

Tender No. IIMI/Housekeeping/2014/3

September 24, 2014

NOTICE INVITING TENDER

For Housekeeping and Sanitation Services



सिद्धिमुलं प्रबन्धनम्
भा. प्र. सं. इन्दौर
IIM INDORE

INDIAN INSTITUTE OF MANAGEMENT INDORE
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Chief Administrative Officer

Notice Inviting Tender and Schedule of Events

Tender No. IIMI/Housekeeping/2014/3

September 24, 2014

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

Name of the Work	Housekeeping and Sanitation Services in IIM Indore Campus
Tender No. & Annual Estimated Value of Contract	IIMI/Housekeeping/2014/3 Date: September 24, 2014 Rs. 190 lakh per annum (including manpower, machinery and dry consumables)
Tender Submission Cost (Non Refundable)	Rs. 5,000/- (Rupees Five Thousand Only) by Demand Draft in favor of Indian Institute of Management Indore payable at Indore
EMD	Rs. 5,00,000/- (Rupees Five Lakh Only) by demand draft in favour of Indian Institute of Management Indore payable at Indore
Contract Period	The contract shall be valid initially for three years and the Institute reserves the right to curtail or to extend the validity of contract on the same rates and terms and conditions for such period as may be agreed to, but not beyond further two years. The performance of the contractor will be reviewed periodically.
Issue of Tender	The Tender document can be downloaded from the Institute website - www.iimidr.ac.in Please refer Tender Section on the Home Page of the Website. Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly.
Submission / Receipt of Tender	Up to 13:00 hrs. on October 14, 2014 in the office of Stores & Purchase Officer, Indian Institute of Management Indore Prabandh Shikhar, Rau-Pithampur Road, Indore- 453 556. Tel -0731-2439630 / 631 /636 Fax: 2439800
Pre-Bid Meeting	11:00 hrs on October 8, 2014 for clarifications of queries, if any at above mentioned address.
Opening of Tender (Technical Bid & Financial Bid)	Part - A - Technical Bid The technical Tender documents shall be opened on the same day, i.e. October 14, 2014 at 15:00 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 competent committee / authority shall be opened at a later date.
Contact Person (for any clarification during the tendering process)	Stores & Purchase Officer, Indian Institute of Management Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore- 453 556. Tel -0731-2439630/631/636 Fax: 2439800
Proposed Date to Commence the Operations	November 5, 2014

IMPORTANT INSTRUCTIONS

- 1) Read the tender documents carefully before filling.
- 2) Tender forms can be downloaded from the Institute website www.iimidr.ac.in. Please refer Tender section on the Home Page of the Website. **Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly.** Completed application should be accompanied by Demand Draft for Rs. 5,000/- drawn in favour of “Indian Institute of Management Indore”, towards the cost of the Tender Documents. Application without the prescribed fee and EMD will not be considered.
- 3) Tender/Offers may be sent by hand / post /courier to the office of the Tender submission authority namely, Stores & Purchase Officer, Indian Institute of Management Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore-453 556.
- 4) IIM Indore accepts no responsibility for any loss/delay/non-receipt of offers not submitted in person. Offers received late/incomplete are liable for rejection.
- 5) Earnest Money Deposit as mentioned in the Tender document shall be paid separately by demand draft in favour of **Indian Institute of Management Indore.**
- 6) The technical bid will be opened at 15:00 hrs. on October 14, 2014 in the presence of the representatives of the Tenderers who are present.
- 7) The financial bids of only those Tenderers whose technical Tenders are recommended by competent committee / authority will be opened at a later date. The date & time of opening the financial bid will be intimated to the Tenderers in advance.
- 8) The offer of the Tenderer shall be valid for 180 days from the last date of submission of Tender/revised offer (if any). 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/her bid, the EMD submitted by the tendering firm would stand forfeited.
- 9) In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competency of contractors to provide high quality housekeeping and sanitation services using mechanized equipment (including material) in a time-constrained environment at cost-effective rates.
- 10) IIM Indore reserves the right to accept/reject any Tender in part or full, without assigning any reason whatsoever.
- 11) 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.

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1. Introduction

The Government of India with the support of Government of Madhya Pradesh established Indian Institute of Management Indore in the year 1996. The campus is located on a picturesque hilltop on the outskirts of the city of Indore covering 194 acres of land. State -of-the-art infrastructure and facilities are available on the campus. The architecture of the buildings is wonderful combination of ethnic and modern style. IIM Indore is fully sensitive to environment as well as to physically challenged individuals.

The Institute conducts various long-term as well as short-term programmes in management. All the programmes are compulsorily residential. The programmes participants are provided with excellent facilities of boarding and lodging on the campus.

The Institute is looking for an agency to provide housekeeping and sanitation works with uniformed trained manpower. The contract also includes supply of quality cleaning material and machines for mechanized cleaning.

The Institute has adopted highest quality standards for all its activities and the bidder is required to render services meeting stringent standards.

Before filling the tender document, the bidder should visit the Institute to familiarize himself/herself with the various elements of services that are required to be rendered and to understand the quality levels of service that are required to be rendered.

2. A. Eligibility Criteria

2.1 The intending bidder should have at least 03 (three) consecutive years of experience during the last seven years in providing housekeeping and sanitation services to reputed Companies / Institutions / PSUs / Central / State Government Organizations and having annual average turnover of Rs. 57.00 Lakh during the last three financial years in similar services as per profit & loss account and balance sheet duly audited by the Chartered Accountant and same should be attached as documentary proof. It is desirable that the bidder should have experience in mechanized cleaning.

2.2 The bidder should have experience of successfully completed of similar works in the preceding seven years in any of the above referred organizations as follows:-

- (a) three similar contracts valuing not less than Rs. 76 lakh per annum; or
- (b) two similar contracts valuing not less than Rs. 95 lakh per annum; or
- (c) one similar contract valuing not less than Rs. 152 lakh per annum.

- 2.3 The firm must have been registered on or before March 31, 2011 in the similar line of business.
- 2.4 Fresh Solvency certificate from scheduled or nationalized bank for up to Rupees Fifty Lakh only.
- 2.5 Copy of last three financial year's Income Tax Returns.
- 2.6 Should possess statutory requirement such as labour license, PF, Sales Tax, Service Tax, Shop and Establishment Registration Certificate and PAN card for their existing businesses.
- 2.7 Should possess ISO 9001-2008 in providing housekeeping and sanitary services.

2.B. Scope of Work

2.B.1 Area of work

All open and covered area within the boundary of the Indian Institute of Management Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore- 453 556, Madhya Pradesh will be in the scope of housekeeping services to be provided by the contractor.

2.B.2. 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.

2.B.3. 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.

2.B.4 General Requirements and Documentation to be maintained by the Contractor

- 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) Register for providing staff for shifting work
 - d) 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 should be completed well before the work starts. The requirement to complete the work will be different across the Institute, for example the timings of staff in hostel would be different than timings of staff working in the administration block.

Housekeeping staff has to do following activities for all rooms / blocks of all the departments / hostels / sports complex / seminar halls / open air theatre, 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.

- 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, corridors, ceilings, office rooms, training rooms every three hours or as per requirement/direction.
- 4) Vacuum cleaning of all carpets and upholstered furniture once in a week 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 programme and submit to Officer-In-Charge of housekeeping activity for weekly cleaning so that 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 Institute as required.
- 10) The Contractor will maintain a record of all weekly services and submit.

(c) Housekeeping Monitoring and Control

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

C.1. Toilets Checklist

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

C.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.

C.3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the In-charge housekeeping activities from institute through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from IIMI community member etc. and necessary action is to be taken.

(D) AADDITIONAL 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 moping 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, Chairs, Sofas and upholstered furniture.
- (vi) Any other work within the scope of the specialized services.

D.1. HOSTEL ROOM:

The Contractor shall be responsible for routine cleaning of the Hostel room everyday as per the time specified by the concerned officer in charge of hostels. 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, 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.

D.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.

D.3. CLEANING OF OFFICES/FACULTY ROOMS

- The Contractor shall remove trash from office dustbins and change the trash liner every morning and 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.

D.4. CLEANING OF CLASS ROOMS AND OTHER CRITICAL AREAS

- All the furniture should be in 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 month.
- Vacuum cleaning shall be done on carpets and upholstery.

D.5. 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.

D.6. GARBAGE DISPOSAL

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

D.7. 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 concerned office in-charge of the area. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

D.8. TERRACE CLEANING

The Contractor shall clean the terrace periodically as per instruction of concerned office in-charge of the area. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

D.9 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, Institute may add additional scope of work, for which no additional payment whatsoever on any account will be made.

2.C. Resourced Required

A. Equipment and Material

The Contractor will have to provide following -

- (i) Suitable dustbins and coloured waste disposable bags for the common areas of the campus (including corridors of the buildings).

- (ii) All the cleaning material, soap solutions, room freshners, Naphthalineballs, disinfectants, deodorants, any other articles, dry consumables, chemicals required for the hygienic cleaning / housekeeping of the campus.
- (iii) All manpower, equipment, tools with their accessories / refills pertaining to housekeeping services will have to be provided by the contractor.
- (iv) 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 Institute. 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 with regard to manpower cost.
- (v) Following equipment, tools and cleaning material 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 and tools 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 may be inspected by designated official of the Institute at any time.

List of Equipment and Tools

Sr. No.	Description of Required Items	Minimum No. of machines required
1	Scrubber Driers (walk behind)	4
2	Single/multi Disc scrubber	8
3	Wet & Dry Vacuum cleaner	5
4	Upholstery cleaner (dry vacuum cleaner)	1
5	High Pressure Jet cleaner with pipes	5
6	Open area Sweeper	3
7	Telescopic Glass cleaner	6
8	Double bucket mop trolley	35
9	Drainage chock remover	2

List of Cleaning Material and Consumable (As per requirement)

Sr. No.	Description of Required Items	Sr. No.	Description of Required Items
1	Bamboo sticks 20 ft long for drainage cleaning	12	Mops with Metallic Rod
2	Brooms (Hard and Soft)	13	Plastic Mugs
3	Buckets	14	Scrubber
4	Carpet Brush	15	Swiping Brush (Dry dust control mops)
5	Cobweb Remover and Wall Cleaner	16	Toilet Brush
6	Dust control refill	17	Wet Mops
7	Dustpan	18	Wet Mops (Round) for bathrooms
8	Floor Duster Steel Wool	19	White Duster
9	Hand glove	20	Wipe
10	Iron brush	21	Yard Broom
11	Mop bucket	22	Yellow Duster

List of Chemicals

The chemicals should be eco-friendly. The material should preferably possess ISI mark. The contractor will require to obtain prior sanction of material regarding quality from the concerned officer-in-charge or any other person deputed by the Institute for the purpose. It is compulsory for the contractor to provide Material Safety Data Sheet for each chemical being used by them.

Sr. No.	Description of Required Items	Sr. No.	Description of Required Items
1	Air Freshener	12	R1(Bathroom cleaner cum Sanitizer concentrate)
2	Anti-septic (such as Dettol or equivalent)	13	R2 (Hygienic Hard Surface Cleaner concentrate)
3	Brasso	14	R3 (Glass Cleaner)
4	Detergent Bar	15	R4 (Furniture Maintainer)
5	Detergent Powder	16	R5 (Air Freshener)
6	Floor polish	17	R6(Toilet Bowl Cleaner)
7	Multi cleaner solutions	18	R7 (Floor Cleaner concentrate)
8	Naphthalene Balls	19	R9 (Bathroom Cleaner concentrate in Hard Water)
9	Nylon scrubbers	20	Sink Opener
10	Odonil or any other suitable spray	21	Squeeze Bottle
11	Phenyl	22	Toilet sanicubes

Note: This list and quantity of equipment, chemicals, cleaning material etc. mentioned above is not exhaustive. You may require to add any other items / more quantity as per the needs.

B. Manpower (Uniformed and Trained)

Sr. No.	Description	Number
1	Manager	1
2	Supervisors (Male - 9, Female - 2)	11
3	Help Desk Attendant	2
4	Janitors (Male - 104, Female - 24)	128
	Total	142

3. One Bid per Bidder

Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the Partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.

4. Cost of Bid

The bidder shall bear all costs associated with the preparation and submission of his bid and the Institute will in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

5. Visit to the Institute

The bidder is required to provide sanitation and housekeeping services to this Institute and is advised to visit and acquaint himself with the area and operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the Institute and is aware of the operational conditions prior to the submission of the tender documents.

6. Tender Documents

6.1. Contents of Tender Documents

6.1.1. The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect may result in rejection of the bid.

6.1.2. The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document.

6.2. Clarification of Tender Document

6.2.1. The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform the Office of the Stores & Purchase Section / Officer (Outsourced Activities Section) of the Institute.

6.2.3. Except for any such written clarification by the Institute, which is expressly stated to be an addendum / corrigendum to the tender document issued by the Chief Administrative Officer or any other concerned Officer of the Institute and available on the Institute website (www.iimdr.ac.in), no written or oral communication, presentation or explanation by any other employee of the Institute shall be taken to bind or fetter the Institute under the contract.

7. Preparation of Bids

7.1. Language

The bids and all accompanying document shall be in English or in Hindi. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in matters of interpretation.

7.2. Documents Comprising the Bid

Tender document issued for the purposes of tendering as described in Clause 6.1 and any amendments issued shall be deemed as incorporated in the Bid.

7.2.1. The bidder shall, on or before the date given in the Notice Inviting Tender, submit his bid. The tenderer should sign each page with seal.

7.2.2 The Tender Packing Instructions

Envelope 'A' should contain -

- a) Technical Bid with all relevant signed documents as mentioned in Terms and Conditions
- b) Demand Draft for Rs. 5,00,000/- towards EMD
- c) Demand Draft for Rs. 5,000/- towards Cost of Tender
- d) This sealed envelope should have superscription - TENDER FOR HOUSEKEEPING AND SANITATION SERVICES - PART 'A'

Envelope 'B' should contain only Financial Bid.

Seal the envelope with superscription “TENDER FOR HOUSEKEEPING AND SANITATION SERVICES - 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.

Envelope Packing Instructions:

Put Envelope - A (PART ‘A’) and Envelope - B (PART ‘B’) in sealed cover addressed to Stores & Purchase Officer, Indian Institute of Management Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore- 453 556. Tel -0731-2439630 / 631, Fax: 2439800 with superscription on the cover as “TENDER FOR HOUSEKEEPING AND SANITATION SERVICES AT IIM INDORE”, No. IIMI/Housekeeping/2014/3 Dated September 24, 2014 and send it so as to reach on or before 13:00 hrs. on October 14, 2014 in the office of Stores & Purchase Officer, Indian Institute of Management Indore.

7.2.3. The contractor shall deposit Bid Security (Earnest Money Deposit) for an amount of Rs. 5,00,000/- (Rupees Five Lakh only) and Rs. 5,000/- towards cost of Tender Fee in the form of an Account Payee DD in favour of Indian Institute of Management Indore along with the Tender document. The Bid Security will remain valid for a period of forty-five days beyond the final bid validity period or the extended date of validity of the Tender, as the case may be, whichever is later. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 60th day after the award of the contract.

7.2.4. The Bidder shall furnish the details regarding total number of works, as stated in Clause 2.2(a)(b) and(c), completed in preceding seven years, which were similar works in nature and complexity as in the present contract requiring supply of trained man power to provide housekeeping and sanitation services.

“Similar Works” means execution of cleaning, housekeeping and sanitary works. The tenderer must produce work done certificate from the clients. The work done certificate should mention the details of work executed, the value of work done, the date of commencement and date of completion of the work or date of validity of the contract (in case of existing contracts).

7.3. Bid Prices

7.3.1. Bidder shall quote the management fees and rates for providing equipment, consumables and chemicals in Indian Rupees for the entire contract on a 'single responsibility' basis such that the Tender price covers contractor's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of the housekeeping and sanitation services at Indian Institute of Management Indore. This includes all the liabilities of the contractor such as cost of uniform, shoes, safety masks and identity cards of personnel deployed by the contractor and all other statutory liabilities (like Minimum Wages, PF contributions, bonus, service charges, all kinds of taxes etc.) which should be clearly stated by the contractor.

7.3.2. Conditional bids/offers will be summarily rejected.

7.4. Form of Bid

The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the Bidder.

7.5. Currencies of Bid and Payment

7.5.1. The Bidder shall submit his price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.

7.6. Duration of Contract

The contract shall be valid initially for three years and the Institute reserves the right to curtail or to extend the validity of contract on the same rates and terms and conditions for such period as may be agreed to, but not beyond further two years. The performance of the contractor will be reviewed periodically. The Institute reserves the right to terminate the contract without assigning any reason by giving a notice of 60 days. The contractor will also have to serve a notice of 60 days, if he wishes to terminate the contract.

7.7. BID SECURITY:-

7.7.1. Any Tender not accompanied by Bid Security and Tender Fee shall be summarily rejected.

7.7.2. Bid security of the successful bidder shall be returned in due course of time on receipt of Performance Security by the Institute and after signing the agreement.

7.7.3. Bid Security shall be forfeited if the bidder withdraws his bid during the period of Tender validity.

7.7.4. Bid Security shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the Institute.

7.8. Format and Signing of Bid

7.8.1. The bidder shall submit one copy of the Tender document and addenda, if any, thereto, with each page of the document signed and stamped to confirm the acceptance of the terms and conditions of the tender by the bidder.

7.8.2. The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.

7.8.3. The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by the Institute, or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.

8. Submission of Bids

8.1.1. The bidder shall submit the Technical Bid in a separate sealed cover and the Financial Bid in another sealed cover duly superscribed and both these two sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed.

8.1.2. The sealed cover of Technical Bid should consist of the EMD, Tender cost and documents as mentioned in the Annex I Format of Technical Bid.

8.1.3. The sealed cover of Price Bid should contain Price bid as per the Annex II Format of Financial Bid in original duly filled in figures and words.

8.1.4. All the sealed covers shall be addressed to the Stores & Purchase Officer, Indian Institute of Management Indore at the address under point no. 7.2.2.

8.1.5. The tender shall remain valid and open for acceptance for a period of 180 days from the last date of submission of tender.

8.2 Late and Delayed Tenders

8.2.1. Bids must be received in the Institute at the address specified above not later than the date and time stipulated in the NIT. The Institute may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the Institute and the Bidder will be the same.

8.2.2. Any bid received by the Institute after the deadline for submission of bids, as stipulated above, shall not be considered and will be summarily rejected.

9. Bid Opening and Evaluation

9.1 Bid Opening

9.1.1. The authorized representatives of the Institute will open the Prequalification/ Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.

9.1.2. The bid of any bidder who has not complied with one or more of the conditions will be summarily rejected.

9.1.3. Conditional bids will also be summarily rejected.

9.1.4. Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders.

9.2 Right to accept any Bid and to reject any or all Bids: -

9.2.1. The Institute is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.

9.2.2. The Institute may terminate the contract if it is found that the agency is black listed on previous occasions by the any of the Institutes/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.

9.2.3. The Institute may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the Performance Security or fails to execute the contract agreement.

10. Award of Contract

10.1.1. The Institute will award the contract to the successful evaluated bidder whose bid has been found to be overall lowest among all the categories of price bid and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

10.1.2. The Institute will communicate the successful bidder by facsimile / email or any other means of general communication and confirmed by letter transmitted by Registered post that the bid has been accepted. This letter (hereinafter and in the condition of contract called the “Letter of Intent”) will form part of the tender document.

10.1.3. The successful bidder will be required to execute a contract agreement in the form specified in Annexure-V within a period of 15 days from the date of issue of Letter of Intent but not later than October 31, 2014 whichever is earlier.

10.1.4. The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of ‘Letter of Intent’ for an amount of Rs. 19,00,000/- (Rupees Nineteen Lakh only) in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank from a commercial bank in an acceptable form (Annexure-IV) in favour of Indian Institute of Management Indore. The Performance Security shall remain valid for a period of 90 days beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the contractor accordingly.

10.1.5. In the case of upward revision in the minimum wages rate, the proportionate amount of Performance Security will be enhanced by the Institute periodically.

10.1.6. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds or the annulment of the award and forfeiture of Bid Security.

11. Terms and Conditions of Contract

11.1 The execution of cleaning of housekeeping will be with suitable and uniformed janitors with mechanized equipment and chemicals, wherever required.

11.2. The cleaning and housekeeping works are to be carried out as per highest norms/standards and in such manners that all premises always look neat and clean. The contractor should preferably deploy such persons who have prior

work experience in shopping malls, education institutes, hospitals and corporate of repute.

11.3. It will be the sole responsibility of the contractor that the men engaged are trained and the Institute will not be liable for any mishap, directly or indirectly.

11.4. All the consumables and disposables required for cleaning and housekeeping are to be procured by the contractor. All consumables and disposables should be eco-friendly.

11.5. Mechanized equipment, wherever required, will be procured by the contractor.

Penalty

11.6. The cleanliness will be periodically checked by the concerned Officer In-charge or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the contractor has to abide by those criteria. These are as follows:

- (i) Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, terrace etc.;
- (ii) Dust or cobwebs etc. on roof, window grills etc.;
- (iii) Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirrors;
- (iv) Dirt marks, dust, dryness and odour in Wash-basin, WC Seats, floors etc. in offices/rooms/toilets/bathrooms.

11.7.1. In case any of contractor's personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of sanitation staff/supervisors absent on that particular day shall be levied by the Institute and the same shall be deducted from the contractor's bills.

11.7.2. In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 11.7.1 shall be levied.

11.7.3. In case any public complaint is received attributable to misconduct/misbehaviour of contractor's personnel, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the system immediately.

11.7.4. In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Institute reserves the right to impose the penalty as detailed below:-

1. 20% of cost of order/agreement per week, upto four weeks delays.
2. After four weeks delay the Institute may cancel the agreement and get this job to be carried out preferably from other agency from open market. The difference, if any, will be recovered from the defaulter contractor and also shall be black listed for a period of four years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.

11.7.5. If cleanliness is not observed upto the satisfaction of the Officer In-charge or any other person responsible to look after the sanitation and housekeeping function of the Institute, a penalty of a minor fine of Rs.1,000/- per or a major fine of Rs.3,000/- per day will be imposed on the contractor depending on the objective criteria as above.

11.8. Minimum number of trained manpower including the Supervisory staff as required to do the work has to be provided by the contractor. If in any case, the contractor fails to provide less than 75% strength of staff (including Janitors, Supervisors and Manager) on a given day, a penalty equal to four-times the wages of number of sanitation staff/supervisors/manager absent on that particular day shall be levied by the Institute and the same shall be deducted from the contractor's bills.

11.9. The Institute reserves the right to cancel or reject all or any of the tender without assigning any reason.

11.10. Any act on the part of the tenderer to influence anybody in the Institute is liable to rejection of his tender.

11.11. Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost.

11.12. The contractor shall engage the men/women whose age shall be between 18-50 years.

11.13. The staff engaged by the contractor shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the Institute. Adequate supervision will be provided to ensure correct performance of the said sanitation services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.

11.14. The contractor shall be responsible to provide immediate replacement to take place of any staff engaged by him, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given.

11.15. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for housekeeping and sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Institute and to the Labour institute.

11.16. The contractor shall be liable and responsible to provide all the benefits viz. Provident Fund, Bonus, Gratuity, Leave, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within seven days of close of every month giving particulars of the employees engaged for the sanitation work. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time, the Institute is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.

11.17. The Institute shall have the right to ask for the removal of any person of the contractor, who is not found to be competent and orderly in the discharge of his duty.

11.18. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.

11.19. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the Institute.

11.20. The Contractor will maintain a register on which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, should be produced.

11.21. All liabilities arising out of accident or death while on duty shall be borne by the contractor.

11.22. The contractor shall be responsible to maintain all property and equipment of the Institute entrusted to it. Any damage or loss caused due to willful act or negligence by contractor's persons to the Institute in whatever shape would be recovered from the contractor.

11.23. The contractor will not be held responsible for the damages/sabotage caused to the property of the Institute due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.

11.24. The personnel supplied have to be extremely courteous with very pleasant mannerism in dealing with the Staff/visitors, especially with female staff/visitors and should project an image of utmost discipline. The Institute shall have right to have any person moved in case of patient/staff/visitor complaints or as decided by representative of the Institute if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.

11.25. The payment would be made at the end of every month based on the actual shift manned/operated by the personnel supplied by the contractor and based on the documentary proof of attendance, payment of wages, PF and other relevant statutory levies. No other claim on whatever account shall be entertained by the Institute.

11.26. That in the event of any loss occasioned to the Institute, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the Institute, the said loss can claim from the contractor up to the value of the loss. The decision of the Head of the Institute or his authorized representative will be final and binding on the contractor.

11.27. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Institute.

11.28. The Institute may direct the contractor, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the Institute.

11.29. The contractor will deploy supervisors as per the need given by the Institute. The supervisor shall be required to work as per the instructions of Institute. The education qualification of the supervisors should be fresh graduate or 12 Std. Pass with at least 3 years of works experience in housekeeping and sanitation services. The manager should be at least graduate with minimum three years of experience in housekeeping and sanitation services. The janitors engaged by the contractor should have preferably minimum literacy level, i.e. a pass in the standard V to the extent possible.

11.30. The contractor shall ensure that its personnel shall not at any time, without the consent of the Institute in writing divulge or make known any trust, accounts matter or transaction undertaken or handled by the Institute and shall not disclose to any information about the affairs of Institute. This clause does not apply to the information, which becomes public knowledge.

11.31. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines.

11.32. Force Majeure

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more, either party may at its option terminate the contract.

11.33. The contractor shall deploy his personnel only after obtaining the Institute approval duly submitting curriculum vitae (CV) along with photo identity proof / residence proof of these personnel. The Institute shall be informed in advance and contractor shall be required to obtain the Institute's approval for all changes in manpower along with their CVs and required identity proof.

11.34. The list of staff going to be deployed shall be made available to the Institute and if any change is required on part of the Institute fresh list of staff shall be made available by the contractor after each and every change.

11.35. "Letter of Intent" means the letter issued by the Institute to the contractor communicating the date on which the work/services under the contract are to be commenced.

11.36. If the contractor is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to the Institute for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture/consortium/group/partnership shall not be altered without the approval of the Institute.

11.37. The Institute through its officers, reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portions of the same carried out in the Institute by others and such alterations and variations shall not violate this contract.

11.38. During the course of contract, if any of contractor's personnel are found to be indulging in any corrupt practices causing any loss of revenue to the Institute shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.

11.39. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Institute may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Institute from the contractor.

11.40. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Institute, such money shall be deemed to be payable by the contractor to the Institute within seven days. The Institute shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.

11.41. The contractor shall indemnify and hold the Institute harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.

11.42. The bidder should be registered with the concerned authorities of Labour Institute under Contract Labour (R&A) Act 1970.

11.43. The contractor shall not employ any person below the age of 18 years and above the age of 60 years. Manpower so engaged shall be trained for sanitation and housekeeping services before joining. In addition, Contractor shall also arrange half-yearly training for deployed manpower. During this training, contractor shall have to arrange for substitute for the staff undergoing training.

11.44. Only physically fit personnel shall be deployed for duty by the contractor.

11.45. The contractor shall ensure that the Sanitation/Housekeeping staff shall not take part in any staff union and association activities.

11.46. The Institute shall not be responsible for providing residential accommodation to any of the personnel of the contractor.

11.47. The Institute shall not be under any obligation for providing employment to any of the worker of the contractor during or after the expiry of the contract. The Institute does not recognize any employee employer relationship with any of the workers of the contractor. The workmen engaged by the contractor will not be treated as employees of the Institute.

11.48. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the Institute from the contractor.

11.49. If any underpayment is discovered, the amount shall be duly paid to the contractor by the Institute.

11.50. The contractor shall provide the copies of relevant records of housekeeping and sanitation services during the period of contract or otherwise even after the contract is over whenever required by the Institute.

11.51. The contractor will have to deposit the proof of depositing employee's contribution towards PF etc. of each employee in every three months.

11.52. The contractor shall disburse the wages to its staff deployed in the Institute every month through ECS or by Cheque in the presence of representative of the Institute.

12 Obligations of the Contractor

12.1. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

12.2. The Institute will deduct Income Tax at source under Section 194-C of Income Tax Act from the contractor at the prevailing rates of such sum as income tax on the income comprised therein.

12.3. The Contractor is required to post his authorized representative at the site of the work who shall receive the instructions from the Officer (to be nominated by the Institute) from time to time. All such instructions received by the authorized representative on behalf of the Contractor shall be deemed to have been received by the Contractor within the scope of this work order.

12.4. The contractor shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff; the contractor will be under an obligation to change the worker concerned when instructed by Institute. The contractor shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. The Institute will not have any responsibility with regard to staff on the role of the contractor what so ever.

12.5. The personnel of Contractor should observe only 3 (three) National holidays in a calendar year irrespective of number of the holidays observed by

the Institute. The national holidays cover Republic Day, Independence Day, and Mahatma Gandhi's Birthday.

12.6. The services of employees of contractor should be made available on all days on seven-day week basis irrespective of holidays and on Sundays. The contractor should arrange weekly off of all employees as per Labour Act.

12.7. At Institute Daily Attendance Registers will be maintained by the contractor to keep record of personnel on duty and a record of the work done.

12.8. The Contractor shall provide:

i. Uniforms: 2 (two) sets of uniforms to his workers while on duty from out of his service charges. Sufficient number of uniforms would have to be provided so that the worker is always with neat and tidy uniform. It will be strictly monitored and a fine of Rs. 250/- per person per day will be imposed and will be deducted from the service charges of the contractor if the worker is found without uniform.

ii. Identity Cards: The contractor will issue identity cards to his employees. Any worker found without identity card will not be permitted to enter the premises.

iii. Safety items like Mask, Gumboot etc. whenever required.

iv. He will post a Helpline Attendants at a specific point to receive and manage complaints and instructions. This helpline will operate 06:00 hrs to 22:00 hrs on all the days of week.

v. All the consumables and disposables required for cleaning and housekeeping are to be procured by the contractor. All consumables and disposables should be eco-friendly.

vi. The contractor will prepare a list of protocol and daily checks for housekeeping works and displaying the same on all areas of work to be carried out.

vii. Sufficient number of staff shall be posted by the contractor to attend the works on two shift basis and shifting of materials / instruments from one place to other, loading and unloading of materials / instruments as and when required in the exigencies of work without any additional payment.

viii. The workers deployed by the Contractors shall maintain personal hygiene and wear prescribed uniform while on duty.

ix. The contract personnel shall undergo medical examination periodically at the expense of the contractor to ensure that they are free from any communicable diseases and medical examination

certificate to be furnished as and when called for as and when required by the Institute.

x. The contractor shall not lease or sub-contract the whole or any part of the contract to anybody without the prior permission of the Institute.

xi. The contractors should make payment to the workers on or before 7th of every month and there should be no linkage between this payment and settlement of the contractor's bill from the Institute.

13. Dispute Resolution

- a. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities' representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director of the Institute.
- b. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Indore, Madhya Pradesh only.

14. Jurisdiction of Court

The courts at Indore, Madhya Pradesh shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

Annex. I. Format of Technical Bid

Sr. No.	Particulars	Details	Self Attested Supporting Document to be enclosed
A. DETAILS OF TENDERER			
1	Name of the Tenderer		
2	Nature of Firm (Individual/ HUF/Pvt. Ltd./ Ltd. company etc.)		Copy of necessary document to be enclosed as per the nature of firm, i.e. Partnership Deed / Memorandum of Association / Certificate of Incorporation etc.
3	Month and Year of Establishment (The firm must have been registered on or before March 31, 2011 in the similar line of business.)		Copy of Registration Certificate under Shop & Establishment Act or any other relevant document
4	Registered Office Address with pincode		---
5	Address for Communication with pincode		---
6	Telephone No. (Office)		---

Sr. No.	Particulars	Details	Self Attested Supporting Document to be enclosed
7	Name of the Authorized Representative with Designation		Authorization letter to be enclosed
8	Cellphone No. of Authorized Representative		---
9	Email ID of the firm		---
10	Website of the firm, if any		---
B. REGISTRATION & OTHER STATUTORY DOCUMENT DETAILS			
1	PAN No.		Copy of PAN Card
2	Service Tax Registration No.		Copy of Service Tax Registration No.
3	Sales Tax Registration No., if any		Enclose copy of the document
4	VAT Registration No., if any		Enclose copy of the document
5	TIN No. if any		Enclose copy of the document
6	EPF Registration No.		Copy of EPF Registration No.
7	ESI Registration No.		Copy of ESI Registration No.
8	Labour License No. of existing business		Copy of Labour License No. of existing business
9	Any other registration which is mandatory for such agencies stipulated by concerned agencies		Copy to be enclosed
10	ISO 9001-2008 in providing Housekeeping & Sanitary Services - certification (Mandatory for the bidder without which tender will not be considered for further process)		Copy of certification to be enclosed

B. REGISTRATION & OTHER STATUTORY DOCUMENT DETAILS

Sr. No.	Particulars	Details	Self Attested Supporting Document to be enclosed
11	Fresh Solvency Certificate from scheduled / nationalized bank for up to Rs. Fifty Lakh		Enclose the required document
12	Copy of last three year's Income Tax Returns F.Y. 2011-12 F.Y. 2012-13 F.Y. 2013-14		Enclose the required document

C. DETAILS OF TENDER SUBMISSION COST AND EARNET MONEY DEPOSIT (EMD)

1.	Tender Submission Cost Amount (Rs.)		
2.	DD /Pay Order No. and Date		To enclose
3.	Drawn on Bank		
4.	EMD Amount (Rs.)		
5.	DD /Pay Order No. and Date		To enclose
6.	Drawn on Bank		
7.	Valid Upto		

D. DETAILS OF TURNOVER

Name of the Reputed Companies / Firms / Institutions / Govt. Organizations served during the preceding three years in which the bidder has Annual average turnover of Rs. 57.00 lakh (As per 2.A (2.1) of Eligibility criteria mentioned in the tender document)

Name of the Firm (1):

Type of firm (PSU / Govt Org / Corporate / Academic Institute etc):

Annual Turnover (Rs. in lakh)

2011-12	2012-13	2013-14	Enclose copy of work orders

Name of the Firm (2):

Type of firm (PSU / Govt Org / Corporate / Academic Institute etc):

Annual Turnover (Rs. in lakh)

2011-12	2012-13	2013-14	Enclose copy of work orders

D. DETAILS OF TURNOVER**Name of the Firm (3):**

Type of firm (PSU / Govt Org / Corporate / Academic Institute etc):

Annual Turnover (Rs. in lakh)

2011-12	2012-13	2013-14	Enclose copy of work orders

Name of the Firm (4):

Type of firm (PSU / Govt Org / Corporate / Academic Institute etc):

Annual Turnover (Rs. in lakh)

2011-12	2012-13	2013-14	Enclose copy of work orders

Name of the Firm (5):

Type of firm (PSU / Govt Org / Corporate / Academic Institute etc):

Annual Turnover (Rs. in lakh)

2011-12	2012-13	2013-14	Enclose copy of work orders

E. DETAILS OF EXPERIENCE

Proof of experience as per 2.A (2.2) of Eligibility criteria of the Tender document

Sr. No.	Particulars of Criteria	Name of the Firm	Contract Value (Rs. in Lakh)	Enclose copy of work order / Proof showing successfully completed the contract
1	Three works of more than Rs. 76 Lakh during preceding three years			
2	Two works of more than Rs. 95 Lakh during preceding three years			
3	One work of more than Rs. 152 Lakh during preceding three years			

Enclose Performance certificate (as per clause no. 2.A. Eligibility Criteria 2.2) by at least two of the above referred clients whose names are mentioned in E. Details of Experience mentioning type of the firm ((PSU / Govt Org / Corporate / Academic Institute etc), value of contract, duration of contract (in months), no. of workers employed for the contract and area served in sq.ft.

Sr. No.	Name of the Firm provided Performance Certificate	Type of Firm	Value of Contract (Rs. in Lakh)	Duration of Contract (No. of Months)	No. of Worked Employed in the said Firm	Area Served in the said firm (Sq.Ft.)
1						
2						
3						

Annex. II Format of Financial Bid**A) Manpower (Uniformed and Trained)****(Per Month)****(i) Estimated Manpower Requirement**

Sr. No.	Description	Category as per Central sphere wages	Number
1	Manager	Skilled or any other higher category	1
2	Supervisors (Male - 9, Female - 2)	Semi-skilled Workers	11
3	Help Desk Attendant	Semi-skilled Workers	2
4	Janitors (Male - 104, Female - 24)	Unskilled Workers	128
		Total	142

(ii) Management Fees (Monthly Fixed Percentage on Components of Wages)

Sr. No.	Components of Wages & Management Fees (Service Charges)	
1	Basic Wage (As per minimum wages rates announced time to time by Ministry of Labour & Employment, Govt. of India for various scheduled employment in Central sphere establishment. Area (Zone) of the Institute to be considered - "B")	
2	EPF @ 13.61% (incl. Of 12% EPF Employer's Contribution, Admn charge of 1.11% and EDLI of 0.5%)	
3	Bonus @ 8.33% (subject to a maximum basic wage of Rs. 3,500/- per month)	
4	Gross Total (1 + 2 + 3)	
5	Management Fees (Service Charges) (%) of Sr. No. 4	_____ %

Notes:

1. The Institute will pay the components of wages as mentioned in the Sr. No. 1 to 3 above, in addition to the fixed management fees, % of these wages, (which is to be mentioned in percentage). The amount will be paid be on production of the proof of payment of above referred components of wages.
2. 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.
3. Contractor shall provide uniformed and trained personnel and use its best endeavour to provide sanitation and housekeeping services to the Institute for providing neat and clean environment. The management fees quoted above in percentage should include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R&A) Act, weekly-off replacement charges. Cost of uniform and shoes of personnel deployed by the contractor, all kinds of taxes, service charges, etc. of the agency. If the minimum wages is

- revised by the Government of India the incremental wages, if applicable, will be provided. The manpower charges should be towards wages only to manpower including all allowances, statutory levies like Bonus & EPF Employer shares, but excluding only service tax which shall be reimbursed on actual, as per govt. rules, on production of documentary evidence.
4. The staff needs to be covered under the workmen compensation insurance policy as per the norms mentioned in the Workmen's Compensation Act 1993, Fatal Accident Act 1855 and Common Law.
 5. The offers/bids which are not in compliance of Minimum Wages Act and any other Labour laws will be treated as invalid.
 6. The number of manpower shown above is indicative and the actual quantity may vary.
 7. Rate of Basic Wage shall not be less than the rate as per central Sphere.
 8. Contractor's Service Charges at Sl.5 (Table - ii. Management Fees) should not be less than TDS .
 9. Separate rate or amount should not be quoted for uniform and shoes failing which the tender stands automatically disqualified. Charges at Sl.(B)5 should be quoted only in percentage failing which the tender stands automatically rejected as invalid.

B) Equipment and Tools (Fixed Monthly Charges)

Sr. No.	Description of Required Items	Minimum No. of machines required	Rate Per Machine (Per Month) Rs.	Total Fixed Cost Per Month (including all the taxes and charges) (Rs.)
(i)	(ii)	(iii)	(iv)	(v) = (iii) x (iv)
1	Scrubber Driers (walk behind)	4		
2	Single/multi Disc scrubber	8		
3	Wet & Dry Vacuum cleaner	5		
4	Upholstery cleaner (dry vacuum cleaner)	1		
5	High Pressure Jet cleaner with pipes	5		
6	Open area Sweeper	3		
7	Telescopic Glass cleaner	6		
8	Double bucket mop trolley	35		
9	Drainage chock remover	2		
Total Fixed Cost for providing Equipment & Tools (including all the taxes and charges) Rs. (Per Month)				

C) Cleaning Material and Consumable (As per requirement) (Fixed Monthly Charges)

Sr. No.	Description of Required Items	Sr. No.	Description of Required Items
1	Bamboo sticks 20 ft long for drainage cleaning	12	Mops with Metallic Rod
2	Brooms (Hard and Soft)	13	Plastic Mugs
3	Buckets	14	Scrubber
4	Carpet Brush	15	Swiping Brush (Dry dust control mops)
5	Cobweb Remover and Wall Cleaner	16	Toilet Brush
6	Dust control refill	17	Wet Mops
7	Dustpan	18	Wet Mops (Round) for bathrooms
8	Floor Duster Steel Wool	19	White Duster
9	Hand glove	20	Wipe
10	Iron brush	21	Yard Broom
11	Mop bucket	22	Yellow Duster
	Total Fixed Cost Per Month (including all the taxes and charges) (Rs.)		

D) Chemicals (Fixed Monthly Charges)

Sr. No.	Description of Required Items	Sr. No.	Description of Required Items
1	Air Freshener	12	R1(Bathroom cleaner cum Sanitizer concentrate
2	Anti-septic (such as Dettol or equivalent	13	R2 (Hygienic Hard Surface Cleaner concentrate)
3	Brasso	14	R3 (Glass Cleaner)
4	Detergent Bar	15	R4 (Furniture Maintainer)
5	Detergent Powder	16	R5 (Air Freshener)
6	Floor polish	17	R6(Toilet Bowl Cleaner
7	Multi cleaner solutions	18	R7 (Floor Cleaner concentrate)
8	Naphthalene Balls	19	R9 (Bathroom Cleaner concentrate in Hard Water)
9	Nylon scrubbers	20	Sink Opener
10	Odonil or any other suitable spray	21	Squeeze Bottle
11	Phenyl	22	Toilet sanicubes
	Total Fixed Cost Per Month (including all the taxes and charges) (Rs.)		

Notes:

1. This list and quantity of equipment, chemicals, cleaning material etc. mentioned above is not exhaustive. You may require to add any other items / more quantity as per the needs.
2. The bidders may quote the rates with the cleaning materials of preferably of ISI specifications. The material should be eco-friendly.
3. All the columns shall be clearly filled in ink legibly or typed. The tenderer should quote the number, rates and amount tendered by him/them in figures and as well as in words. Alterations, if any, unless legibly attested by the tenderer shall disqualify the tender.
4. The tenderer shall take care that the percentage, rate and amount may be written in such a way that interpolation is not possible. No blanks should be left which would be otherwise made the tender liable for rejection.
5. Tender will be awarded after taking into account all the components i.e. A to D above.
6. IIM Indore reserves the right to accept/reject any Tender in part or full, without assigning any reason whatsoever.

**Annex. III. UNDERTAKING
(ON A STAMP PAPER OF Rs.100/-)**

To
Indian Institute of Management Indore (IIM Indore)
Prabandh-Shikhar
Rau-Pithampur Road
Indore 453 556.
Madhya Pradesh

Name of the firm/Agency_____

Name of the tender_____ Due date: _____

Sir,

1. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.

2. I/We shall provide trained sanitation/housekeeping workers. Full manpower will be engaged on daily basis for the Services sought under this contract as per given schedule or as per instructions issued by IIM Indore. On holidays, Saturdays and Sundays the deployment will be of same strength.

3. I/we have made the site visit in order to evaluate their level of services to be rendered and quoted accordingly.

4. I/We agree that the payment will not be made for the work not carried out in any of the above areas.

5. I/We will provide staff for shifting of furniture and small equipment as and when required by the Institute.

6. I/We agree to pay minimum wages, EPF, ESI / Workmen Compensation Insurance, bonus, and other statutory payments on or before 7th day of every month.

7. Substitute workers / Supervisor will be made available as and when required. Extra manpower if any called during conference / meetings etc. will be provided on 24 hour's notice.

8. Two sets of Uniforms, Identity Card, and 1 pair of shoes will be issued to all the workers within 15 days of award of work and it will be replaced as and when required and all the expenditure will be borne by me/us.

9. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI / Workmen Compensation Insurance, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government of India from time to time and shall be fully responsible for any violation.

10. I/We hereby confirm that we have not been black-listed by any corporate or government department / organization on any account.

11. I/We certify that the above information is true and correct in every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the firm may be summarily terminated and firm will be blacklisted.

(Signature of the Bidder)

Name and Address of the Bidder

Telephone Number

ANNEX. IV
FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY
(Refer Clause 10.1.4 of the NIT)

(To be stamped in accordance with Stamps Act of India)

1. THIS DEED of Guarantee made this day of _____ between _____ (Name of the Bank) (hereinafter called the “Bank”) of the one part and Indian Institute of Management Indore (hereinafter called the “Institute”) of the other part.

2. WHEREAS Institute has awarded the contract for housekeeping and sanitation services contract for Rs. _____ (Rupees in figures and words) hereinafter called the “contract”) to M/s _____ (Name of the contractor) (hereinafter called the “contractor”).

3. AND WHEREAS THE Contractor is bound by the said Contract to submit to the Institute a Performance Security for a total amount of Rs. _____ Amount in figures and words).

4. NOW WE the Undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the Indian Institute of Management Indore the full amount of Rs. _____ (Amount in figures and words) as stated above.

5. After the Contractor has signed the aforementioned contract with the Institute, the Bank is engaged to pay the Institute, any amount up to and inclusive of the aforementioned full amount upon written order from the Institute to indemnify the Institute for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Institute immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Institute any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.

6. THIS GUARANTEE is valid for a period of _____ months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).

7. At any time during the period in which this Guarantee is still valid, if the Institute agrees to grant a time of extension to the contractor or if the contractor fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Institute and at the cost of the contractor.

8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the contractor.

9. The neglect or forbearance of the Institute in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Institute for the payment hereof shall in no way relieve the Bank of their liability under this deed.

10. The expressions “the Institute”, “the Bank” and “the Contractor” hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____day of _____(Month)_____ (year) being herewith duly authorized.

For and on behalf of
the _____ Bank.

Signature of authorized Bank official

Name_____

Designation_____

I.D. No._____

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named
_____ in the presence of:

Witness-1.

Signature_____

Name_____

Address_____

Witness-2.

Signature_____

Name_____

Address_____

ANNEXURE-V
Indian Institute of Management Indore
FORM OF AGREEMENT

THIS AGREEMENT is made on the ___ day _____ (Month) _____ (Year) Between the Indian Institute of Management Indore situated at Prabandh-Shikhar, Rau-Pithampur Road, Indore 453 556 hereinafter called “the Institute”, which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part AND _____ (Name and address of the contractor) through Shri _____, the authorized representative (hereinafter called “the contractor”) (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrators, representatives and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavours to provide Housekeeping and Sanitation Services to the Indian Institute of Management Indore for providing a neat and clean environment to the Institute.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Advertisement
 - b. Notice inviting Tender;
 - c. Tender Document
 - d. Addendums, if any;
 - e. Letter of acceptance of award of contract;
 - f. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the Institute to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the employer to execute and the Sanitation/Housekeeping services w.e.f _____ as per the provisions of this Agreement and the tender documents.
4. The Institute hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per the provisions of this Agreement and the tender documents, the contract price of Rs. _____ (_____ Rupees in words).

5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions therefrom as may be made under the provisions of the contract at the times in manner prescribed by the contract.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Contractor
Signature of the authorized official

For and on behalf of the Indian
Institute of Management Indore

Name of the official
Stamp/Seal of the Contractor

Name of the Officer
Stamp/Seal of the Employer

By the said
_____Name
on behalf of the Contractor in
the presence of:

By the said
_____Name
on behalf of the Employer in
the presence of:

Witness _____
Name _____
Address _____

Witness _____
Name _____
Address _____

Telephone No: _____

Telephone No: _____