



आई.आई.एम., रायपुर में हाउसकीपिंग और सुविधा
प्रबंधन सेवाओं के लिए ई-निविदा दस्तावेज
e-Tender Document for Housekeeping and Facility
Management Services at IIM Raipur

Online tendering through eWizard e- procurement portal
(<https://mhrd.euniwizarde.com>)

भारतीय प्रबंध संस्थान रायपुर
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रायपुर - 496661, छत्तीसगढ़
वेबसाइट: <http://www.iimraipur.ac.in/>

Indian Institute of Management Raipur
Atal Nagar, P. O. - Kurru (Abhanpur),
Raipur – 493 661, Chhattisgarh
Website: <http://www.iimraipur.ac.in/>



विषय-सूची

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निविदा आमंत्रित सूचना NOTICE INVITING TENDER

आई आई एम, रायपुर में हाउसकीपिंग और सुविधा प्रबंधन सेवाएं प्रदान करने के लिए दो बिड सिस्टम टेक्निकल बिड (पार्ट- 1) और फाइनेंशियल बिड (पार्ट-2) के तहत प्रतिष्ठित और अनुभवी एजेंसियों से आई आई एम , रायपुर ई-टेंडर (ई-विज़ार्ड पोर्टल के माध्यम से ऑनलाइन टेंडर) आमंत्रित करता है।

IIM Raipur invites e-tender (online tender through eWizard Portal) from reputed and experienced agencies under two bid system Technical Bid (Part-I) & Financial Bid (Part-II) for providing Housekeeping and Facility Management Services at IIM Raipur.

अनुसूची और निविदा के अन्य विवरण निम्नानुसार हैं:

The schedule and other details of Tender are as under:

Tender Name	Providing Housekeeping and Facility Management Services at IIM Raipur
Tender No.	IIMR/Tender/2021-22/05 dated 15.06.2021
Estimated Cost	NA
Period of Contract	Period of contract will be initially for 02 Years which may be extended further two years on one year extension + one year extension basis i.e (2 yr. + 1 yr ext.+1 yr ext.) subject to performance of the service provider.
Published Date	15.06.2021
Bid Document download start date	15.06.2021
Bid Document download end date	09.07.2021 at 03:30 pm
Last date & time for receipt of Bid	09.07.2021 till 03:30 pm
Date of Opening of Technical Bid	09.07.2021, after 03:35 pm
Date of Opening of Financial Bid	To be intimated later from system generated message through e-Wizard portal
Tender Fee (Non-refundable)	Rs.1,500 plus 18 % GST /- (Rupees One Thousand Five Hundred Only plus GST) = Rs.1770.00
EMD (Earnest Money Deposit)	Rs.2,50,000/- (Rupees Two Lakh Fifty Thousand Only)
Location of the service	IIM Raipur, Atal Nagar, P. O. – Kurru (Abhanpur), Raipur – 493 661, Chhattisgarh
Commencement of service	Within 20 days from date of LOA
Contact Person	Mr.Ashwani Bhardwaj, 9179858388 Store & Purchase Officer (Sr.Grade)
Pre bid queries	Bidders are requested to send their pre-bid queries on or before 23.06.2021 through email in abhardwaj@iimraipur.ac.in and caoffice@iimraipur.ac.in and mention the subject name pre-bid query & tender no. IIMR/Tender/2021-22/05 dated .06.2021 After due date no queries will be entertained further.



	Replies to the queries will be made and to be uploaded in <u>Tender Section of IIM Raipur website</u> on or before 28.06.2021 .
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This tender document containing eligibility criteria, scope of work, terms and conditions, specification and other documents, can be seen/downloaded at/from the eWizard e-procurement portal (<https://mhrd.euniwizarde.com>) or e-Publishing website of CPP Portal or Indian Institute of Management Raipur website: www.iimraipur.ac.in.

This tender is required to be uploaded on the website eWizard e-procurement portal (<https://mhrd.euniwizarde.com>) and no where else as it will be opened online at this site only.

The contract will be valid initially for two years, which may be extended subject to satisfactory performance at the sole discretion of IIMR on an annual basis for a further period of up to two years on same rate and terms & conditions. However, minimum wage of housekeeping employee will be revised as per notification of ministry of labor and employment, Govt. of India under minimum wage act. The tenderer shall deposit Earnest Money of Rs.2,50,000/- (Rupees Two Lakh Fifty Thousand Only) through **Demand Draft drawn** in favour of “**Indian Institute of Management Raipur**” payable at Raipur through a scheduled bank only. No other mode of submission of EMD will be acceptable.

The tenderer shall sign and stamp each page of this tender document as taken of having read, understood and comply with tender, the terms and conditions contained herein.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

Special Note for Site Visit

Bidders in their own interest at their cost are advised to visit, inspect and examine the site / campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government, that may be necessary for preparing the bid and execution of the contract, before submitting their Bids in respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, Source and extent of availability of suitable materials including water etc. and labour, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be entertained or payable by the Institute.

The bidders should note that information, if any, with regard to the site and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted complete in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract.

All the temporary services/arrangements shall be made by Contractor at no extra cost to Institute.

Chief Administrative Officer



भाग -1: तकनीकी बोली
PART-I: TECHNICAL BID

Annexure – I

HOUSEKEEPING SERVICES हाउसकीपिंग सेवाएं

1. Scope of Work काम की गुंजाइश

The agency shall provide Housekeeping Services for the maintenance and upkeep of the IIMR premises as per the details given below:

S No.	Scope of Work	Area in Sq Mtrs	Frequency of Service	Machinery, Consumables, Tools & Tackles
1.	ADMIN & FACULTY BLOCK (No of Floors G+4)	6900	Offices/ Rooms to be cleaned once in a day. Wash rooms to be cleaned twice in a day. Corridor and passages to be cleaned twice in a day. Terrace to be cleaned once in a week. Overhead tank to be cleaned once in a month. Any other area decided by IIMR Administration.	Agency to make arrangement for manpower (male/female as per requirement) Machinery and consumables at their cost (as per financial bid) out of the recommended brands given below. Machinery necessarily received for cleaning of window glass of buildings are to be used by contractor.
2.	HOSTEL BLOCK (PGP) (No of Floors G+4)	15129	Rooms & wash roomsto be cleaned once in a day, Corridor to be cleaned once in a day, Terrace to be cleaned once in a week. Overhead tank to be cleaned once in a month and other areas as specified by IIMR Administration.	



3.	ACADEMIC BLOCK: (No of Floors G+3)	10149	Class rooms to be cleaned once in a day, Wash rooms to be cleaned twice in a day, Corridor to be cleaned twice in a day, Terrace to be cleaned once in a week. overhead tank to be cleaned once in a month and other areas as specified by IIMR Administration to be cleaned once in a day.	
4.	MDCBUILDING (No of Floors G+3)	7574	Rooms to be cleaned once in a day, Corridor/passages to be cleaned once in a day, wash rooms to be cleaned twice in a day, Terrace to be cleaned once in a week, Overhead tank to be cleaned once in a month and other areas as specified by IIMR Administration to be cleaned once in a day.	
5.	LIBRARY, RESEARCH & INCUBATION CENTRE (No of Floors B+G+3)	6994	Offices to be cleaned once in a day, Corridor /passages to be cleaned once in a day, wash rooms to be cleaned twice in a day, Terrace to be cleaned once in a week, overhead tank to be cleaned once in a month and other areas as specified by IIMR Administration to be cleaned once in a day	
7.	DINING HALL (No of Floors B+G)	4118	Dining Hall to be cleaned once in a day. Passages to be cleaned once in a day, Wash rooms to be cleaned twice in a day. Terrace to be cleaned once in a week, overhead tank to be cleaned once in a month and other areas as specified by IIMR Administration to be cleaned once in a day.	



8.	DIRECTOR HOUSE (No of Floors G+1)	457	Houseto be cleaned once in a day including Corridor/passage, parkingetc. Terrace to be cleaned once in a day, overhead tank to be cleaned once in a month and other areas as specified by concerned authority which to be cleaned once in a day.	
9	FACULTY-HOUSING (No of Floors G+4 each housing)	400	Corridor/passages/Staircase to be cleaned once in a day including parking/lift. Terrace to be cleaned once in a week, overhead tank to be cleaned once in a month and other areas as specified by IIMR Administration to be cleaned once in a day.	
10.	STAFF-HOUSING (1 TOWER) (No of Floors G+3)	30	Corridor/passages/Staircaseto be cleaned once in a day and terrace to be cleaned once in a week, overhead tank to be cleaned once in a month and other areas as specified by IIMR Administration to be cleaned once in a day.	
11.	FACILITIES (Shopping-Complex, Facility Centre) (No of Floors G+1)	30	Corridor/passages/Staircase to be cleaned once in a day including parking. overhead tank to be cleaned once in a month or as per directives of IIMR	
12.	SUBSTATION AND SEWAGE TREATMENT PLANT (No of Floor G)	2151	To be cleaned once in a week or as per directives of IIMR	



13	OTHER AREAS: General: a) Road/Pedestrian Path b) Courtyards c) All Open areas, pavements, Cemented/Stone lined areas, grass top areas etc. d) All areas surrounding the boundary wall of the campus, clearing of all rain passages in the boundary wall e) Gate1, Gate-2. f) Water Storage Tank g) Chiller room h) DG Set room i) Play grounds j) Any other areas in the Campus not covered above	3638	To be cleaned once in a day or as per directives of IIMR	
Total Lum sum area for providing housekeeping & facility management services=57570 sq.mtr (+ or – 500 sq. mtr) (Area may be increased or decreased or may be removed from any category. Accordingly, quantity and rate may be revised on pro rata basis)				

2. Terms & Conditions नियम और शर्तें:

2.1 Cleanliness (All areas) सफाई (सभी क्षेत्रों):

- 2.1.1 Cleaning shall be done with **approved material** brought by the agency from the list as given below. The complete operation may be done manually where ever feasible and mainly using mechanized equipment's like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. In case there is a violation in getting of approved type of cleaning material/method of cleaning then IIMR reserves the right of cancelling the tender in part or complete/levying of penalty.
- 2.1.2 The agency shall arrange all electrical, mechanical and other machinery along with tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area.
- 2.1.3 The agency shall also provide workers with required number of neat clean uniform, gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protection, sanitation and general cleaning.
- 2.1.4 The agency shall ensure hygiene and safety aspect of the service and conduct training for all the deputed staff at regular intervals.



- 2.1.5 The agency shall ensure cleaning work on regular basis including dry sweeping of floor, wet floor cleaning and dusting of wall, doors, glass and windows from inside and outside, ceiling, staircase, dusting of blinds, cleaning of tables, chairs, cupboards, removing cobweb in building, covering floor, ceiling, side balconies, corridors, stair cases, terrace, etc. to ensure dust free and clean environment in the entire occupied campus.
- 2.1.6 The agency shall ensure that the floors and carpet area are cleaned and polished with **approved cleaning/polishing material** on a regular basis or as and when required. In no case acid will be used for cleaning purposes in any area where its use is prohibited.
- 2.1.7 Furniture, fixtures, exhaust fans, ceiling fans, air conditioning louvers, etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc. so that they always appear new, clean and dust free.
- 2.1.8 The agency shall arrange to clean all areas covered by furniture and other items by removing the same at least once in a week (preferably on Sundays) to avoid accumulation of dust.
- 2.1.9 The agency shall ensure sweeping of the open area to provide dust free, neat and clean atmosphere to users.
- 2.1.10 Any other areas inside the campus as decided by IIMR Administration.
- 2.1.11 Any damage and/or loss caused to any equipment/fittings, etc. either by the agency himself or by any of his employees shall be repaired/replaced by the agency or compensated by the agency at his own cost immediately without any burden on IIMR.

2.2 List of approved brands for material सामग्री के लिए अनुमोदित ब्रांडों की सूची: -

Sl.No	Items	Brands	Min. qty (Monthly)
1	Phenyl	Shine, Idea Express	170 Ltr.
2	Harpic	Harpic	70 Ltr.
3	Washing Powder	Surf Excel	25 Kg.
4	Scotch Bright	Scotch	26 Pkt.
5	W C Brush	Nayasa, Signoraware and Cello Classic	26 Nos.
6	Soft Broom	Gala , Scotch Brite	58 Nos.
7	Dust Control Mop	Taski, Unger, Roots, Cam, Gala, Scotch Brite	21 Nos.
8	Mop	Taski, Unger, Roots, Cam, Gala, Scotch Brite	37 Nos.
9	Green Scrub Pad (1pkt=4Pic)	Scotch	22 Pkt.
10	Dustpan	Gala or eequivalent	42 Nos.
11	R1 & R 2	Taski , Johnson Diversey	35 Ltr.
12	Micro Duster	Gala	84 Nos.
13	HIT (250 ml)	Hit	12 Bottle.
14	COLIN (01 Ltr)	Colin	36 Nos.
15	Hand Wash(750 ml)	Dettol, Lifeboy	18 Pkt.
16	Soup (50 gram)	Dettol, Lifeboy	35 Nos.



17	Odonil (1Pkt=5 Nos)	Odonil	16 Pkt.
18	Room Freshener (250 ml)	Odonil	14 Bottle.
19	Cobweb broom	Gala or equivalent	15 Nos.
20	Toilet Roll (01 Pkt=06 roll)	Scoot, So Soft	17 Pkt.
21	Garbage Cover (eco-friendly)	Plasto	45 Kg.
22	LIZOL	Lizol	15 Ltr.
23	Bleaching Powder	Any Brand	03 Kg.
25	HARD BROOM	Scotch	20 Nos.
26	LAXMAN REKHA	Any Brand	12 Nos.
27	Naphthalin ball	Feel Fresh, titiz	03kg.
28	Napkin Paper (01 Pkt=100 layer)	So Soft , Liora	15 Pkt.
29	Urinal Screen (1 pkt=2 Nos)	Any Brand	25 Pkt.
30	Pril Liquid (500 ml)	Pril Liquid	05 Pkt.

Note: Higher or similar brands may be accepted. This will be sole discretion of IIMR administration

2.3 List of approved brands of machinery: मशीनरी के अनुमोदित ब्रांडों की सूची:

S No	Machines	Brands	Min.Qty
1.	Single Disc Machine	Taski, Nilfisk, Roots, Echomac	04 Nos
2.	Wet & Dry Vacuum Cleaner	Nilfisk, Roots, Echomac	04 Nos
3.	Auto Scrubber with soak	Taski, Nilfisk, Roots, Echomac	02 Nos
4.	High Pressure Jet	Taski, Nilfisk, Roots, Echomac	04 Nos
5.	Manual Road Sweeper	Taski, Nilfisk, Roots	03 Nos
6.	Caddy Bucket	-	16 Nos
7.	Signages	-	24 Nos
8.	Aluminum Ladder 6ft, 12ft, 18ft& higher	-	04 Nos
9.	Water diesel pump for drainage water soaking /throwing. Engine Power rating 2 HP or higher	-	01 Nos

3. Operationसंचालन:

- 3.1 The agency shall ensure cleaning of the administrative building, adjoining roads, pavements, footpath, lawns etc. by 08.30 AM daily.
- 3.2 The agency shall ensure that all the office rooms, classrooms, conference rooms and service areas etc. properly cleaned and dusted by 8.30 AM daily.
- 3.3 The agency shall spray room fresheners of the approved brands by 8.30 AM in the office rooms.
- 3.4 To clean the classrooms and make arrangements for the next day's programme in the evening.
- 3.5 The persons engaged by the agency shall be dressed properly as per official dress code prescribed and approved by IIMR and shall behave in a courteous and polite manner.
- 3.6 The agency shall provide the services for upkeep and maintenance round the clock and on all days of the year.



- 3.7** The agency shall prepare and submit a physical verification report of consumable items in every month duly signed by Hostel Supervisor/ In-charge Housekeeping of IIM Raipur. Bills of the consumable items also required to be submitted along with the monthly bill duly signed by Hostel Supervisor of IIM Raipur. Physical verification of tools and machine with working and not working conditions will be prepared and submitted in every month duly signed by Hostel Supervisor/ In-charge of IIM Raipur.
- 3.8** The agency will ensure that adequate number of workers and supervisors are deployed in the campus along with a manager at all times and around the clock in shift system based on the requirement of IIMR. At all times, a minimum of one manager and two supervisors are required besides the skilled/semi-skilled/unskilled manpower. Due approval of the manpower plan will have to be taken from IIMR Administration on monthly basis.
- 3.9** The agency shall ensure procurement and availability of the following toiletries from the approved brands at all times as per consumption in the toilets/washrooms etc:
- Liquid Soap
 - Paper Napkins/Towels
 - Urinal Screen
 - Air Fresheners (Spray/Block)
 - Toilet Paper Rolls
 - Welcome toiletries kits etc.
- 3.10** The agency shall also ensure the availability of water in toilets/wash rooms. In case of emergency, IIMR Administration should be informed well in advance.
- 3.11** The agency shall also arrange for all other equipment's/materials not mentioned in the list or scope that may be required for providing housekeeping and maintenance services at IIMR at his own cost.
- 3.12** The agency shall also ensure potable drinking water requirement in IIMR premises throughout the day. Collection & distribution of potable water from the authorized source to various consumption points shall be the responsibility of the agency. The responsibility of the agency includes the proper running of the water purification systems of IIMR.
- 3.13** The agency shall lock and unlock the rooms in administrative building, under supervision of Security.
- 3.14** Penalty Clauses for lapse of deliverance of services shall be levied as and when applicable. Penalty will be decided by the IIMR Administration.
- 4. Disposal of Waste/Garbage:**
- 4.1** The agency will responsible to ensure proper disposal of the collected solid/liquid waste on a daily basis under his own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIMR campus. It shall be the responsibility of the Agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms/practice of the local authority/IIMR.
- 4.2** Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises,



Cafeteria etc for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition. All dust bins will be washed / sanitized at least once in a week.

- 4.3 The agency shall arrange plastic bags/trolleys/transportation arrangements etc from the list of approved brands only for disposal of waste material/garbage, malba, minor building rubbish, earth, etc. to be disposed off beyond the **premises up to authorized Municipal dumping yard/ground etc. at its own cost.**
- 4.4 The agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in IIMR campus for disposal.

5. Pest Control & Fogging Services:

- a) The agency should manage entire pest control & fogging activities on campus on weekly basis except rainy season. Frequency of pest control & fogging activities will be increased in rainy season for minimum three (03) days in a week. or
- b) The pest control & fogging services will be done **as and when required basis under consultation with IIMR Administration.**
- c) All the chemicals/equipment required for this purpose is to be brought by the agency and should be eco-friendly and should be available at chemical storage area. Following activities should be carried by Pest control team:
- Rodent, Snakes control
 - Cockroach gel treatment
 - Lizard and spider control
 - Bed bugs treatment
 - Termite control
 - Mosquitoes and flies control
 - Kitchen fumigation periodically
 - Drains and washroom spray to control insects
 - Removal of Honey bee hives
 - Fogging & any other

6. Inspection:

- 6.1 The agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance, which shall be submitted to the IIMR representative daily.
- 6.2 The agency shall allow Labor Inspector for inspection and shall abide by all laws applicable.
- 6.3 The agency shall keep sufficient number of supervisors for proper inspection of the work in different areas at all times.
- 6.4 The agency shall keep sufficient number of male and female manpower as per IIMR requirement.
- 6.5 The agency shall maintain proper grooming/hygiene and medical check-up standards to be maintained for all the staff.



Manpower deployment planning for the proposed tender: -

S No	Designation	Quantity
1	Manager	01
2	Supervisor	02
3	Skilled/unskilled Worker/Labour Male	} Min.36 Manpower for Operational Areas
4	Skilled/unskilled Worker/Labour Female	
5	Safai Karmachari Male	
6	Safai Karmachari Female	
7	Gardener and Helper	

- 6.6** The personnel deployed should have adequate experience in the related field.
- 6.7** The contractor will have to provide one weekly off on paid basis to each worker. Weekly off will be provided by the agency to their workers on rotation basis
- 6.8** The agency will have to provide the list of minimum 45 manpower list including backup staff with their PF & ESI details who will provide service in IIM Raipur as housekeeping workers. The agency will depute these backup staff in place of main housekeeping worker during their emergency leave or leave of any other reason.
- 6.9** The above deployment of manpower is indicative. The number of manpower can be increased or decreased as per the requirement of the Institute. This may be altered on any day as per the needs and requirements of IIMR.



Annexure – II

General Terms and Conditions of Contract

1. ***Preparation and submission of Tender:*** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interested bidders have to register online on e-wizard portal. After registration, bidders shall submit their Technical Bid and Financial Bid documents online on <https://mhrd.euniwizarde.com> duly signed and sealed on each page of Tender. For details, kindly see Annexure-VI of this tender: Instructions for Online Bid Submission.
2. ***Period of Contract:*** Contract period will initially be for Two years. The contract may be extended subject to satisfactory performance at the sole discretion of IIMR on an annual basis for a further period of up to two years. In case performance of the agency in respect of one or more parts of the contract is found to be unsatisfactory as per operational parameters set-out in the contract or is not in conformity with the terms & conditions of the tender, then the contract may be terminated by IIMR either in part or in full even before the scheduled time by giving advance notice of one month to this effect. In the event of premature termination of contract for reasons mentioned herein above, the security deposit shall be absolutely forfeited.
3. ***Exit Clause:*** Notwithstanding anything contained in any other clause of this tender, the contract can be terminated by IIMR by giving two-month notice without giving any reason and by the agency by giving three-month notice.
4. ***Contract Agreement:*** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of 100/- (Rupees One Hundred only). IIMR reserves the right to amend the terms & conditions of contract by mutual discussions and such amendments shall be in writing. The amended terms and conditions will form part of the agreement.
5. ***Tender Fee:*** The tenderer shall deposit Non-refundable Tender fee of Rs.1770/- with GST (Rupees One Thousand Seven Hundred Seventy Only) through Demand Draft drawn in favour of “Indian Institute of Management Raipur” payable at Raipur.
6. ***Earnest Money Deposit (EMD):*** The tenderer shall deposit Earnest Money of Rs.2,50,000 /- (Rupees Two Lakh Fifty Thousand Only) through Demand Draft drawn in favour of “Indian Institute of Management Raipur” payable at Raipur. The Earnest Money Deposit will be refunded to the tenderers whose offers have not been accepted. Earnest Money Deposit of the tenderer whose offer is accepted will be kept until such time that the security deposit is received.
7. ***Security Guarantee:*** The successful tenderer will have to deposit a security deposit in form of DD which will be valid for 60 days beyond the expiry period of contract.



8. In the event of bidder backing out before actual award or execution of agreement, IIMR will have right to forfeit the EMD. In case the successful tenderer declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.
9. **LD Clause:** The delivery period for the supplies/services to be completed within 20 days from the date of issue of work order by IIM Raipur. In case tenderer fails to supply /service within the accepted period than the contract price shall stand reduced by 0.5 % per day and resulting amount will be treated as value of contract. Once the cumulative damages (LD) reaches 10 % of the contract value, the Institute reserve the right to cancel the entire work order without assigning any reason thereto and debar the contractor / service provider to participate in future tender enquires.
10. The IIMR will not provide any residential space for accommodation to the Agency. The agency has to make its own arrangement for the residential accommodation to the deployed staff.
11. The IIMR is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counter-offer rate is offered to the bidders. IIMR reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price. In case of first lowest is more than one, then it would be at the discretion of the IIMR.
12. **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
13. The agency will deploy an In-charge at IIMR campus from its side who will be the overall coordinator and he will be responsible to deliver the condition of the contract. It is expected that the person so deployed will have an experience to handle such contracts of 05 years including 03 years independent charge in same role.
14. The agency and his employees shall comply with all norms stipulated by the IIMR such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and around the work site, Safety Precautions and Safety Regulations.
15. **Misconduct:** The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the agency. However, the agency should provide the necessary details of all its employees to the IIMR. All the employees should be police verified.
16. The persons employed by the agency will be the employees of the agency and the IIMR shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the IIMR and the personnel employed by the agency shall have no right whatsoever to claim employment or other rights from the IIMR.



17. **There should be no court case filed against the proprietor /firm / partner or the company (agency) in the court within the last five years; also there should be no case pending with the police/ court against the proprietor/ firm/ partner or the company (agency); and the proprietor/ firm/ partner or the company (agency) has not been blacklisted from any organization. An undertaking to this effect on firm letterhead should be attached.**
18. None of the employees of the agency shall enter into any kind of private work within the campus of IIMR. Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.
19. All employees of the agency functioning in the girl hostel are to be female employees only.
20. The staff employed by the agency will not join any union of the IIMR nor shall they make any claim on service or other matter. They shall also not form any union associated with the IIMR and shall have absolutely no claim to subscribe or for election in any of the unions of the IIMR.
21. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the IIMR / Govt. of India / any State or any Union Territory.
22. The staff employed by the agency shall not below the age of 18 years. They shall be medically fit and kept neat and clean. The agency shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the agency.
23. The agency shall maintain record of major/minor incidents on daily basis and report the same to the IIMR Administration in this regard. The Agency will also enquire about any incidents, like theft, indiscipline, disobedience or any unauthorized activities/criminal activities happening in the campus. The agency shall also be responsible to lodge complaints with police authorities in such instances and take follow-up action for recovery of lost material/equipment.
24. The agency will have to register all his employees who will be working in the hostel premises along with a copy of their photographs, residential details for clearance by the IIMR Security along with police verification certificate.
25. The agency shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to IIMR and shall indemnify IIMR against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which IIMR may party or involved as a result of the agency failure to comply and of the obligation under the relevant act law which the agency is to follow.



26. Taxes, Labour Laws and Other Regulations:

- 26.1. The agency shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- 26.2. The agency is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done or services rendered pursuant thereto.
- 26.3. The agency shall fully comply with all applicable laws, and regulations including the P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by central, states, Municipal and local governmental agency or authority.
- 26.4. The agency shall be responsible for proper maintenance of all registers, records and accounts as far as it relates to compliance with any statutory provisions/ obligations. The agency shall be responsible for making the records pertaining to Payment of Wages Act and for depositing the P.F. and ESI contributions, with the authorities concerned.
- 26.5. The agency shall be responsible and liable for all the claims of his employees.
- 26.6. The agency shall obtain the license under the Contract Labour (R&A) Act from the agency of the Central Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on the submission of the said license. The agency would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
- 26.7. The agency shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.
- 26.8. The agency shall indemnify and keep indemnified IIMR against all losses and claims for injuries and or damages to any person or property. The agency shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, Works contract etc. and shall keep the IIMR indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws. The agency shall not employ child labour. Payment to workers must be according to Minimum Wages Act.



27. **Interpretation:** All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.
28. In addition to the prescribed manpower, whenever required, agency has to provide additional manpower and/or equipment at the rates quoted in the tender.
29. **Validity:** The quoted rates must be valid for a period for 180 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
30. In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
31. In exceptional circumstances, the IIMR may request the bidders's consent for an extension of the period of bid validity. A bidder shall however be at liberty to refuse the request without risking forfeiture of his earnest money. A bidder agreeing to extend the validity of bid will not be allowed to modify his bid.
32. Anyone or more of the following actions / commissions / omissions are liable to cause summary rejection of tender:
 - Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time.
 - Any conditional bid or bid offering rebate.
 - Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents.
 - Any effort by a bidder to influence the IIMR in the bid evaluation, bid comparison or contract award decision.
33. **Authority of person signing document:** A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warrant, that he has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIMR may without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all cost and damages.
34. **Access to SITE:** The agency shall allow unhindered access to the IIMR and/or any other party or person, engaged by the IIMR to work at the same site and/or to check/regulate/watch/guard/measure/inspect, solely or jointly with the agency.
35. **Safety and Security:** The agency shall abide by the provisions of the safety code framed from time to time by the government.



36. **Work at Risk and Cost:** IIMR reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the agency if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
37. **Payment of Bills:** The payment for services under this agreement shall be made on monthly basis on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues/claims of the IIMR. Income Tax (TDS) as applicable at current prevailing rate will be deducted at source. Please note that salary including PF, ESI and other allowances to workers will be made by the Contractor through RTGS/NEFT mode only.
38. **FORCE MAJURE:** 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, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIMR as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days, either party may at his option terminate the contract.
39. **PENALTY:**
- For lapse of deliverance of services, non-adherence of terms & condition specified in tender document, indiscipline and unsatisfactory operation of any of the services, a penalty of Rs.5,000/- (Rupees five thousand only) per case will be levied on total invoice value. In case of three warning letters in a year issued by IIM Raipur to contractor regarding non-compliance of service, the Institute reserve the right to cancel the entire agreement / contract without assigning any reason thereto and debar the contractor to participate in future tender enquiry.
40. **Feedback:** IIMR may ask the agency to submit monthly feedback collected from the users. On the basis of feedback, IIMR may at its own discretion impose financial penalty depending on gravity of the issue and in case of similar repetition IIMR can cancel the contract unilaterally without notice and bank guarantee will be forfeited.
41. IIMR reserves the right to reject the tender in whole, or in part, without assigning any reasons thereof.
42. All exhibits/certificates/statements/supporting documents should be serially page numbered starting with page number 62 onwards.



43. IIMR reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the IIMR.
44. The decision of the Director of IIMR will be final in all respect and will be acceptable to all the tenderers.
45. **Jurisdiction:** All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Raipur only.

Chief Administrative Officer



Annexure-III

Eligibility Criteria

Only those agencies which meet the following minimum criteria will be considered for opening of financial bid:

1. There should have been no court case filed against the proprietor /firm / partner or the company (agency) in the court within the last five years; also there should have been no case pending with the police/ court against the proprietor/ firm/ partner or the company (agency); and the proprietor/ firm/ partner or the company (agency) agency should not be blacklisted by any Government agency
An undertaking (As per **Annexure-IV**) to this effect on firm/agency letterhead must be uploaded online in technical bid part and name of the file/document should be mentioned “as eligibility criteria sr.no.01”.

2. Seal and sign of each page of the Tender document.

A copy of tender document IIMR/Tender/2021/20 with seal & sign as token for acceptance of terms & conditions must be uploaded online in technical bid part and name of the file/document should be mentioned “as eligibility criteria sr.no.02”.

3. The bidder should be registered with the appropriate registration authorities (labor commissioner etc.), Goods and Services Tax and the bidder should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Acts.

Sl	Type of service	Valid license	license Number / Document-number	Validity up-to	Copy of license attached (Yes/No)
	lease mention	labour commissioner certificate/document no. etc. 2.GST Number 3.EPF & ESI Registration Number		

A copy of registration of labor commissioner certificate/license, GST registration certificate and a copy of EPF & ESI Registration certificate must be uploaded online in technical bid part and name of the file/document should be mentioned “as eligibility criteria sr.no.03”.



4. The agency shall submit the original EMD and tender fee in a sealed envelope super scribing this tender name & the name of the agency and must reach at IIMR before the last date & time for receipt of Bid. Photocopy of the same EMD and tender fee should be enclosed to support this along with the format given below.

Sl	Type of Fee	Details
1	Tender Fee	DD No. _____ of Rs.1,770(Rs.one thousand seven hundred seventy only)Dated _____ drawnon Bank _____ Branch _____
2	Earnest Money Deposit (EMD)	DD No. _____ of 2,50,000 /- (Rupees twolakh fifty Thousand only) of Dated _____ drawn on Bank _____ Branch _____
3	*NSIC / MSME Certificate for Tender & EMD Exemption	NSIC / MSME No. _____ Please specify category of service mentioned in certificate ----- ----- Whether certificate is valid or not under the current provision of MSME / NSIC rule please specify 'Yes' or 'No' _____

- DD will be made in favor of “Indian Institute of Management Raipur” payable at Raipur.
- *Tender Fee and EMD will be exempted for the NSIC / MSME Agency/Vendor. Exemption in fees will be allowed only for those MSME/NSIC vendor which comes under the category of housekeeping related services i.e only certificate will be considered for the exemption of tender fee & EMD in which name of the service /activities or definition of activity/ service to be co- related with the house keeping / cleaning & facility management services or services related to housekeeping. Exemption will not be allowed for other category MSME/NSIC Vendor.

A copy of DD of tender fee, EMD or valid certificate of MSME/NSIC must be uploaded online in technical bid part and name of the file/document should be mentioned “as eligibility criteria sr.no.04”.

5. The agency should have experience of minimum period of three (03) years for providing housekeeping and facility management services (or similar line of business related to housekeeping / cleaning and facility management services) in **IIMs / CFIS, CFTIs and CUs**. A copy of contract/ agreement/work order/ experience certificate cum satisfactory performance certificate (**issued by the said organizations**) duration of contract and contract value per annum /average billing value in one year must be enclosed online in technical bid to support on this. Only those contract/ agreement/work order/ experience certificate cum satisfactory performance certificate issued by said organizations will be considered, whose



contract / work validity period has/ ending after 01.01.2016 and average billing value /contract value of any one contract will be more than one crore per year or average billing value /contract value of at least two contracts will be more than fifty lakhs each. Submission of performance certificate will be the essential part of this criteria against satisfy the work order value of 01 crore or 50 lakhs.

Sr.No	Name of the organization/Institute where services were provided	Duration of contract		Total years of experience	Avg. billing value per year	Performance Remark (Poor/Satisfactory /Good/Very Good /Excellent/ Not satisfactory)	Certificate attached	
		From (DD/MM/YYYY)	To (DD/M/ M/YYYY Y)				Copy of Certificate (Yes/No)	Reference Page Number
1.								
2.								
3.								
4.								
5.								
Total year of experience								

Abbreviation: IIMs -Indian Institute of Management, CFIs/CFTIs-Central Funded Institutes/Central Funded Technical Institutes, CUs-Central Universities

A copy of experience cum satisfactory performance certificate must be uploaded online in technical bid part and name of the file/document should be mentioned “as eligibility criteria sr.no.05”.

- The agency must have a minimum average annual turnover of four crore of the last three financial years (ending as on March'2020 / March'2021). The agency must submit duly signed certificate with membership number of Chartered Accountant (CA) clearly showing financial year-wise turnover.

Financial Year	Total Turnover In INR	CA certificate enclosed	
		(Yes/No)	Ref. Page Number
2017-18 or 2018-19			
2018-19 or 2019-20			
2019-20 or 2020-21			

A copy of CA certificate must be uploaded online in technical bid part and name of the file/document should be mentioned “as eligibility criteria sr.no.06”.



7. The agency should have ISO Certified Company.

ISO	Validity	
	Validity till	Reference Page No.

A copy of valid ISO certificate must be uploaded online in technical bid part and name of the file/document should be mentioned “as eligibility criteria sr.no.07”.

8. The agency should attach copy of profit loss statement of last three financial years ended on 31 March 2020 or 31 March 2021.

Financial Year	Audited Profit Loss financial statement attached	
	(Yes / No)	Reference Page No.
2017-18 or 2018-19		
2018-19 or 2019-20		
2019-20 or 2020-21		

A copy of profit loss statement must be uploaded online in technical bid part and name of the file/document should be mentioned “as eligibility criteria sr.no.08”.

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place :

Date :

(Signature of the bidder with seal



Annexure – `IV`

Undertaking

(On company letter head)

We declare that we are not a defaulter to any Govt. organization/ PSU since last 5 years from the date of issue of this tender no._____due to non-supply of material/service/work for any reason as agreed to supply/service in stipulated time. No court case filed against us/me (proprietor /firm / partner or the company) since last 5 years in the court; also there is no case pending with the police/ court against the proprietor/ firm/ partner or the company (agency)

Sign with date and Seal
(Authorized Signatory)



Annexure – V

Agency Details

I. Details of Tenderer		
<u>Sr.</u>	<u>Particulars</u>	<u>Details</u>
1	Name of Tendering Agency	
2	Name of the Proprietor/ Director/ Partner	
3	Full Address of registered office with pin code	
4	Mobile number of five top officials with name and designation	
5	E-mail ID of the five top officials with name	
6	Website of the agency, if any	
7	Name and designation of authorized person with mobile number (authorization letter to be enclosed)	
II.Registration and Other Statutory document details: The agency should possess all statutory requirement including labour License,PF,ESIC,GST,PAN etc.		
1	Name of the agency (Individual/ Pvt. Ltd./ Ltd Company etc.) and Month & Year of the Establishment (attach self-attested copy)	
2	Permanent Account Number	
3	GST Registration Number	
4	PF Registration No.	
5	ESI Registration No.	
6	Labour Licence No. of existing business	Labour Licence No-



Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place :

Date :

(Signature of the bidder with seal)



Annexure – VI

INSTRUCTIONS OF ONLINE BID SUBMISSION

1. Tender will be submitted through online mode under the e-procurement system. The bidders must apply online through the portal <https://mhrd.euniwizarde.com> only. The original Demand Draft towards processing charge (non-refundable) and EMD are to be submitted by only Speed Post in a sealed envelope to be super scribed this tender name, the name of your firm& GST Registration number of the firm and must reach at the below address before the last date & time for the submission of Bid document.

The CAO -
Indian Institute of Management Raipur
IIM Raipur Campus
Atal Nagar, PO Kurru (Abhanpur)
Pin code – 493661

2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support. Details of help desk number is given below:-

Phone No. 011-49606060/9355030620/8448288985/8448288981

Mail Id: helpdeskeuniwizarde@gmail.com / ewizardsaikat.pal@gmail.com / ewizardkumar@gmail.com



Annexure – VII

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

To,
Director
IIM Raipur

Date :

Sub.: Acceptance of Terms & Conditions of Tender.

Tender Reference No.: IIMR/Tender/_____ dated _____

Name of Tender / Work: _____.

Dear Sir,

1. I/We have downloaded I obtained the tender document (s) for the above mentioned "Tender/Work" for the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No.____to____ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions /clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totally / entirely.
5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)



PART-II: FINANCIAL BID /भाग-II: वित्तीय बोली
(To be filled online on <https://mhrd.euniwizarde.com>)

I. MANPOWER CHARGES INCLUDING PF, ESI AND PAID WEEKLY OFF (Reference to be taken as per GOI, Ministry of Labor & Employment, office of Chief Labor Commissioner, New Delhi vide Notification number F.No./I/20(3)/2021-LS-II w.e.f. 01.04.2021)				
	Type of man power	Rate per Month (Rs.)	Total Nos.	Amount per Month (Rs.)
A	Facility Manager (Highly skilled)		01	
B	Trained House Keeping Supervisor (Semiskilled)		02	
C	Trained House Keeping Worker (Unskilled)		36	
II. MACHINES, TOOLS, EQUIPMENT & CONSUMABLES CHARGES (Amount per month)				
E	Charges for providing and maintaining machines, equipment, tools and tackles, small or big etc. as per scope of work and terms & conditions of the tender document			
F	Charges for consumables / material as per scope of work and terms & conditions of the tender document.			
III. PEST AND RODENT CONTROL SERVICES (Amount per Month)				
G	Charges for providing the services for Pest and Rodent control including manpower, equipment and consumable chemicals as per the scope of work and terms & conditions of the tender document			
IV. MANAGEMENT/ SERVICE CHARGES ON MANPOWER WITH COST OF UNIFORM, IDs & OTHER CHARGES (IF NOT MENTIONED) (Amount per Month)				
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. The service charge also includes the cost for providing uniform and ids to each worker. Other charges will also be included if not mentioned.			
V. Misc. Charges for MDP/Guest Room (Optional Category/Purchase if required)				
I	Charges for the supply of welcome kit set consisting of Tooth brush, Small Tooth Paste, Disposal Razor, Shaving Foam Small (Quotes for reputed brands only) (Quotes for Rs_____ Per set consisting of Tooth brush, Small Tooth Paste, Disposal Razor, Shaving Foam Small)			
J	Charges for the supply of single bed sheet, single bed cover, duvet/comforter, bath towel, hand towel (Quotes for reputed brands only) (Quotes for Rs_____ Per set consisting single bed sheets, bed covers, duvet/comforters, bath towels, hand towels)			
Total of I+II+III+IV (Rs. / Month).				



Notes:

- Central Govt. minimum wages act (Labor) to be applied.
- For the evaluation purpose for the rate of manpower; bidders are advised taken reference from GOI, Ministry of Labor & Employment, office of Reference to be taken as per GOI, Ministry of Labor & Employment, office of Chief Labor Commissioner, New Delhi vide Notification number F.No./I/20(3)/2021-LS-II w.e.f. 01.04.2021
- Contractor will have to provide one weekly off on paid basis to each worker.
- Bonus (if applicable) will be paid as per Govt. of India rule.
- Manpower may be increased or decreased in any month as per quantum of work. Accordingly, service charge will be increased or decreased.
- 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.
- Per month rate for Sr. No II, III, IV & V will remain the same for entire contract period including extension period even if the scope of work or area will increase. Service provider will maintain the same without claiming any extra cost. Supply rate for Sr. No. V (**Per set**) will also remain the same for entire contract period. However, service charge (Sr. No. IV) will increase or decrease on requirement of manpower/revision of minimum wage of manpower under labor Act.
- Tender will be awarded after taking into account all the components i.e. **I to IV** above.
- Quoted price should be exclusive of GST. GST as applicable shall be paid extra to the appointed contractor.
- Any other rule or payment to be effected in contract as per Govt. of India rule/ Act, the same can be included with mutual consent by both.

Place :
Date :

(Signature of the bidder with seal)