

Notice Inviting Tender
For
Providing Housekeeping and Facility Management
Services for IIM Raipur

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| Tender No | IIMR/ Tender-Housekeeping Services /2016/11,Date-04.02.2016 |
| Last Date for Submission / Receipt of completed Tender | Up to 15:00 hrs. on <u>29th Feb</u> , 2016 in office of “The Chief Administrative Officer, IIM Raipur, GEC Campus, Sejbahar, Raipur– 492 015 |
| Date of Pre-Bid Meeting | 11:00 hrs on <u>19th Feb</u> , 2016 for clarifications of queries, if any at above mentioned address |

Gp.Capt.Vivek Dubey (Retd.)
Chief Administrative Officer

Indian Institute of Management Raipur
GEC Campus, Sejbahar, Raipur – 492015, Chhattisgarh
Phone: 0771- 2474700/702 /703/704, Fax: 0771 – 2474701
Website: www.iimraipur.ac.in

Notice Inviting Tender and Schedule of Events

Sealed Tenders are invited under two bid system (Technical Bid and Financial Bid) from reputed, experienced and financially sound parties for the following work:

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| Name of the Work | Providing Housekeeping and Facility Management Service for IIM RAIPUR |
| Tender No. | Tender No. : IIMR/ Tender-Housekeeping Services /2016/11 , Date -04.02.2016 |
| Tender Submission Cost (Non-refundable) | Rs. 1,000/- (Rupees One Thousand Only) by Demand Draft in favour of Indian Institute of Management, Raipur payable at Raipur. This amount is non-refundable. |
| EMD | Rs. 90,000/- (Rupees Ninety Thousand Only) by demand draft in favour of Indian Institute of Management Raipur payable at Raipur. |
| Estimated Volume of Business | Rs. 30,00,000/-(Rupees Thirty Lakh Only) per annum. |
| Contract Period | The period of contract will be two years with a built-in scheme for review of the performance at the end of each year. The contract may be extended by another one years on the basis of performance. |
| Issue of Tender | The Tender document can be downloaded from the Institute website – www.iimraipur.ac.in . Please keep visiting our website for any corrigendum /amendments and submit the bid documents accordingly. |
| Pre-Bid Meeting | 11:00 hrs on <u>19th Feb</u> , 2016 for clarifications of queries, if any at the office of Chief Administrative Officer, IIM Raipur, GEC Campus, Sejbahar, Raipur-492 015 |
| Submission / Receipt of Tender | Up to 15:00 hrs. on <u>29st Feb</u> , 2016 in office of “The Chief Administrative Officer, IIM Raipur, GEC Campus, Sejbahar, Raipur-492 015 |
| Opening of Tender | Part – A – Technical Bid The technical Tender documents shall be opened on the same day, i.e. <u>29th Feb</u> , 2016 at 16:00 hrs. in the presence of authorized representatives of the bidders. |
| | Part – B – Financial Bid Financial Bid of the technically acceptable bidders as recommended by the Tender Committee shall be opened at a later date after evaluation of the technical bids. |
| Contact Person (for any clarification) | Chief Administrative Officer, IIM Raipur, GEC Campus, Sejbahar, Raipur-492 015, Phone : 0771- 2474700 |
| Proposed Date to Commence the Operations | 01st July, 2016 |

IMPORTANT INSTRUCTIONS

1. Read the tender documents carefully before filling.
2. Sign each page with seal.
3. PART 'A' should contain –
 - a. Technical Bid with all relevant signed documents as mentioned in Terms and Conditions
 - b. EMD
 - c. Tender Submission Cost
 - d. Sealed envelope with superscription "TENDER FOR HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES FOR IIM RAIPUR" - PART 'A'

4. PART 'B' should contain only Financial Bid

Sealed envelope with superscription "FINANCIAL BID HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES FOR IIM RAIPUR" PART 'B'. Financial Bid should mention only prices in the stipulated format without any condition. The prices shall be filled up both in figures and in words and the total amount shall be calculated and rounded off to the nearest rupee. No overwriting or use of correction fluid shall be accepted. Any corrections shall be legible and signed by the authorized signatory.

5. Put PART 'A' and PART 'B' in separate sealed covers and put both the sealed cover in one cover addressed to Chief Administrative Officer, IIM Raipur, GEC Campus, Sejbahar, Raipur-492 015, Phone : 0771- 2474702/703/704 with superscription on the cover as "TENDER FOR HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES FOR IIM RAIPUR" and send to the under mentioned address on or before 15:00 hrs. 29th Feb 2016 office of Chief Administrative Officer, Indian Institute of Management, GEC Campus, Sejbahar, Raipur-492015, Chhattisgarh .
6. Application forms can be downloaded from the Institute website www.iimraipur.ac.in. Please keep visiting our website for any corrigendum /amendments which will not be notified again in news paper and submit the bid documents accordingly. Completed application should be accompanied by Demand Draft for **Rs. 1,000/-**, drawn in favour of 'Indian Institute of Management Raipur', towards the cost of the Tender Documents. This amount is non-refundable. Application without the prescribed fee and EMD will not be considered.
7. IIM, Raipur accepts no responsibility for any loss/delay/non-receipt of offers not submitted in person. Offers received late/incomplete will be summarily rejected.
8. The technical bid will be opened at 16:00 hrs. on 29th Feb, 2016 in the presence of the representatives of the Tenderers if present.
9. The financial bids of only those Tenderers whose technical Tenders are recommended by Tender Committee will be opened at a later date after evaluation of the technical bids. The date & time of opening of financial bid will be intimated to the Tenderers in advance through email & telephone.

10. During the opening of the two-bid Tender the name of Tenderers who have submitted their offers along with details of Earnest Money Deposit will only be read out and no other information/details whatsoever, will be shared at this stage.
11. The offer of the Tenderer shall be valid for 6 (Six) months from the last date of submission of Tender/revised offer (if any).
12. In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competence of contractors to provide high quality services according to the time schedule and in close co-ordination with other agencies.
13. The Tender should be complete in all respects and should be duly signed. Late and delayed tenders due to any reason including postal delays shall not be considered at all. Offers sent through fax/ e-mail will not be accepted.
14. Hypothetical / Conditional, Incomplete bid will not be entertained & will be summarily rejected. Please note that the bidder must quote for all the categories mentioned in the tender.
15. The period of contract would be for two years from the date of award of the contract and it may be further extended for another one year on the satisfactory performance of service provider. The performance of the service provider will be evaluated on yearly basis.
16. Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly. Separate advertisement will NOT be published in Newspaper for any corrigendum/extension/clarification etc.
17. The Institute reserves the right to modify the conditions of the tender, at any time, without assigning any reasons for the same.
18. IIM Raipur reserves the right to accept/reject any Tender in part or full, without assigning any reason whatsoever.
19. If the last date of receiving/opening of the Tenders coincides with a holiday, then the next working day shall be the receiving/opening date.

All tenderers are requested to read the tender document carefully including its terms and conditions, procedures to fill the tender form and tender assessment criteria.

TENDER DOCUMENTS CONSIST THE FOLLOWING:-

- I. Eligibility criteria
- II. General Instructions to Tenderers
- III. General Conditions of Contract
- IV. Scope of Work (Annexure-I)
- V. Resource requirement (Annexure-II)
- VI. Technical Bid (Annexure-III)
- VII. Financial Bid (Annexure-IV)
- VIII. Declaration (Annexure-V)
- IX. Check List (Annexure-VI)

I. ELIGIBILITY CRITERIA

1. The Tenderers must have an experience of handling the housekeeping work in reputed organization including Govt. & PSUs for at least three years supported by documentary evidence and must contain list of at least three Govt./Semi-Govt./PSUs. Certificates of satisfactory performance from these three clients are also to be submitted along with tender.
2. The tenderer should have at least;
 - a) One similar work contract of 20 lacs or more;

OR

 - b) Two similar work contracts of 15 lacs or more;
3. The tenderer must be registered with the following statutory authorities and must also furnish attested copies of supporting documents:-
 - a. ESIC, EPF, INCOME TAX AND SERVICE TAX
 - b. Registration certificate under contract labor (R & A) Act 1970
 - c. Any other registration / license which are mandatory for such agencies stipulated by concerned authorities from time to time such as Storage of Hazardous Chemicals.
 - d. Breakup of Labour Rates in compliance of minimum wages as per Government of India, Ministry of Labour & Employment, Chief Labour Commissioner must be provided along with Technical bid.
4. The following documents must be submitted along with tender:-
 - a. Audited Balance Sheets of preceding three years with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years.
 - b. Income tax returns of last three years.

5. The Tenderer should have sufficient employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical Bid. Document in support of Service tax, ESI, EPF deductions and details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid.
6. The Tenderer should have a valid labor license and license for providing Pest control and storage of Cleaning Material and Chemicals.
7. The tenderer should have at least **50 Nos. of captive manpower** on his payroll on the day of filing the tender. The tenders having captive manpower less than this will be rejected.
8. The Director or authorized representative reserves the right to withdraw/relax this eligibility criteria and in such a situation the tenderer will be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned.

II. GENERAL INSTRUCTIONS TO TENDERERS

Eligible and willing agencies are advised to visit the IIM Raipur site to get an onsite assessment of the work on any working day between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM after taking permission from the Chief Administrative Officer or authorized representative, IIM Raipur

1. The closing date and time for receipt of tenders will be 03.00 P.M. on 29.02.2016
 2. The Tender will be opened at 4.00 PM on 29.02.2016 at IIM, Raipur, GEC campus, Old Dhamtari Road, SejBahar, Raipur 492015 in the presence of the authorized representatives of the tenderers, who wish to be present at that time.
 3. A pre-bid meeting shall be held at the IIM, Raipur, GEC campus, Old Dhamtari Road, SejBahar, Raipur 492015 to clarify any queries of the tenderer on 19 th Feb at 11.00 A.M. The Tenders are to be submitted as per two bid system i.e. Technical bid and Financial Bid.
- (A) The technical bid should contain the papers to fulfill all the eligibility criteria, certificates of experience, satisfactory performance certificates, undertaking as per instructions, work plan and list of the equipment's, tools and tackles required for the job.
- (B) Financial bid should contain the rates quoted for the services to be provided as per the instructions given in this tender document.

Both the bids should be submitted in two separate sealed envelopes super scribed as

“Technical Bid for House Keeping Services” and “Financial Bid for House Keeping Services”. An Earnest Money Deposit of Rs. **90,000** (Rs. **Ninety Thousand Only**) in the form of Demand Draft or Bankers' Cheque only of any scheduled bank should be in third envelope along with covering letter and it should be super scribed “**Earnest Money Deposit for Housekeeping Services**”. All three sealed envelopes should be put in a fourth sealed envelope and should be super scribed “Tender for House Keeping Services”. Sealed tenders should be addressed to the IIM, Raipur, GEC campus, Old Dhamtari Road, SejBahar, Raipur 492015. The Tender should be reached in the office of the CAO IIM, Raipur, GEC campus, Old Dhamtari Road, SejBahar, Raipur 492015 by the stipulated date and time. “Tender submitted or received after the closing date and time will not be considered”. The Technical Bid must also be accompanied by declaration in the prescribed Performa (Annexure-V). In the absence of EMD or any of the mentioned details, the tender will be summarily rejected.

4. The Earnest Money Deposit will be refunded to the unsuccessful tenderer only after finalization of the contract. In case of the successful tenderer EMD will be refunded after receipt of the performance security deposit. No interest will be paid on the EMD.
5. The bid shall be valid for 180 days from the date of opening of tender.
6. No Tenderer will be allowed to withdraw his tender after submission during the bid validity period (180 days). In case the tenderer does not honour his bid, the EMD submitted by the tendering firm would stand forfeited.
7. All entries in the Tender form should be legible and filled clearly. Any overwriting or correction which is unavoidable has to be signed by the authorized signatory.
8. Each page of the Tender document and papers submitted, should be numbered, signed and stamped by the authorized signatory as a token of acceptance of the terms and conditions laid down by IIM Raipur.
9. Tender incomplete in any way will be rejected summarily. Similarly conditional Tenders will also be rejected.
11. Technical Bids will be scrutinized, by the evaluation committee as constituted by the Director to check all requisite and relevant documents and their authentication. The Tenderers, whose Technical Bids are accepted will be informed about the date and time of opening of Financial Bids.
12. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s),his EMD will be forfeited.
13. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
14. The successful tenderer will have to deposit the Performance Security Deposit of Rs. 2,25,000/- (Rs. Two Lakhs Twenty Five Thousand only) in the form of Demand Draft/Banker's cheque of any scheduled bank, drawn in favour of "Indian Institute of Management Raipur" and commence the work within 15 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited.

III. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The period of contract will be two years extendable one year with a built-in scheme for review of the performance at the end of each year. Institute will not entertain any request for revision of rates in the first 2 (two) years of the contract period. Revision of Minimum wages of manpower will be applicable as per rule of Govt. of India, Minimum Wages Act, and Ministry of Labour & Employment.
2. IIM Raipur reserves the right to terminate the contract by serving one month's notice, in writing if the services of the contractor are not found satisfactory. The Contractor may also ask for the same by giving three month's notice but he has to provide the housekeeping facility till the next agency is engaged.
3. The persons to be deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment's.
4. The Contractor will have to provide standard liveries as approved by IIM Raipur Administration at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority within seven days from the date of entering into the agreement.
5. The contractor will arrange all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipment's, etc. IIM Raipur will provide the space for setting up a control room for the Contractor in the premises of the Institute from where the contractor and his own supervisory or office staff can control the house keeping labor force working in the Institute.
7. IIM Raipur will provide space for a store room to the Contractor in the premise of the Institute. The store keeper deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by IIM Raipur.
8. The Contractor should ensure the Health and safety measures of the employees. IIM Raipur may also conduct health checkup of the staff deployed at regular intervals.
9. The Contractor will be responsible for supply / installation / refilling / maintenance of all consumables, items and equipment's used in all areas of the Institute's Campus for housekeeping purpose, as given in "Annexure-II"
10. The Contractor must employ adult and skilled labour only. Employment of child labor will lead to the termination of the contract and necessary action under Indian Penal Code also.
11. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified; including character and police verification and other formalities .The Contractor shall be fully responsible for the conduct of his staff.
12. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. IIM Raipur will not own any responsibility in this regard.

13. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Central Govt. for Raipur City. If the rates quoted found below the minimum wages, tender will be rejected.
14. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by Central Govt. The rate will be revised solely based on the revision of minimum wages as notified by GOI from time to time.
15. The period of contract will be two years with a built-in scheme for review of the performance at the end of each year. Institute will not entertain any request for revision of rates in the first 2 (two) years of the contract period. Revision of Minimum wages of manpower will be applicable as per rule of Govt. of India, Minimum Wages Act, and Ministry of Labour & Employment.
16. In the event of injury, illness or accidents to any worker, IIM Raipur will not be liable to pay any compensation. The insurance cover shall include the liability under the Workmen Compensation Act.
17. The service provider shall in no case pay its employee less than the minimum mandatory rates per day in accordance with the Minimum wages fixed by Central Government and a record of that should be kept in a register , which may be made available for examination to IIM Raipur as and when demanded.
18. The workers employed by the Contractor shall be his sole employees and IIM Raipur shall not have any relation whatsoever with employees of the Contractor. He will be fully responsible for their acts, conduct and any other liability.
19. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by IIM Raipur besides annulment of the contract.
20. Once the house keeping staff is allotted an area of work he or she will be under supervision of the CAO/JE/Hostel Supervisor/I/C and in addition to the instructions issued by the contractor side they have to follow all instructions and orders given by the CAO/JE/Hostel Supervisor/I/C. These instructions should be considered as the scope of work.
21. The Contractor shall:-
 - a) Ensure Pest/Animal and Rodent free environment in the premises of IIM Raipur
 - b) Provide all items and consumables to his housekeeping staff as per Annexure-II.
 - c) Ensure that their managers / supervisors are equipped with mobile phones and are available round the clock.
 - d) Only deploy the workforce that is on his payroll.
 - e) Provide Waste (Non-Biomedical) management Services including all equipment, containers, trolleys etc.
 - f) Arrange for a garbage disposal vehicle and other equipments required for segregation and disposal of waste in a professional manner.
 - g) Plan, manage, and collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposables etc which is used by the house keeping staff.

h) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

22. **Scope of work and services for each of the premises:**

a) Details of the scope of work are enclosed at “Annexure-I”.

b) Details of Equipment’s to be used, number of manpower to be deployed, consumables and items to be used at Institute are given at Annexure ‘II’ under resource management.

c) The number of equipment’s, consumable except manpower mentioned in Annexure ‘II’ is minimum. The contractor, however, shall provide all the resources, to meet the contractual obligations and under no circumstances whatsoever the contractor will claim anything.

23. Variations IIM Raipur may order variations in the scope through a written variation order based on requirement.

24. Payment Procedure:

Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized Performa approved by IIM Raipur, along with computer generated attendance sheet in respect of the persons deployed. While submitting the bill for the next month, the services provider must file a certificate certifying the following along with IIM Raipur contribution sheet downloaded from

IIM Raipur Insurance Portal:-

a) Wages of workers were credited to their bank accounts on _____

(Acknowledgment by bank enclosed).

b) ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (Copy of Challan enclosed with contribution sheet)

c) EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____ (copy of the Challan enclosed with contribution sheet)

d) We are complying with all statutory Labour Laws including Minimum Wage Act. The payment would be made on monthly basis on verification of attendance sheets, wage register, monthly ESIC/EPF/Service Tax challan /Deployment sheets/ Duty Roster/Satisfaction Report duly signed by CAO /in-charge of the concerned areas, documents in support of salary disbursement through ECS. Workers of contractors should get the wages on the seventh day of each month. The payment of wages shall not be linked to the payment of bill by ESIC. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated after serving one month’s notice. The Housekeeping Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs. **Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all.**

25. SITE PARTICULARS

INDIAN INSTITUTE OF MANAGEMENT RAIPUR is situated at GEC Campus; Sejbahar, Raipur. The tenderer is advised to visit and examine the site of works and its surroundings and obtain for himself all information that may be necessary for preparing the tender and entering into a contract for execution of the works. The cost of visiting the site shall be Tenderer’s own.

- It is understood and agreed that the above factors have properly been investigated and considered by the Tenderer while submitting the Tender.
- No claim for financial or any other adjustments to contract price, on account of lack of clarity of such factors shall be entertained.

- The facilities available at sites mentioned above as and where it is can be examined by the tenderers before submitting their tenders. If any additional equipment's and refurbishing of the existing ones are required, the same shall be done by the tenderer who is awarded the contract.
- Vendors shall maintain all the above equipment's and weekly maintenance to be carried out as per the schedule indicated by the in-charge of the Mess/maintenance in- charge during the service period.

26. Liquidated Damages:

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by I/C or any other staff of the IIM Raipur and if no action is taken within ONE hour, liquidated damages @ Rs.1000/- per complaint shall be imposed. The decision of CAO, IIM Raipur shall be final in this regard.

27. Manpower

- a. Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to CAO, IIM Raipur
- b. The Contractor should ensure to maintain adequate no. of manpower as per Annexure 'II' and also arrange a pool of stand-by housekeeping staff. In case any housekeeping staff is absent from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the deputed workers found are less than the minimum required as per Annexure 'II' on any day, penalty @Rs. 1000/- per worker per day will be deducted from the bill. Payment will be done only for the staff who was on duty and will be restricted to the salary paid to him/her by the IIM Raipur authorized officer Sign of Tenderer with seal Contractor as per agreement. For absentees payment will not be made.

28. Materials

Any deviation in the house keeping tools quality & quantity and other resources as mentioned in Annexure 'II' will invoke penalty as decided by the competent authority. In case the contractor has not provided the sufficient amount of equipment's, tools and tackles and requisite materials even after levy of penalty, the Institute may procure it and deduct the cost from the bills of the contractor.

29. Risk Clause

- a. The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. ESIC reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the IIM Raipur, from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.
- b. All necessary reports and other information will be supplied by the contractor as per the direction of the Institute Administration. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Institute, and shall not knowingly lend to any person or company any of the effects or assets of the Institute, under its control.

- c. In the event of loss/damage of equipments etc. at the premises of the IIM, Raipur due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to IIM Raipur. The Contractor or its representative/s shall meet Institute representative/s regularly to take feedback regarding the Housekeeping services.
- d. The Contractor will also maintain a suggestion book and a complaint register to be produced to the Institute administration or designated official on weekly basis.
- e. The Contractor shall, in performing its part of this Agreement, ensure the safety of the building, its equipments, furniture, fixtures and the persons working in or visiting IIM, Raipur premises and shall indemnify Institute, for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- f. The Contractor shall not assign or sublet this Agreement or any part thereof to any third party.
- g. The housekeeping staff shall be regularly trained on behavioral aspects and ethics. They shall also be made conversant with the way of working of ESIC Model Institute, its requirements, layout of Institute, fire safety system along with telephone numbers of Police station, fire station, nearby Institutes.
- h. Licenses if any required for Housekeeping services at the site will be procured by the Contractor.

30. Additional Requirement of Resources including Pest control/Consumable items.

In case of additional requirement in other location / building of IIM Raipur other than main campus then payment will be calculated as pro- rata basis.

(1) Example for Consumable Items-

Total Area of Existing Building- 1,22,670 Sq.Ft.

Total area of additional bungalow -1800 Sq.Ft

Percentage of additional area -1.46 %

Additional Material Cost will be: Present Cost of Existing Building x 1.46 %.

(2) Example for Manpower -

Number of Manpower will be 2 workers for 05 bungalow.

Or

15 independent rooms @ 2 Manpower.

31. Dispute Settlement

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Director, IIM, Raipur whose decision shall be final and binding on both the parties.

Annexure-I

SCOPE OF WORK

Area of work:

All open and covered area within the boundary of the IIM, Raipur , GEC Campus, Old Dhamtari Road, Sejbahar, Raipur 492015 including Guest Houses at Floral City, Dunda (3 KM from Campus) will be in the scope of housekeeping services to be provided by the contractor.

Cleaning Services:

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the IIM, Raipur, Officials.

General Instructions:

1. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
2. Covered Trolleys should be used for transportation. Before final disposal/treatment, waste should be kept in specified location and in specific liners and containers.

General Requirements and Documentation

- Organizational structure and line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipment used
- Description for each category of housekeeping
- Maintaining records / details of
 - a) Complaint Book
 - b) Duty Roster / Deployment Sheet of Housekeeping Staff
 - c) Inventory of Stores
 - d) Accident / theft Register
 - e) Logs and checklists
- Girls Hostel should be attended by female staff only

(A) Daily Services

Housekeeping/ cleaning services should be provided round the clock on all days including holidays, so that all areas are clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 AM in rooms where work starts at 9:00 AM. Contractor will arrange manpower for special VIP visits at no extra cost. Housekeeping staff has to do following activities for all Hostel rooms / blocks of all the departments, Director chambers/office, and Faculty rooms, Board rooms, conference rooms, stores, all washrooms, all toilets, canteen, kitchen, all corridors and all covered and open areas, Dining Hall, Gym, and other rooms of the hostels.

- 1) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas/departments on hourly basis.
- 2) The Contractor will provide, maintain, and refill Hand Wash / sanitizer in all the Toilets /Rest Rooms three times a day.
- 3) Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, kitchen, canteen, Laundry, corridors, ceilings, office rooms, training rooms every two hours or as per requirement/direction.
- 4) Vacuum cleaning of all carpets and upholstered furniture once in a day or as per requirement/direction.
- 5) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
- 6) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times or as per requirement/direction.
- 7) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
- 8) Refilling, replacing and emptying of containers at all stations.
- 9) Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc on hourly basis or as per requirement/direction.
- 10) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. After daily check-ups in the morning, afternoons and on call basis during daytime.
- 11) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc or as per requirement/direction.

(B) Weekly Services

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

- 1) Dusting of entire area including windows / windowpanes/ doors / ledges / elevation frames etc.
- 2) Cleaning of ceilings and high walls, removal of wash / spit stains on walls, cleaning of roofs, porches etc.
- 3) Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
- 4) Cleaning of all windows glasses and grills with detergent/ cleaning agents.
- 5) Washing of roads, lawns, paths etc with High Pressure Jet machine or as per requirement/direction...
- 6) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- 7) The Tenderer will make a cleaning program and submit to Officer-In-Charge of housekeeping IIM Raipur for weekly cleaning so that IIM Raipur concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- 8) The Contractor will cover all the specified area in the scope of work.

- 9) The Contractor will provide the duty register to officials of IIM, Raipur as required.
- 10) The Contractor will maintain a record of all weekly services and submit.

(C) Pest and Rodent Control Services

- 1) The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
- 2) The Contractor shall use chemicals that are harmless to humans and machines and treated area. Material Safety Data Sheet (MSDS) report of these chemical be attached. These chemicals, tools required for pest and rodent control and manpower needed has to be arranged by the contractor himself.
- 3) The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
- 4) The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of IIM, Raipur. Frequency of the services will be as per the requirement or as decided by the Administration of the Institute.

(D) Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

1. Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by supervisor/Housekeeping staff on hourly daily.

2. Management / Housekeeping Service Requirements/ Complaints Report

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on a computer and should be reported to Caretaker/Supervisor or any other designated official.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping Manager from IIM, Raipur officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from IIM , Raipur, etc. and necessary action is to be taken.

ADDITIONAL SCOPE AND PARTICULAR CONDITIONS

In case of any differences, these particular conditions of Contract shall supersede the General Conditions of Contract. The services shall be provided round the clock on all days including holidays.

The services include:

- (i) Cleaning of the whole premises including toilets and open areas.
- (ii) Wet mopping of covered areas.
- (iii) Cleaning of window panes and door panels.
- (iv) Cleaning and dusting of furniture and fittings.
- (v) Vacuum Cleaning of all Carpets and upholstered furniture.
- (vi) Any other work within the scope of the specialized services.

1. HOSTEL ROOM:

The Contractor shall be responsible for routine cleaning of the Hostel room everyday in the morning and evening. The Contractor shall also maintain cleanliness in the Hostel room throughout the day and shall clean the room thoroughly. The routine cleaning will include dusting of the furniture in the room including bed, chair, table, TV, etc sweeping and mopping of the entire room with a disinfectant solution, cleaning of toilet and bathroom with bathroom cleaning solution. The housekeeping work in the Girls hostel will be essentially done by female employees only.

2. HOSTEL COMMON AREAS:

- Dusting the walls, furniture and fixtures in the corridor and lobby.
- Sweeping and mopping the floor with a disinfectant.
- Cleaning public toilets with soap solution and keeping them odour free using deodorizer cubes/odonil.
- Cleaning doors and windows with soap solutions / Glass cleaning with Colin.

3. CLEANING OF OFFICES/FACULTY ROOMS

- The Contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.
- The Contractor will provide, maintain, refill Hand Wash / sanitizer in all the Toilets /Rest Rooms.
- Cleaning of Computers' peripherals, telephones, LCD panels etc with appropriate brushes.

4. CLEANING OF CLASS ROOMS AND OTHER CRITICAL AREAS

- All the furniture should be proper order
- Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
- The floor shall be thoroughly mopped with a specialized soap solution.
- The entire Class room's area shall be scrubbed at least twice in a week.

5. CLEANING OF GUEST HOUSE AT FLORAL CITY (5 to 10 3BHK HOUSES) - 3 km from the Campus.

The Contractor shall be responsible for routine cleaning of the Guest Houses everyday in the morning. The Contractor shall also maintain cleanliness the Guest House thoroughly. The routine cleaning will include dusting of the furniture in the room including bed, chair, table, etc. sweeping and mopping of the entire room with a disinfectant solution, cleaning of toilet and bathroom with bathroom cleaning solution.

6. GLASS WINDOWS, DOORS & ALUMINIUM PARTITIONS:

All glass windows, doors and aluminum partitions should be cleaned with appropriate soap solution on daily basis. Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

7. GARBAGE DISPOSAL

The Contractor shall collect garbage in specified bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area as directed by the Administration. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

8. UNDERGROUND & OVERHEAD WATER TANKS

The Contractor shall clean & disinfect the Under Ground & Overhead Tank periodically after emptying the water from the tanks as per instruction of IIM Raipur. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

9. TERRACE CLEANING

The Contractor shall clean the terrace periodically as per instruction of IIM, Raipur. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

IMPORTANT:

Every care has been taken to cover all important scopes, aspects, areas requiring Housekeeping services, these are ,however, not exhaustive and if deemed fit, CAO, IIM Raipur may add additional scope of work, for which no additional payment whatsoever on any account will be made.

ANNEXURE-II

RESOURCES REQUIREMENT

A. TO BE PROVIDED BY INSTITUTE:

ALL DUST BINS AND COLOURED WASTE DISPOSABLE BAGSWILL BE PROVIDED BY THE IIM, Raipur.

B. THE CONTRACTOR HAS TO PROVIDE THE FOLLOWINGS:

1. ALL THE CLEANING MATERIAL, SOAP SOLUTIONS, ROOM FRESHENERS, NAPHTHALINEBALLS, DISINFECTANTS, DEODORANTS, ANY OTHER ARTICLES/SOLUTION/CHECMICALAS MENTIONED IN THIS TENDER DOCUMENT WILL BE PROVIDED BY THE CONTRACTOR.
2. All the manpower, equipment's, tools and tackles their accessories /refills pertaining to housekeeping services will have to be provided by the contractor.
3. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force deployed at the IIM, Raipur. Teaching and training to the Housekeeping staff has to be done by the contractor. The man and all materials needed for the management of the house keeping staff will be the responsibility of the contractor. The Institute will only pay the management fee or service charges.
4. For Pest and rodent control the contractor has to procure manpower, equipment and chemicals. The IIM Raipur will only pay for the services.
5. Following equipment's, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per requirement but payment will only be done as per financial bid. Minimum No. of Equipment's, tools, tackles etc have to be maintained in the Institute at all times. A record of all these items should be kept by the Supervisor. All these equipment's may be inspected by designated IIM, Raipur official at any time.
6. The number of Manpower may be increased or decreased as per requirement of the Institute, but rate of manpower will remain the same as per financial bid.

6. LIST OF EQUIPMENTS, TOOLS & TACKLES

| S.No. | Description | Number required (Mandatory) |
|-------|--|-----------------------------|
| 1 | SCRUBBING MACHINE (Small & Big) | 02 |
| 2 | WET/DRAY VACCUM CLENAR | 03 |
| 3 | HIGH PRESSURE JET | 03 |
| 4 | WRINGER TROLLEY | 06 |
| 5 | GADDY BASKET | 10 |
| 6 | GLASS CLENING KIT | 04 |
| 7 | WET MOPS KENTACKY | Minimum 8 |
| 8 | WET MOPS ROUND (FOR BATH ROOMS) | Minimum 8 |
| 9 | SWIPING BRUSH (DRY DUST CONTROL MOPS) | Minimum 8 |
| 10 | HARDROOMS FOR FROUND SWEEPING | Minimum 8 |
| 11 | Nylon scrubbers, dusters, hard and soft brooms, buckets, squeezers | As per requirements |
| 12 | Equipment's for Pest Control and Rodents Control | As per standard guide line |
| 13 | Aluminum Ladder 18 feet and 12 feet | 01 |
| 14 | Single dish scrubbing machine | 02 |
| 15 | Fogging Machine | 01 |

The minimum Numbers of items given above is to be kept maintained by replacement whenever required. In case if these equipment's are not able to ensure an effective. Efficient and timely housekeeping management in the Institute the Contractor will have to increase the numbers as per the requirement, no payment whatsoever will be made for these additional quantities.

7. The following quantities of cleaning material and aids for a month shall be procured by the Contractor and shall be stored in the store room and issue to the staff on daily basis as per requirement. The Consumables to be used are to be got approved by IIM, Raipur Authorities. Records shall be maintained which shall be opened to the inspection by IIM Raipur Authorities.

LIST OF CLEANING MATERIALS & AIDS

| S.N. | Items | Qty | S.N. | Items | Qty |
|------|------------------------|------------|------|-----------------------------|---------|
| 1 | Dust Control refill | 20 no. | 10 | Cleanzo/Phenyl | 150 Ltr |
| 2 | Kent mop refill | 200 no. | 11 | R1 (Bathroom Cleaner) | 50 Ltr |
| 3 | Detergent | 50 k.g | 12 | R2 (Bathroom Cleaner) | 50 Ltr |
| 4 | Vim | 50 | 13 | R4 (Furniture Cleaner) | 50 Ltr |
| 5 | Multi cleaner Solution | 30 Ltr | 14 | R6 (Toilet Cleaner) | 50 Ltr |
| 6 | Room Spray (Premium) | 10 Bottles | 15 | D7 (Stainless Steel Polish) | 5 Ltr |
| 7 | Auto Spray | 50 no. | 16 | Dettol Anti Septic | 50 Ltr |
| 8 | Odonil | 200 no. | | | |
| 9 | N.Balls | 5 K.G. | | | |

Note: Aforesaid quantities are not exhaustive and may vary depending on requirement. If the above articles are not able to ensure an effective, efficient and timely housekeeping service management in the Institute, the Contractor will have to provide additional items as per requirement. No extra payment whatsoever will be made for these additional quantities.

8. Uniforms of housekeeping staff, I-Cards, Covered trolleys, dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the Contractor as per requirement.

9. MAN POWER REQUIREMENT:

| S.N. | Manpower Description | Number |
|------|---|--------|
| 1 | Facility manager uniform and in I-card | 01 |
| 2 | Trained Housekeeping supervisor in uniform and I-card | 02 |
| 3 | Trained housekeeping sweepers in uniform and I-card | 10 |
| 4 | Trained housekeeping workers in uniform and I-card | 10 |

Annexure-III**TECHNICAL BID****FOR HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES IN IIM Raipur,****GEC Campus, Old Dhamtari Road, SejBahar, Raipur 492015****A.DETAILS OF TENDRER**

| | | |
|----|--|--|
| 1 | NAME OF TENDERER/NATURE OF FIRM | |
| 2 | NAME OF PROPRIETOR/ DIRECTORS/ PARTNER | |
| 3 | FULL PARTICULARS OF OFFICE | |
| a. | Address | |
| b. | Telephone No. | |
| | Fax No. | |
| | E-Mail Address | |
| 4 | REGISTRATION DETAILS | |
| a. | PAN / GIR No. | |
| b. | Service Tax Registration No. | |
| c. | E.P.F. Registration No. | |
| d. | E.S.I. Registration No. | |
| e. | Labour License No | |
| f. | License No. for Pest control & storing chemicals | |
| g. | Any other registration which is mandatory for such agencies stipulated by Concerned authorities. | |
| 5 | DETAILS OF EARNEST MONEY DEPOSIT | |

| | | |
|----|--|--|
| a. | Amount (Rs.) | |
| b. | D.D. / B.C. No. and Date | |
| c. | Drawn on Bank | |
| d. | Valid up to | |
| 6 | Total Turn Over of three preceding Years | |
| a. | 20__-__ | |
| b. | 20__-__ | |
| c. | 20__-__ | |
| 7 | Total Nos. of Captive Manpower as on the day of filing the | |

| | | | | | |
|--------------------------------|--|--|--|--|--|
| B | | | | | |
| C | | | | | |
| Additional information, if any | | | | | |

- The above format must be used to provide employee details
@The above format must be used to provide requisite details

Signature of Tenderer

Date:

Name:

Place:

Seal :

ANNEXURE_IV

FINANCIAL BID FOR HOUSE-KEEPING AND FACILITY MANAGEMENT SERVICES AT IIM, RAIPUR,

GEC Campus, Old Dhamtari Road, SejBahar, Raipur 492015

Name & Address of the Tenderer:

.....

.....

.....

| I. MAN POWER CHARGES | | | | |
|--|---|-----------------------|------------|------------------------|
| | Type of man power | Rate per Month* (Rs.) | Total Nos. | Amount per Month (Rs.) |
| A | Facility Manager | | | |
| B | Trained House Keeping Supervisor | | | |
| C | Trained House Keeping Sweeper | | | |
| D | Trained House Keeping Worker | | | |
| II. MACHINES, TOOLS, EQUIPMENT & CONSUMABLES CHARGES (Amount per month) | | | | |
| E | Charges for providing and maintaining machines, equipment, tools and tackles, small or big, all the consumables their refills and another item(s) that may be required for fulfillment of the contract (Refer Annexure-II) / month) | | | |
| III. PEST AND RODENT CONTROL SERVICES (Amount per Month) | | | | |
| F | Charges for providing the services for Pest and Rodent control including man power, equipment and consumable chemicals. | | | |
| G. Total of A+B+C+D+E+F | | | | |
| IV. MANAGEMENT/ SERVICE CHARGES (In percentage of G above) (___%) | | | | |
| H | Service charges/ Management fee which should include: All expenditure on providing managerial /supervisory/ administrative services by all means to get the work through deployed housekeeping staff | | | |
| Total of G + H (Rs. / Month) | | | | |

- The manpower charges should be towards wages only to manpower including all allowances, statutory levies like ESI & EPF Employer shares, but excluding only service tax which shall be reimbursed on actual, as per govt. rules, on production of documentary evidence.
- **The tenderer should quote manpower charges in financial bid strictly in accordance with the minimum wages as decided by the Central Govt. If the rates quoted found below the minimum wages, tender will be rejected.**
- Break up of payment structure should be provided by tenderer along with financial bid.
- Tender will be awarded after taking into account all the components i.e. I to V above.

ANNEXURE-V

DECLARATION

1. I, Son / Daughter of Shri..... Proprietor / Partner / Director / Authorized Signatory of is / am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Date: Full Name:

Place: Company's Seal:

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with Technical Bid.

ANNEXURE-VI

CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TENDER

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

| S. No. | Items | Confirm |
|--------|--|---------|
| 1 | Earnest Money Deposit | |
| 2 | Tender form with complete technical bid and Financial bid, with all pages serially numbered , signed and stamped on each page | |
| 3 | Audited Balance sheet of last three years with detail s of annual turnover , profit & loss account etc. | |
| 4 | Income tax returns of last three years. | |
| 5 | Attested Photo copy of PAN Card | |
| 6 | ESI Registration certificate copy with last three year payment details. | |
| 7 | EPF Registration certificate copy with last three year payment details. | |
| 8 | Service Tax registration certificate with details of the last payment | |
| 9 | Registration certificate under central labor law authorities. Copy of valid labor license | |
| 10 | Minimum wages payment/clearance certificate from LEO. | |
| 11 | Documentation support of contracts fulfilled in last 3 years along with their values in support of experience and financial credibility. | |
| 12 | Satisfactory completion of contract certificate from previous organizations. (Minimum three required) | |
| 13 | License for providing Pest control services and storing chemicals used for pest and rodents control. | |
| 14 | Break up of labour according to min.wage act | |
| 15 | Declaration as per Annexure V | |

Signature of Authorized Person
Date: Full Name:
Place: Company's Seal: