timely provision of housekeeping services as stipulated and close coordination with IIT Mandi. The necessary space for offices will be provided by IIT Mandi.
- 12.26 The Agency shall provide the uniform within a month by the date of tender awarded to all the housekeepers in consultation with IIT Mandi.
- 12.27 There will be only One **male** Supervisor (Must be Graduate in any discipline with basic knowledge of computer) for both campuses for overall coordination of the satisfactory performance of housekeeping service as well as documentation, and Two **male** assistant supervisors (should be graduate) each for South campus and North campus of IIT Mandi. All these supervisors shall always be available on phone during working hours as mentioned in the point 12.24 of page No. 20-21 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. Nobody from labor designation will supervise the housekeeping related work in both the IIT Mandi campuses, If someone is found guilty, penalty clause may be imposed on the housekeeping service provider agency.
- 12.28 The Agency will maintain a biometric attendance facility at the designated offices and attendance register as a backup in each campus. Daily attendance and occasional surprise checks to penalize absenteeism of the housekeepers shall be carried out by the institute staff.
- 12.29 Upto date duty roster along with mobile contact numbers of the housekeepers and supervisor responsible for each building shall be prepared by the Agency’s supervisor and submitted to the institute staff, as well as displayed on the notice boards of various buildings without fail. The Agency shall maintain a 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 Agency will make necessary arrangements accordingly.

- 12.30 Actual wages and bonus to be followed as per Ministry of Labor and Employment notifications and revisions from time to time. Payment of Bonus will be made, once a year on receipt of notification from the Ministry of Labor of Employment and approval of the competent authority. Further, conditions governing payment of Bonus relating to minimum service, etc. will also be followed before releasing payment of Bonus.
- 12.31 Mandi district is covered under ESI. Employer's contribution towards ESI which is in r/o Mandi is 3.25% at present.
- 12.32 The selected agency will have to pay GST on contract amount as applicable. If any additional rates/taxes/income tax has to be paid, that shall be borne by the Agency, otherwise it shall be deductible from his monthly payments.
- 12.33 With mutual consent between the IIT Mandi and the Agency, any other point can be included in the agreement at the time of its execution
- 12.34 The Agency 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 deployed without consulting the officer incharge.
- 12.35 The Agency may be required to increase/decrease manpower at agreed rate and terms and conditions as and when required by the IIT Mandi as per the changes in infrastructure requirement of IIT Mandi.
- 12.36 The Agency 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 Agency 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 Agency shall arrange the disbursement of wages to his staff so deployed for duty in the first week of every ensuing month but not later than 10<sup>th</sup> day of the month in any case. The Agency will furnish a certificate to IIT Mandi regarding payment of salaries/dues to the staff deployed and deposition of EPF & ESI etc. to respective author
- 12.37 The Agency 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. 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.
- 12.39 The Agency 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.

- 12.40 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 the culprit will be discharged immediately.
- 12.41 The Agency's staff shall not be treated as the staff of IIT Mandi for any purpose whatsoever. The Agency 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.
- 12.42 The Agency shall periodically hold seminars to educate housekeepers about their entitlements. Further, every month, the Agency 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. Agency 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.
- 12.43 The Agency 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 Agency 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 Agency to make regular payment to the workers engaged by him as per the minimum wages applicable to the Central Govt.
- 12.44 None of the employees of the Agency shall enter into any kind of private work at different locations during working hours
- 12.45 All personnel deployed by the agency shall not form or participate in any Union/association.
- 12.46 If and when any of the Agency'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 agency 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 deployed 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. The agency shall furnish necessary certificate about police verification of character and antecedents of all the personnel to be engaged.

## **13. SCOPE OF WORK**

### **Part A**

- 6.1 The Agency shall have to maintain cleanliness in the area as per frequencies mentioned in **Annexure '1' / Page 25-29**. However, the cleaning shall have to be done more frequently on instructions of the Officer-in- Charge for which nothing

extra shall be paid. The Frequency for cleaning is required as per tender terms and conditions. The Building as well as outside Area is required to be maintained as dust free and stain free also.

- 6.2 The Housekeeping/cleaning services should be started daily as per duty hours mentioned in the tender document. The Agency has to follow all instructions of the Officer-in-Charge. However, in case of emergent work, if more workers are required at site for cleaning etc. the same will be made available at no extra cost. Decision of the Officer-in-Charge shall be final and binding in this regard.
- 6.3 The detailed technical schedule for Mechanized Housekeeping Services along with the details of machines, materials to be used (with specified brands & makes) and frequency of various cleaning operations required to be carried out shall be adhered as per the details given in tender document.
- 6.4 The sweeping/ cleaning/ scrubbing / vacuum cleaning / buffing etc. all shall be carried out by machines only. However, in exceptional cases where cleaning is not possible with machines, manual cleaning will be permitted.
- 6.5 Leaves collected during sweeping from the roads, road berms, open spaces etc. will not be burnt. All leaves collected would be disposed off at prescribed sites for bio decomposition. This will be followed even in spring and autumn where leaves collected would be more. Tree Leaves on the streets should be heaped in a place for lifting instead of brooming into the hedges. The heaped of tree leaves shall be lifted on the same day.
- 6.6 The Agency will ensure cleanliness of the bins in the drop sites and also the area around it.
- 6.7 Housekeeping Service includes machine enabled cleaning, sweeping, wiping, dusting, moping, freshening, solar plates washing, painting, garbage collection, segregation & disposal of garbage, Vacuum cleaning, disinfecting, polishing, scrubbing and such other tasks.
- 6.8 Areas & premises to be cleaned are Academic Complex, Offices, Labs, Transit Accommodation, Library, Mess, Cafeteria/Food Court Gates, Roads, Tracks, Path Ways, GSS (Grid Sub Stations), Project Offices, Play Fields, Circles/ Chowks, Roof tops, Water tanks, Sewerage Lines, Security Barracks, Institute entrances and surrounding areas.
- 6.9 Within any building, Housekeeping Services shall include Toilets, Furniture, Fixtures, ACs, PCs, Fans, Almira's, Drawers, Chairs, Doors, Windows, Phones, Lab equipment (with the approval of the lab incharge), Machines, Drinking Water coolers with purifiers, Curtains, Blinds, Foot mats, Dustbins, Flag Posts and Underground Water Tanks.

## **Part B**

### **Waste Management**

- Collection of Garbage from the M.S. dustbins placed in specified locations in both the campuses of IIT Mandi and disposal of the same at the approved

municipal site at Mandi (HP) (which is at present 30 Kms. Approximate from IIT Mandi Kamand campuses) is the responsibility of the agency providing these Services on a daily basis. Bidder is advised to consult the municipal corporation Mandi for proper execution.

- Collection of food waste from canteens/mess/vegetable shops/recreation center/food centers located within both the campuses of IIT Mandi and disposal of same at the approved dumping site provided by IIT Mandi (HP) is the responsibility of the agency on daily basis so as to ensure the cleanliness of the above mentioned sites. The approximate distance is 1 Km from North Campus and 5 Km from South campus,

## **Part C**

### **Uniform for Housekeeping workers**

The Agency will also provide the uniform to the housekeeping staff and the same shall be provided within one month of signing of the contract. The uniform design/sample shall be vetted with IIT Mandi prior to its supply. The following items as a part of the uniform are to be provided by the agency: **Over coat with Name Plate (“Housekeeping Services” sticker on back side), Shoes For Male workers, Shoes for Fe-male workers, Socks (Two pairs to each worker) & Gum boots (10 pairs)**. The staff shall always remain in proper uniform.

## **Part D**

### **Material and Consumables**

Following Material and Consumables as mentioned in Annexure’4” are required to be supplied by the Vendor during the period of contract: -

- All materials/consumables and other related items are to be provided by the Agency. Items shall be branded and of ISI mark and in conformity with the specification/makes keeping in view quality/standard after discussion and finalization with Officer-In-Charge. The firm shall procure consumables by 5th of every month after checking the requirement with the Officer-In-Charge and store them at Institute on monthly basis. The management of stock of consumables and its further distribution will be handled by IIT Mandi. The stores are to be replenished timely. Any under / over utilization will be assessed at the month end and quantity be procured accordingly.
- IIT Mandi on the basis of experience has assessed a certain minimum quantity of consumables required. The quantity of supplied items in no way shall be less than the minimum quantity specified. Items consumed over and above the minimum specified quantity shall also be supplied by the firm and reimbursed by the Institute.



**Details of activities of Housekeeping services to be performed in various buildings and their frequency**

| <b>S. No.</b> | <b>Type of Building</b>      | <b>Activities</b>   | <b>Frequency</b>                    |
|---------------|------------------------------|---|-------------------------------------|
| 1             | <b>(A) Faculty Houses</b>    | (1) Sweeping /Cleaning of all open circulation area inside and outside the building ,   | Once a day (every Morning)          |
|               |                              | (2) Mopping with wet cloth (Pocha) mixed with Phenol Water in all the circulation area inside the building and cleaning of S.S. Railing | Once a day (every Morning)          |
|               |                              | (3) Washing of all open circulation area inside the building with water mixed with detergent/phenol etc.                                | Twice a week                        |
|               |                              | (4) Mechanical cleaning of floors by Machine  | Once in a week                      |
|               |                              | 5) Removal of cobweb from the building  | Once in a month                     |
| 2             | <b>(B) Hostels Buildings</b> | (1) Sweeping /Cleaning of all open circulation area inside and outside the building ,   | Twice a day (Morning and afternoon) |
|               |                              | (2) Mopping with wet cloth (Pocha) mixed with Phenol Water in all the circulation area inside the building and cleaning of S.S. Railing | Twice a day (Morning and afternoon) |
|               |                              | (3) Washing of all open circulation area inside the building with water mixed with  | Thrice a week(every alternate day)  |

|   |  |   |   |
|---|--|---|---|
|   |  | detergent/ phenol etc.  |   |
|   |  | (4) Mechanical cleaning of floors by Machine  | Once in a week                                      |
|   |  | (5) Cleaning of toilets   | Thrice a day  |
|   |  | (6) Washing of floors and wall tiles of toilets with detergent/phenol   | Daily once a day                                    |
|   |  | (7) Cleaning of glasses(glazing) from outside & inside , removal cobwebs<br><b>Note:- Open circulation area inside the hostels consists of Study room, Warden Room, Meeting Room or any other area (except Hostels rooms)</b> | Once in a month                                     |
| 3 | <b>(C ) Academic and Institute buildings<br/>Faculty offices and general offices</b> | (i)   |   |
|   |  | (1) Sweeping /Cleaning  | Once a day (every Morning)                          |
|   |  | (2) Mopping with wet cloth (Pocha) mixed with Phenol Water  | Once a day (every Morning)                          |
|   |  | (3) Washing with water mixed with detergent/ phenol etc.  | Twice a week  |
|   |  | 4) removal of cobwebs   | One in a month                                      |
|   | <b>(ii) Classrooms</b>   | (1) Sweeping /Cleaning  | Twice or thrice a day depending on the requirement. |
|   |  | (2) Mopping with wet cloth (Pocha) mixed with Phenol Water  | Twice a day   |
|   |  | (3) Washing with water mixed with detergent/ phenol etc.  | Thrice a week(Every alternate day)                  |

|  |  |   |   |
|--|--|---|---|
|  |  | 4) removal of cobwebs   | One in a month                                      |
|  | <b>(iii) Labs/Libraries and others</b>                 | (1) Sweeping /Cleaning  | Twice or thrice a day depending on the requirement. |
|  |  | (2) Mopping with wet cloth (Pocha) mixed with Phenol Water  | Twice a day   |
|  |  | (3) Washing with water mixed with detergent/ phenol etc.  | Thrice a week(Every alternate day)                  |
|  |  | Removal of cobwebs  | Once in a month                                     |
|  | <b>(vi) Open circulation area inside the buildings</b> | (1) Sweeping /Cleaning of all open circulation area inside and outside the building   | Twice a day (Morning and afternoon)                 |
|  |  | (2) Mopping with wet cloth (Pocha) mixed with Phenol Water in all the circulation area inside the building and cleaning of S.S. Railing | Twice a day (Morning and afternoon)                 |
|  |  | (3) Washing of all open circulation area inside the building with water mixed with detergent/ phenol etc.                               | Thrice a week(every alternate day)                  |
|  |  | (4) Mechanical cleaning of floors by Machine  | Once in a week                                      |
|  |  | (5) Cleaning of glass from outside & inside, removal of cobweb  | Once in a month                                     |
|  | <b>(v) Toilets</b>                                     | (1) Sweeping & Cleaning by wet cloth  | Twice a day   |
|  |  | (2) Washing with water mixed with detergent/ phenol etc.  | Once a day (every Morning)                          |

|   |  |  |                                     |
|---|--|--|-------------------------------------|
|   |  | (7) Cleaning of glass from outside & inside  | Once in a month                     |
| 4 | <b>(D) Hospital Building</b>                 | (1) Sweeping /Cleaning of all open circulation area inside and outside the building ,  | Twice a day (Morning and afternoon) |
|   |  | (2) Mopping with wet cloth (Pocha) mixed with Phenol Water in all the circulation areas inside the building and cleaning of S.S. Railing | Twice a day (Morning and afternoon) |
|   |  | (3) Washing of all open circulation areas inside the building with water mixed with detergent/ phenol etc.                               | Thrice a week(every alternate day)  |
|   |  | (4) Mechanical cleaning of floors by Machine   | Once in a week                      |
|   |  | (7) Cleaning of glass from outside & inside. Removal of cobweb   | Once in a month                     |
| 5 | <b>(E) Faculty Club and Community centre</b> | (1) Sweeping /Cleaning of all open circulation area inside and outside the building ,  | Twice a day (Morning and afternoon) |
|   |  | (2) Mopping with wet cloth (Pocha) mixed with Phenol Water in all the circulation areas inside the building and cleaning of S.S. Railing | Twice a day (Morning and afternoon) |
|   |  | (3) Washing all open circulation area inside the building with water mixed with detergent/ phenol etc.                                   | Twice a week                        |

|   |                            |   |  |
|---|----------------------------|---|--|
|   |                            | (4) Mechanical cleaning of floors by Machine  | Once in a week   |
|   |                            | (5) Cleaning of glass from outside & inside. Removal of cobweb  | Once in a month  |
|   |                            |   |  |
| 6 | <b>Roads and Open Area</b> | (a)Sweeping of roads  | twice a day by 10.30am and 3.30pm  |
| 7 | <b>Miscellaneous works</b> | (b)Removal /cleaning of vegetation growth in the open area<br>(c ) Sewage drain blockage<br>(d) Removal of Malba obtained after cleaning of Sewer line and Storm water drains | Once in a month.<br><br>Within two hours.<br>Immediately after cleaning. |

**Annexure '2'**

**LIST OF EQUIPMENTS & TOOLS TO BE ARRANGED BY THE AGENCY**

| <b>Sr. No.</b> | <b>Description of the Equipment</b>  | <b>Quantity for South Campus</b> | <b>Quantity for North Campus</b> | <b>Standby quantity</b> | <b>Penalty per equipment per day (if not available/ out of order)</b> |
|----------------|--|----------------------------------|----------------------------------|-------------------------|---|
|                | <b>Equipment</b>   |                                  |                                  |                         |   |
| 1              | Electric Scrubber driers -50   | 3                                | 3                                | 1                       | Rs. 1500/-  |
| 2              | Wet & Dry Vacuum Cleaner 1350 watt , VAC-50 N with Pneumatic auto ON/OFF, Autoclean & Blower<br>FunctionMake:-From any reputed brand | 3                                | 3                                | 2                       | Rs.500/-  |
| 3              | Vacuum Cleaner Eureka Forbes 400 Watts<br>Make:-From any reputed brand   | 3                                | 3                                | 1                       | Rs.300/-  |
| 4              | High Pressure Jet150Make:-From any reputed brand   | 2                                | 3                                | 1                       | Rs.1000/-   |
| 5              | Double Bucket /wringer trolley with press (with mop)<br>Make:-From any reputed brand   | 30                               | 40                               | 1                       | Rs.200/-  |
| 6.             | Single disc scrubber 2HP Make:-From any reputed brand  | 4                                | 4                                | 1                       | Rs.700/-  |
| 7              | Flexible Chrome Drainage Cleaning Rod as per specification:20 m+/- 1 meter long  | 4                                | 4                                | 2                       | Rs.500/-  |
| 8              | Sewer Rodding Machine  |                                  |                                  | 1                       | Rs. 500/-   |
| 9              | Multifunctional Telescopic Ladder  | 1                                | 1                                |                         | Rs. 300/-   |

|    |   |    |    |   |           |
|----|---|----|----|---|-----------|
| 10 | Grass Cutter machine<br>(With fuel)                         | 1  | 1  |   | Rs. 300/- |
| 11 | Climbing harnesses of<br>good quality with rope             | 2  | 2  | 1 | Rs. 500/- |
| 12 | <b>TOOLS</b>  |    |    |   |           |
|    | Pipes 50 meters   | 2  | 2  |   | Rs.100/-  |
|    | Phawra/Belcha   | 6  | 8  | - | Rs.100/-  |
|    | Drati for cutting<br>grass                                  | 20 | 22 |   | Rs.100/-  |
|    | Draat for cutting tree<br>branches                          | 2  | 2  |   | Rs. 100/- |
|    | Wheel barrows   | 2  | 3  | - | Rs.200/-  |
|    | Pick Axes   | 6  | 6  | - | Rs.100/-  |
|    | Electric extension<br>board with 30 meters<br>electric wire | 1  | 1  | 1 | Rs. 300/- |

**Financial bid (Sample)**

**SAMPLE OF SCHEDULE OF QUANTITY**

**Name of work:-** Providing Housekeeping & Waste Management Services for south & North Campus of IIT Mandi (HP)

| <b>Sr.No</b> | <b>Description of item</b>  | <b>Qty.</b> | <b>Unit</b> | <b>Rate per Month</b> | <b>Amount per month</b>  | <b>Amount per Year</b>               |
|--------------|---|-------------|-------------|-----------------------|--------------------------|--------------------------------------|
| <b>1</b>     | <b>2</b>  | <b>3</b>    | <b>4</b>    | <b>5</b>              | <b>6</b>                 | <b>7</b>                             |
| 1            | Providing housekeeping services by engaging Housekeepers, Assistant Supervisors, Supervisor to perform various services as per terms and conditions of agreement and as per the directions of IIT Mandi |             |             |                       |                          |                                      |
|              | (i) Housekeepers salary for 26 days in a month (as per Govt. prevailing rates/wages.....)   | 137         | Each        | 10920/-               | 1496040/-                | 17952480/-                           |
|              | (ii) Assistant Supervisors salary for 26 days in a month (as per Govt. prevailing rates/wages.....)   | 4           | Each        | 12792/-               | 51168/-                  | 614016/-                             |
|              | (iii) Supervisor salary for 26 days in a month (as per Govt. prevailing rates/wages.....)   | 1           | Each        | 15418/-               | 15418/-                  | 185016/-                             |
|              | (iv) Extra for Sewer men @1000/- per month  | 4           | Each        | 11920/-               | 47680/-                  | 572160/-                             |
|              | <b>Total (A)</b>  |             |             |                       | 1610306/-                | <b>19323672/-</b>                    |
|              | <b>Agency Commission in percentage 2% on (A)</b><br>(Agency Commission shall also converted and mention in Rupees. (Agency commission should include cost of labor                                      |             |             |                       | 2% of 1610306/- =32206/- | 2% of <b>19323672/-</b> = 3,86,472/- |



|  |   |  |  |  |           |                   |
|--|---|--|--|--|-----------|-------------------|
|  | and equipment/tools cost ) <b>(Agency Commission Shall be imposed by the bidder on (A)</b>  |  |  |  |           |                   |
|  | Add EPF @13% on <b>(A)</b>  |  |  |  | 209340/-  | 2512077/-         |
|  | Add ESI @3.25% on <b>(A)</b>  |  |  |  | 52335/-   | 628019/-          |
|  | <b>Total (B)</b>  |  |  |  | 1904187/- | 22850240/-        |
|  | Total <b>C</b> = GST @18% on <b>(B)</b>   |  |  |  | 342754/-  | <b>4113043/-</b>  |
|  | Total <b>(B+C)=D</b>  |  |  |  | 2246941/- | <b>26963283/-</b> |
|  | <b>COST OF MATERIAL (Inclusive of GST)</b>  |  |  |  | 150000/-  | 1800000/-         |
|  | Monthly charges for waste management <b>(Rates shall be inclusive of all the taxes, GST, Municipal Corporation taxes etc., if any. Nothing shall be payable on any account)</b> |  |  |  | 60000/-   | 7,20,000/-        |
|  | <b>Uniform Cost (per worker Single uniform Kit as mentioned in scope of work PART C)</b>  |  |  |  |           |                   |
|  | <b>Total Uniforms Cost (One-time cost)</b>  |  |  |  |           | 225000/-          |
|  | <b>Grand Total (E)</b>  |  |  |  |           | <b>29708283/-</b> |
|  | <b>Over price quoted in words</b>   |  |  |  |           |                   |

Agency Commission will be applicable on wages excluding EPF & ESI.

Cost of Material quoted will be as per MRP which includes GST also. Hence no additional GST will be paid on material invoice.

The bidder who will quote the overall lowest price for complete scope of work will be declared as the lowest bidder.

## Financial bid

### SCHEDULE OF QUANTITY

#### To be Filled by Bidder

**Name of work:-** Providing Housekeeping & Waste Management Services for south & North Campus of IIT Mandi (HP)

| Sr. No | Description of item   | Qty | Unit | Rate per Month | Amount per month | Amount per Year |
|--------|---|-----|------|----------------|------------------|-----------------|
| 1      | 2   | 3   | 4    | 5              | 6                | 7               |
| 1      | Providing housekeeping services by engaging Housekeepers, Assistant Supervisors, Supervisor to perform various services as per terms and conditions of agreement and as per the directions of IIT Mandi   |     |      |                |                  |                 |
|        | (i) Housekeepers salary for 26 days in a month (as per Govt. prevailing rates/wages.....)   | 137 | Each |                |                  |                 |
|        | (ii) Assistant Supervisors salary for 26 days in a month (as per Govt. prevailing rates/wages.....)   | 4   | Each |                |                  |                 |
|        | (iii) Supervisor salary for 26 days in a month (as per Govt. prevailing rates/wages.....)   | 1   | Each |                |                  |                 |
|        | (iv) Extra for Sewer men @1000/- per month  | 4   | Each |                |                  |                 |
|        | <b>Total (A)</b>  |     |      |                |                  |                 |
|        | <b>Agency Commission in percentage.....on (A)</b><br>(Agency Commission shall also converted and mention in Rupees. (Agency commission should include cost of labor and equipment/tools cost )<br><b>(Agency Commission Shall be imposed by the bidder on (A)</b> |     |      |                |                  |                 |

|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
|  | Add EPF @13% on <b>(A)</b>   |  |  |  |  |  |
|  | Add ESI @3.25% on <b>(A)</b>   |  |  |  |  |  |
|  | <b>Total (B)</b>   |  |  |  |  |  |
|  | Total <b>(C)</b> = GST @18% on <b>(B)</b>  |  |  |  |  |  |
|  | Total <b>(B+C)</b> = <b>D</b>  |  |  |  |  |  |
|  | <b>COST OF MATERIAL<br/>(Inclusive of GST)</b>   |  |  |  |  |  |
|  | Monthly charges for waste management <b>(Rates shall be inclusive of all the taxes, GST, Municipal Corporation taxes etc., if any. Nothing shall be payable on any account).</b> |  |  |  |  |  |
|  | <b>Uniform Cost (per worker<br/>Single uniform Kit as mentioned in scope of work PART C)</b>   |  |  |  |  |  |
|  | <b>Total Uniforms Cost (One-time cost)</b>   |  |  |  |  |  |
|  | <b>Grand Total (E)</b>   |  |  |  |  |  |
|  | <b>Over price quoted in words</b>  |  |  |  |  |  |

Agency Commission will be applicable on wages excluding EPF & ESI.

Cost of Material quoted will be as per MRP which includes GST also. Hence no additional GST will be paid on material invoice.

The bidder who will quote the overall lowest price for complete scope of work will be declared as the lowest bidder.

***Signature of the Tenderer with seal & date***

**Annexure '3'**

| <b>Sr. No</b> | <b>DESCRIPTION</b>   | <b>UNIT</b> | <b>QTY</b> | <b>Rate/Item<br/>(To be Filled by<br/>Bidder) In<br/>Rupees</b> | <b>Penalty<br/>Amount Per<br/>Item Per Day</b> |
|---------------|--|-------------|------------|---|--|
|               | <b><u>Average Cost of Material<br/>Required Monthly</u></b>        |             |            |   |  |
| 1             | White Duster(Size<br>55X55cm,High Quality)                         | Nos         | 240        |   | 50/-   |
| 2             | Toilet Cleaner<br>(Harpic/Lizol/Homeninza/                         | Nos         | 500        |   | 100/-  |
| 3             | Hand wash refill<br>pack(Savlon/Dettol/Godrej/San<br>toor          | Nos         | 1000       |   | 300/-  |
| 4             | Soap(Dettol/Medimix/Lifeboy)                                       | Nos         | 500        |   | 50/-   |
| 5             | Dustpan  | Nos         | 30         |   | 50/-   |
| 6             | Glass Cleaner(Collin-500ml)  | Nos         | 450        |   | 50/-   |
| 7             | Liquid Hand Wash with<br>pump(Lifeboy/Dettol-215ml)                | Nos         | 300        |   | 100/-  |
| 8             | Urinal Cube(300Gm)   | Nos         | 300        |   | 50/-   |
| 9             | Washing<br>Powder(Speed/Nirma/fena-<br>(500Gm)                     | Pkt         | 550        |   | 100/-  |
| 10            | Toilet Air Freshener<br>(Odonil/Goodhome-50 Gm.)                   | Nos         | 600        |   | 100/-  |
| 11            | Floor Cloth (Poucha,XL Size)                                       | Nos         | 500        |   | 100/-  |
| 12            | Room<br>Freshener(275Gm.)Godrej/Ambi<br>Pur                        | Nos         | 450        |   | 50/-   |
| 13            | Scrubber(10x15cm)  | Nos         | 400        |   | 50/-   |
| 14            | Stick Broom (Tilli Jharoo)   | Nos         | 400        |   | 200/-  |
| 15            | Toilet Tissue Role(Origami)  | Nos         | 450        |   | 100/-  |
| 16            | Toilet Brush (42-45cm in<br>length)                                | Nos         | 200        |   | 50/-   |
| 17            | Naphthalene Balls (80Gm)   | Nos         | 100        |   | 50/-   |
| 18            | Phenyl of white color<br>concentrated(5ltr Can)                    | Nos         | 60         |   | 250/-  |
| 19            | Wiper large Having blade size<br>41cm and M.S rod Length<br>120cm. | Nos         | 60         |   | 50/-   |

|    |   |      |                    |  |       |
|----|---|------|--------------------|--|-------|
| 20 | Wiper (Small) Having blade size 38 cm and M.S length 85-90 cm.  | Nos  | 40                 |  | 50/-  |
| 21 | PVC Bucket (18 ltr).  |      | as per requirement |  | 50/-  |
| 22 | Mask (Pioneer or equivalent)  | Nos  | 300                |  | 50/-  |
| 23 | Hand Guard Surgical Gloves/Disposable latex Examination Gloves (Nature to White Color, Powdered with absorbable dusting Powder, Large Size Box. | Box  | 600                |  | 100/- |
| 24 | Mortein Spray/All Out Baygon(250ml)   | Nos  | 100                |  | 50/-  |
| 25 | Window Cleaning Wiper Having Blade Length 25cm  | Nos  | 50                 |  | 50/-  |
| 26 | Plastic Hand Pot(Mug-1 Ltr)   | Nos  | 40                 |  | 50/-  |
| 27 | Bleaching Powder(25 Kg Bag)   | Kgs. | 8                  |  | 50/-  |
| 28 | Rubber Gloves(Pinhole free, Non Sterile, No Filler, Made from Natural Rubber (Latex size-8  | Nos  | 200                |  | 50/-  |
| 29 | Acid Cleaner  |      | As per requirement |  | 50/-  |
| 30 | Soft Broom (Good Quality)   | Nos  | 360                |  | 200/- |

The bidder will also provide the unit rate per item and total to ensure the reasonability of the offered rates

***Signature of the Tenderer with seal & date***

**BID SECURITY UNDERTAKING**

**(To be issued by the bidder on company's letterhead in lieu of EMD)**

To,

The Registrar,  
I.I.T. Mandi,  
Kamand, – 175 075,  
District – Mandi, Himachal Pradesh, India

We, M/s \_\_\_\_\_ (Name of the Firm), with ref. to Tender No. **IITMANDI/S&P/PUR-339/2020-21/6357-6358 /Providing Housekeeping & Waste Management Services , dated 27<sup>st</sup> February, 2021**, hereby undertake that:

- 1) We accept all terms and conditions of the tender document.
- 2) We accept that, we will not modify our bid during the bid validity period and will honour the contract after the award of contract.
- 3) In the event of any modification to our bid by us or failure on our part to honour the contract after final award, our firm may be debarred from participation in any tender/ contract notified by IIT Mandi for a period of one year. We undertake that we shall not appeal against such debarment in any court of law.

Yours faithfully,

(signature)

Name:

Date:

Office Seal: