

भारतीय प्रबंध संस्थान इन्दौर

INDIAN INSTITUTE OF MANAGEMENT INDORE

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Enquiry No: IIMI/MUM/FM/2015-16/1



Date: November 24, 2015

NOTICE INVITING TENDER FOR FACILITY MANAGEMENT SERVICES AT MUMBAI CAMPUS OF IIM INDORE (THROUGH E-PROCUREMENT MODE ONLY)

Indian Institute of Management Indore (IIM Indore) invites online bids (THROUGH E-PROCUREMENT MODE ONLY) in two bids systems from reputed, experienced and financially sound parties for the following work:

Brief Details of Tender:

Item Description	Estimated Cost of Tender (Rs.)	EMD (Rs.)	Tender Fee (Rs.)
FACILITY MANAGEMENT SERVICES AT MUMBAI CAMPUS OF IIM INDORE	24,75,000/-	1,23,750/-	2,000/-

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> and bid is to be submitted online only through the same portal up to the last date and time of submission of tender.

Critical Dates of Tender:

	Particulars	Date	Time
01	Date of Online Publication/Download of Tender	24-11-15	1700 Hrs.
02	Bid Submission Start Date	24-11-15	1700 Hrs.
03	Bid Submission Close Date	14-12-15	1500 Hrs.
04	Closing date & time for Submission of original EMD & Tender Fee	14-12-15	1500 Hrs.
05	Opening of Technical Bids	14-12-15	1600 Hrs.

Tender No. IIMI/MUM/FM/2015-16/1

November 24, 2015

NOTICE INVITING TENDER

**For Facility Management Services
at
Mumbai Campus of IIM Indore
(through e-procurement mode only)**



**INDIAN INSTITUTE OF MANAGEMENT INDORE
Mumbai Campus**

Mahaavir Icon, "A" Wing, 7th & 8th Floor,
Plot No. 89-90, Sector - 15, CBD Belapur,
Navi Mumbai - 400 614
Phone: +022-27572530

INDIAN INSTITUTE OF MANAGEMENT INDORE

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Website - www.iimidr.ac.in



Notice Inviting Tender and Schedule of Events

Tender No. IIMI/MUM/FM/2015-16/1

November 24, 2015

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

Name of the Work	Facility Management Services at Mumbai Campus of IIM Indore
Tender No. & Annual Estimated Value of Contract	Tender No. IIMI/MUM/FM/2015-16/1 Date: November 24, 2015 Rs. 24.75 lakh per annum (including manpower for facility management services and equipment, consumables and chemicals for housekeeping and sanitation services)
Tender Submission Cost (Non-Refundable)	Tender Fee of Rs.2000/- (Rupees Two Thousand only) in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of <u>Indian Institute of Management Indore, payable at Indore</u> should be submitted.
EMD	Rs. 1,23,750 (Rupees One Lakh Twenty Three Thousand Seven Hundred Fifty Only) in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of <u>Indian Institute of Management Indore, payable at Indore</u> , should be submitted. The EMD should be valid for at least 90 days.
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 maximum period of two years based on mutually agreed 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	<p>The tender document can be downloaded from http://eprocure.gov.in/eprocure/app and be submitted only through the same website.</p> <p>Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online Bidder Enrolment" on the CPP Portal. The registration is completely free of charge.</p> <p>Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorized certifying agencies recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc).</p> <p>Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.</p> <p>Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.</p>



	<p>The Bidders are required to log in to the site through the secured log-in by entering their respective user ID / password and the password of the DSC.</p> <p>The CPP portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for reference.</p> <p>Any queries related to process of online bid submission or queries related to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The Toll Free contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973. Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly.</p>
Submission / Receipt of Tender	<p>Through on-line mode only Up to 15:00 hrs. on December 14, 2015. Please keep visiting CPP Portal & our website for any corrigendum / amendments and submit the bid documents accordingly.</p> <p>It is also required to submit Tender Fee & EMD along with duly completed Annexure-I in original in a sealed envelope superscripted “Tender for Facility Management Services at Mumbai Campus of IIM Indore” at the following address on or before 14/Dec/15 at 1500 hrs.</p> <p>Stores & Purchase Officer Indian Institute of Management Indore Prabandh Shikhar, Rau-Pithampur Road Indore-453 556 (M.P), India Phone: 0731-2439630/634 Email: stores@iimidr.ac.in</p>
Pre-Bid Meeting (at Mumbai campus only)	<p>11:30 hrs on December 1, 2015 for clarifications of queries, if any at Mumbai Campus.</p>
Opening of Technical Bid & Financial Bid	<p>Part - A - Technical Bid The Technical Bid of Tender documents shall be opened on the same day, i.e. December 14, 2015 at 1600 hrs.</p> <p>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.</p> <p>Mr. Jigar Kantharia, Officer (Outsourced Activities) Officer, Indian Institute of Management Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore- 453 556. Tel -0731-2439636 and Mr. Ramesh Sawant, Officer, Indian Institute of Management Indore (Mumbai Campus) Mahaavir Icon, “A” Wing, 7th & 8th Floor, Plot No. 89-90, Sector - 15, CBD Belapur, Navi Mumbai - 400 614 Phone: +022-27572530</p>
Contact Person (for any clarification during the tendering process)	
Proposed Date to Commence the Operations	January 1, 2016



IMPORTANT INSTRUCTIONS

- 1) Read the tender documents carefully before filling.
- 2) Tender forms can be downloaded from <http://eprocure.gov.in/eprocure/app> and be submitted only through the same website. Completed application should be accompanied by Demand Draft for Rs. 2,000/- drawn in favour of "Indian Institute of Management Indore", payable at Indore towards the cost of the Tender Documents. Application without the prescribed fee and Earnest Money Deposit (EMD) will not be considered.
- 3) Tender Fee & EMD may be sent by hand / post /courier to the Stores & Purchase office, Indian Institute of Management Indore.
- 4) IIM Indore accepts no responsibility for any loss/delay/non-receipt of Tender Fee & EMD.
- 5) The financial bids of only those Tenderers whose technical bid 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 .
- 6) During the opening of the technical bids of tender the name of Tenderers who have submitted their offers will only be read out and no other information/details whatsoever, will be shared at this stage.
- 7) The offer of the Tenderer shall be valid for 120 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 (Four months). In case the tenderer does not honour his/her bid, the EMD submitted by the tendering firm would stand forfeited.
- 8) 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 facility management services in a time-constrained environment at cost-effective rates.
- 9) IIM Indore reserves the right to accept/reject any Tender in part or full, without assigning any reason whatsoever.
- 10) 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.
- 11) Before attempting to fill the tender document, the bidder should visit the Mumbai Campus of 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. It would be deemed that the bidder has visited the campus and understood the requirement before filling the tender.

- 12) The Bidder shall furnish the details regarding total number of works, as stated in Clause 2.2(a)(b) and(c), completed in preceding three years, which were similar works in nature and complexity as in the present contract requiring supply of trained manpower to provide facility management services.

“Similar Works” means execution of cleaning, housekeeping and sanitary works, caretaking of premises and infrastructure, front office / reception management and/or any such similar services. The bidder must produce work done certificate from at least two 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).



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1. Introduction

The Ministry of Human Resource Development, Government of India with the support of Government of Madhya Pradesh established Indian Institute of Management Indore (IIM Indore) in the year 1996.

The Mumbai campus of the Institute is a new jewel in the crown of IIM Indore - the brand new and smart campus at CBD Belapur, Navi Mumbai. It is situated on the new marine drive of Mumbai, near the Palm Beach Road, in the Mahaavir Icon Building, the new campus affords a scintillating and yet panoramic view of the bay on the three sides and the sea breeze in all the nooks and corners of the campus. The campus has all the state of the art facility to support academic activities.

The Mumbai Campus conducts various long-term as well as short-term programmes in management.

The Institute is looking for an agency to provide facility management services with uniformed trained manpower. The contract includes supply of uniformed trained manpower for facility management services, with quality cleaning material and equipment 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.

2. Eligibility Criteria & Financial Bid

(a) Eligibility Criteria

2.1 The intending bidder should have at least 03 (three) consecutive years of experience in providing either facility management services or housekeeping and sanitation service or care taking services to reputed Companies / Institutions / PSUs / Central / State Government Organizations and having annual average turnover of Rs. 7.43 Lakh during the last three financial years as per profit & loss account and balance sheet dully audited by the Chartered Accountant and same should be attached as documentary proof. It is desirable that the bidder should have experience in facility management services in above referred companies / organizations. **A duly completed document(s) to this effect is to be submitted in Packet-1.**



2.2 The bidder should have experience of satisfactory completion of similar works in the preceding three years in any of the above referred organizations as follows: -

- (a) three similar contracts valuing not less than Rs. 9.90 lakh per annum;
or
- (b) two similar contracts valuing not less than Rs. 12.38 lakh per annum;
or
- (c) one similar contract valuing not less than Rs. 19.80 lakh per annum.

A duly completed document(s) to this effect is to be submitted in Packet-2.

2.3 The bidder is required to submit Performance Certificate issued by at least two clients, as a proof of having executed similar work to their satisfaction along with tender document. Everything being equal preferences may be given to those who have worked in educational institutions such as IISM, IISIT, IISER, Central Universities etc. **Duly completed certificate(s) to this effect is to be submitted in Packet-3.**

2.4 The firm must have been registered on or before March 31, 2012 in the similar line of business. **Duly completed Establishment / incorporation certificate (s) to this effect is to be submitted in Packet-4.**

2.5 Fresh Solvency certificate from scheduled or nationalized bank for up to Rupees 6.5 Lakh only. **Duly completed certificate(s) to this effect is to be submitted in Packet-5.**

2.6 Copy of last three year's Income Tax Returns. **Duly completed certificate (s) to this effect is to be submitted in Packet-6**

2.7 Should possess statutory requirement such as labour license, PF, ESIC, Sales Tax, Service Tax, Shop and Establishment Registration Certificate and PAN card or any other required permission or license for their existing businesses as stipulated in **city of Mumbai, State of Maharashtra**. The prospective bidders should possess all the required permissions and licenses for operating their business at CBD, Belapur, Navi Mumbai Municipal Corporation. **Duly completed certificate (s)/document(s) to this effect are to be submitted in Packet-7.**

2.8 The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. **A duly completed certificate(s) to this effect is to be submitted as per Annexure-III in Packet-8.**



2.9 The Bidder should give Self declaration certificate for acceptance of all terms & conditions of tender documents. **A duly completed certificate (s) to this effect is to be submitted as per Annexure-II in Packet-9.**

2.10 Bidder should give statutory documents as per Annexure-I. **A duly completed certificate(s) with supporting documents to this effect is to be submitted as per Annexure-I in Packet-10**

(b) Financial Bid

2.11 Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly as per the format available with the tender failing which the offer is liable for rejection (renaming or changing format of BOQ sheet (file) will not be accepted in any case). Kindly quote your offer on FOR IIM INDORE.

Vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection. A duly completed Scanned PDF copy to this effect is to be submitted as per Annexure-IV in Packet-1 of Folder-2.

3. Scope of Work

3.1 Area of work for Facility Management Services

All open, covered and surrounding areas of Indian Institute of Management Indore Mumbai Campus situated at Mahaavir Icon, "A" Wing, 7th & 8th Floor, Plot No. 89-90, Sector - 15, CBD Belapur, Navi Mumbai - 400 614, Maharashtra will be in the scope of facility management and care-taking services to be provided by the contractor.



The area of the existing infrastructure is presented in the below mentioned table for reference:

Sr. No.	Particulars	Areas Included on 7 th Floor	Area in (Sq.Ft) 7 th Floor	Areas Included on 8 th Floor	Area in (Sq.Ft) 8 th Floor	Total Area in (Sq.Ft) (iv+vii)
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)
1	Corridors	Reception	742	Reception	742	1484
2	Offices	9 No. of Faculty Cabins, Officer Cabin cum Corporation Relation Centre, Administrative Staff Area	1543	Syndicate room, Discussion	221	1764
3	Pantry and Dining Area	--	813	--	--	813
4	Classroom Area	2 classrooms	2069	5 classrooms	5785	7854
5	Toilet Blocks	Urinals and 4 toilets (for men and women)	520	Urinals and 3 toilets (for men and women)	637	1157
6	Library	--	91	--	--	91
7	Store Rooms	--	204	--	332	536
8	Server Room	--	76	--	--	76
9	IT Lab	--	170	--	--	170
10	Faculty Rest Room (with attached toilet)	--	94	--	--	94
Total Area (Sq.Ft)			6322	Total Area (Sq.Ft)	7717	14039

3.2 Housekeeping and Sanitation Services

3.2.1. 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.

3.2.2. 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.



3.2.3. General Requirements and Documentation

- Organizational structure and line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipment used
- Description for each category of housekeeping
- Maintaining records / details of
 - a) Complaint Book
 - b) Duty Roster / Deployment Sheet of Housekeeping Staff
 - c) Register for providing staff for shifting work
 - d) Logs and checklists
- Girls Toilet Blocks 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 campus, for example the timings of staff in academic areas 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 sections of the campus including classrooms, faculty cabins, stores, washrooms, toilets, canteen, corridors and all covered and open areas of the campus.

- 1) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas/departments on hourly basis during hours of operations.
- 2) The Contractor will provide, maintain, and refill Hand Wash / sanitizer / toilet roll / toilet hand paper in all the Toilets /Rest Rooms as and when required.
- 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) Manual shifting, loading/unloading of office equipment, furniture and other material as and when required by the office.
- 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.

(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) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- 6) 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.
- 7) The Contractor will cover all the specified area in the scope of work.
- 8) The Contractor will provide the duty register to officials of Institute as required.
- 9) 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 in a register kept for the purpose 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) ADDITIONAL SCOPE AND PARTICULAR CONDITIONS FOR HOUSEKEEPING AND SANITATION SERVICES

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) Timely refilling of toilet rolls, toilet papers and microbursts
- (vii) Any other work within the scope of the specialized services.

D.1. 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 / Microburst Air-freshener / paper toilet roll in all the Toilets /Rest Rooms.



- Cleaning of Computers' peripherals, telephones, LCD panels etc with appropriate brushes.

D.2. 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.3. 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.4. 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.5. 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.

3.2.4. Resourced Required for Housekeeping and Sanitation Services

A. Equipment and Material

The Contract 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, Microburst Air-fresheners, paper toilet rolls, 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 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 the rates finalized while entering into contract/Lol/agreement. 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 Equipment required
1	Single/multi Disc scrubber	2
2	Wet & Dry Vacuum cleaner	2
3	Upholstery cleaner (dry vacuum cleaner)	1
4	Double bucket mop trolley	2
5	Dustbin with movable lid (60 Itr capacity) for common areas in corridors of 7 th & 8 th Floor	6
6	Microburst Air-freshener with time-to-time refilling	25
7	Paper Towel for 7 toilet blocks with dispenser (with time to time refilling)	7

Note: The quantity of the equipment may be increased according to the requirement during the continuation of contract period. The rates for such



additional equipment will be paid as per the agreed contractual rates finalized while entering into contract/Lol/agreement. All the equipment should be branded and of good quality. Timely repairs and maintenance of these machines would be responsibility of the contractor. In case equipment of different nature i.e. other than mentioned above is required, the separate mutually agreed rates will be paid.

List of Housekeeping Consumables on a monthly fixed charges basis:

Sr. No.	Description of Required Items	Sr. No.	Description of Required Items
1	Buckets	10	Swiping Brush (Dry dust control mops) (Dust Collector Lobby)
2	Carpet Brush	11	Toilet Brush
3	Cobweb Remover and Wall Cleaner	12	Wet Mops (mop wet set)
4	Dustpan (Plastic Supadi)	13	White Duster
5	Floor Duster Steel Wool (Duster Hard)	14	Wipe(Glass Wiper)
6	Hand glove	15	Urinal Mat (Screen) for each gents toilet
7	Iron brush	16	Yellow Duster
8	Mop bucket	17	Plastic Mugs
9	Dry Mops with Metallic Rod (Mop Dry Set)	18	Scrubber
		19	Paper toilet rolls 150 gsm

Note: These are consumable items therefore there is no need to specify quantity. The fixed monthly charges of consumables will be increased in proportion to the number of janitors (housekeeping workers only) deputed by the company. The requirement of number of janitors will be decided by the Institute time to time.

List of Chemicals

(The chemicals should be eco-friendly and should possess ISI of equivalent quality mark/certification)

Sr. No.	Description of Required Items	Sr. No.	Description of Required Items
1	Hand-wash (such as Dettol) or equivalent	9	R4 (Furniture Maintainer)
2	Anti-septic (such as Dettol) or equivalent for mixing it with other chemical solutions 500 ml	10	R5 (Air Freshener)
3	Odonil or Equivalent sanicubes for toilet blocks	11	R6(Toilet Bowl Cleaner)
4	Naphthalene Balls	12	R7 (Floor Cleaner concentrate)
5	Nylon scrubbers	13	R9 (Bathroom Cleaner concentrate in Hard Water)
6	R1(Bathroom cleaner cum Sanitizer	14	Sink Opener - 100 gms packet



	concentrate)		
7	R2 (Hygienic Hard Surface Cleaner concentrate)	15	Squeeze Bottle
8	R3 (Glass Cleaner)		

Note: This list and quantity of chemicals, cleaning material etc. mentioned above is not exhaustive. You may require to add any other items / more quantity as per the needs. However, the fixed monthly charges agreed in the tender will be paid irrespective of the quantity. The fixed monthly charges of chemicals will be increased in proportion to the number of janitors deputed by the company. The requirement of number of janitors will be decided by the Institute time to time.

B. Manpower (Uniformed and Trained)

B.1. Housekeeping Services

Sr. No.	Description	Number*
1	Supervisor (Male-1) He will look after all facility management services including housekeeping).	1
2	Janitors (Male - 4, Female - 2)	6
	Total	7

*The numbers of staff are subject to change as per the discretion of Officer in-charge of the Institute.

B.2. Shift Timings*

Janitors

8:00 am to 2:00 pm - 4 Janitors (3 Male, 1 Female)
 10:00 am to 6:00 pm - 1 Janitor (1 Female)
 11:00 am to 7:00 pm - 1 Janitor (Male)

Supervisor (For all the facility management services)
 9:00 am to 5:00 pm - 1 Supervisor (Male)

*The shift timings are subject to change as per the discretion of Officer in-charge of the Institute.

The Agency shall provide the details of the staff, proposed to be deployed viz., their name, fathers name, DOB, residential address, Telephone number, recent passport size photograph, in form of a data base in both hard & soft form and also provide a local police clearance certificate within 45 days of commencement of contract.



3.3 Care Taker Services

3.3.1. Scope of Work of Care Taker Staff

The agency is required to deploy trained and experienced caretaker personnel for security services for the designated areas at the subject premises round the clock. The scope includes guarding and patrolling the property, preventing unauthorized entry, visitors management, event security, managing firefighting system of the premises, checking of material inward/outward, parking management etc. The caretakers thus engaged shall report to the Officer of the Institute and the work allocation shall be as decided by the officer of the Institute. The detailed scope of work of care taking staff would be as follows:

- (a) The caretakers deployed at the Institute will have total control over the ingress/egress of the personnel employed for housekeeping and any other such staff employed by the agencies working in the Institute besides the visitors.
- (b) Round the clock maintenance of safety and security of institute's premises and infrastructure.
- (c) They will provide security during the events, conferences, seminars of the Institute may be on the campus or outside the campus.
- (d) Controlling movement of visitors and employees and maintenance of proper record of visitors. To permit the entry of visitors only after confirming from the designated Officer / staff of the Institute that the entry is for the official purpose and to ensure issue of visitors pass by maintaining the necessary records thereof. The Institute gets a number of distinguished visitors from within India and abroad who are to be handled very carefully/ courteously.
- (e) Controlling movements of vehicles in the parking area allotted to the Institute and performance of watch and ward duties, protection of Institute's property from damage by unwanted elements.
- (f) Checking of all incoming and outgoing goods and office property etc. and keeping proper records of movement of such goods by maintaining gate pass system and details of persons accompanied, outsider/office staff / Officers etc. Issue of Gate passes for stores/material coming in and going out of the premises based on verification of permissions granted by authorized officer/staff for the same.
- (g) Collection of intelligence for providing information with regards to strike, riots and any other unusual happening in the area and assistance and protection in case of strike, riots, staff unrests, fire etc.



- (h) Assistance and active participation in removal of unauthorized persons present in the campus, including seeking police assistance with the knowledge and authorization of the administration of the Institute.
- (i) Performance of any other task/duty allotted by officer in-charge of the Institute in the interest of security of its premises and property and submission of reports to Institute of any issue which may be against the interest of the Institute.
- (j) Shift-timings of the security personnel deployed will be decided by the Institute. The Institute shall fix timings of the various duty shifts. A singly duty shift will have normal duration of Eight Hours (8 hours). In case of any compelling reasons, if the duty shift is to be extended, the same shall not be resorted to by the contractor without the prior consent of the Authorized Officer of the Institute.
- (k) The contractor will supervise the work of the care takers deployed by him under the contract.
- (l) Protection of buildings, fittings and fixtures therein; plant & machineries, equipment installed (including outdoor), office records, movable and immovable properties from theft, pilferage, trespassing etc., within the Institute Campus. The contractor will be required to provide total security and vigilance to the entire campus, to the properties of the Institute including valuable and delicate equipment worth crores of rupees and to the employees.
- (m) The agency will undertake any other work incidental to security system including opening / closing of office / classrooms / stores etc. as specifically assigned by the Officer / Staff of the Institute. The Institute shall arrange to provide locks/seal for stores, godowns and offices etc.
- (n) The Contractor shall ensure that at no time any point is unmanned. A register shall be maintained by the contractor at every gate where round the clock duty is performed to record the movements.
- (o) The contractor shall arrange to provide dress/uniform to all the care takers personnel on duty and ensure good behaviour with all the staff of the Institute and as well as with the visitors and dignitaries visiting the Institute. They shall abstain from taking part in any staff union and association activities. The contractor shall provide separate dress, for summer and winter seasons. The care taker personnel shall not be permitted to wear any odd wrappers. The dress shall be of uniform color and design. Each person deployed by the contractor shall wear a badge bearing his name and designation.



(p) The care taker will be responsible for overall security arrangement. He will ensure that all instructions of the administration are strictly followed and there is no lapse of any kind.

(q) The caretakers will undertake any other allied work assigned by the authorized Officer of this office.

Shift Timings*

7th Floor - 3 Care Taker (2 Male, 1 Female)
8th Floor - 1 Care Taker (Male)

The care taker on 7th floor will work in 3 shifts each of eight-hour.

The lady care taker will work during general shift of (9:00 am to 5:00 pm). And the care taker of 8th floor will also function during the general shift of (9:00 am to 5:00 pm).

*The shift timings are subject to change as per the discretion of Officer in-charge of the Institute.

3.3.2. Care Taker Services Manpower (Uniformed and Trained)

Sr. No.	Description	Number*
1	Caretaker (Male - 3, Female - 1)	4
	Total	4

* The numbers of staff are subject to change as per the discretion of Officer in-charge of the Institute.

3.3.3. Responsibilities of the Contractor

1. The bidder shall take the sole responsibility for providing care takers duly trained watch and ward duties and operating firefighting equipment.

2. The Firm/Agency has to provide the well-built care takers in uniforms carrying torch, baton etc. while they are on duty.

3. The services provided by Firm/Agency shall be to the entire satisfaction of the Institute.

4. Physical Standards and Qualifications: The employees of the contractor shall be of Good character and of sound health.

5. Requirement for Care Takers:

I. Age: Not less than 21 years & not more than 50 years.

II. Character: Good

III. Education Qualifications: preferably minimum 12th Pass

IV. Experience: at least 3 years of experience in similar line

V. Should be preferably able to read & write MARATHI, HINDI & ENGLISH

VI. Preference will be given to Computer literate care takers.



6. The Agency shall provide the details of the staff, proposed to be deployed viz., their name, fathers name, DOB, residential address, Telephone number, recent passport size photograph, in form of a data base in both hard & soft form and also provide a local police clearance certificate within 45 days of commencement of contract.

7. The expenses to be incurred on providing uniform, shoes, baton, torches, whistles, etc. to the personnel deployed by the contractor will be borne by the contractor.

8. The Contractor should be capable of providing care taker services as per the contract to the premises immediately from the date of award, and shall be responsible himself for any damage directly or indirectly caused due to lapse of his personnel (or) himself.

9. The Contractor shall compensate the Institute in full for the loss sustained by the Institute on account of any theft, burglary and any other kind of intrusion in building/areas given for care taking services. The amount of loss to be compensated by the contractor shall be determined by the Director or the Authorized officer. It shall be binding on the contractor. The contractor shall also be fully responsible for any loss of materials and property etc. of the Institute attributable to the negligence or failure of the security personnel in complying with the prescribed procedure. All losses thus suffered by the Institute shall be compensated in full by the contractor. The decision of Director of Institute in this regard shall be binding on the contractor.

3.4 Front Office Management Services

Sr. No.	Description	Number
1	Receptionist (Female - 1)	1
	Total	1

3.4.1 Scope of Work

The Receptionist will look after reception/helpdesk, telephone, visitor management, inward/outward communication and material management, courier, local conveyance, ticketing, hotel booking etc. and any other administrative work assigned by the Officer In-charge of the Institute.

Requirement for Receptionist:

- I. Age: Not less than 21 years & not more than 40 years.
- II. Character: Good
- III. Education Qualifications: preferably minimum Graduate
- IV. Experience: at least 3 years of experience in similar line
- V. Should be preferably proficient in MARATHI, HINDI & ENGLISH languages
- VI. Should be preferably Computer literate



4. One Bid per Bidder and Cost of Bid

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.

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 facility management services including sanitation, housekeeping, caretaker services and front office management services to this campus 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 campus 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 Tender Invitation Document has been prepared for the purpose of inviting tenders for providing facility management Services.

6.1.2. 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 will be at the bidder's risk and may result in rejection of his bid.

6.1.3. 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 Mumbai Campus / Outsourced Activities Section of the Indore campus.

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 concerned Officer of the Institute and available on the CPP Portal & Institute website



(www.iimidr.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 published 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 through e-procurement mode. The bidder should sign each Annexure with seal.

7.2.2 The Tender Submission Instructions

8. Bid Prices

8.1. Bidder shall quote the management fees for trained uniformed manpower 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 facility management services at Mumbai Campus of Indian Institute of Management Indore. The management fees includes all the liabilities of the contractor such as cost of appropriate uniform for sanitation staff, care taker staff and receptionist, appropriate shoes and identity cards of personnel deployed by the contractor and all other statutory liabilities (like Minimum Wages, PF contributions, bonus, leave pay, ESIC service charges, all kinds of taxes etc.) which should be clearly stated by the contractor.

8.2. Conditional bids/offers will be summarily rejected.

9. 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.



10. Currencies of Bid and Payment

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

11. 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 two months. The contractor will also have to serve a notice of two months, if he wishes to terminate the contract.

12. BID SECURITY

12.1. The contractor shall deposit Bid Security (Earnest Money Deposit) for an amount of Rs. 1,23,750/- (Rupees One Lakh Twenty Three Thousand Seven Hundred Fifty only) in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank, in favour of Indian Institute of Management Indore payable at Indore. The Bid Security will remain valid for a period of forty-five days beyond the final bid validity period.

12.2. Any Tender without Bid Security shall be summarily rejected.

12.3. 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 45th day after the award of the contract.

12.4. 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. The Institute also reserves the right to convert the bid security into performance security if deemed fit.

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

12.6. 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.



13. Submission of Bids

13.1 Instruction to Bidder

Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online Bidder Enrolment" on the CPP Portal. The registration is completely free of charge.

Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc).

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

The Bidders are required to log in to the site through the secured log-in by entering their respective user ID / password and the password of the DSC.

The CPP portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to process of online bid submission or queries related to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The Toll Free contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

13.2 Online Bid Submission Procedure

Cover-1: The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.1 of Eligibility Criteria.
2. Packet-2: Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.2 of Eligibility Criteria.



3. Packet-3 : Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.3 of Eligibility Criteria .
4. Packet-4: Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.4 of Eligibility Criteria. .
5. Packet-5: Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.5 of Eligibility Criteria. .
6. Packet-6: Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.6 of Eligibility Criteria .
7. Packet-7: Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.7 of Eligibility Criteria. .
8. Packet-8: Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.8 of Eligibility Criteria .
9. Packet-9: Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.9 of Eligibility Criteria .
10. Packet-10: Duly Completed Scanned PDF copy of document(s) with seal & sign as per clause 2.10 of Eligibility Criteria.

Cover-2: The BOQ should be downloaded from the website and should comprise of the following items.

1. Packet-1: Financial Bid in Scanned PDF copy Filled with all relevant information as per clause 2.11 of Financial Bid.

13.3 Offline Submission of Tender Fee & EMD

It is also required to submit Tender Fee & EMD along with duly completed Annexure-I in original in a sealed envelope superscripted "**Tender for Facility Management Services at Mumbai Campus of IIM Indore**" at the following address on or before 14/Dec/15 at 1500 hrs.

Stores & Purchase Officer
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore-453 556 (M.P), India
Phone: 0731-2439630/634
Email: stores@iimidr.ac.in

14. Late and Delayed Tenders

14.1. The Institute may, at its discretion, extend the deadline for submission of bids, EMD & tender fee in which case all rights and obligations of the Institute and the Bidder will be the same.

14.2. Any EMD & tender fee received by the Institute after the deadline for submission of bids, as stipulated above, shall not be considered and will be summarily rejected.



15. Bid Opening and Evaluation

15.1. The authorized representatives of the Institute will open the Prequalification/Technical Bids at the appointed place and time.

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

15.3. Conditional bids will also be summarily rejected.

15.4. Financial bids of only the technically qualified bidders will be opened for evaluation at a date and time specified by the Institute.

15.5 The Institute reserves the right to accept / reject any Bid in full or part and to reject any or all Bids: -

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

15.7. 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.

15.8. 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.

16. Award of Contract

16.1. 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.

16.2. 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 / courier that his 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.

16.3. The successful bidder shall be required to furnish a Performance Security within 30 days of receipt of 'Letter of Intent' for **10% of the amount of contract value** 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-V) in favour of Indian Institute of Management Indore. The Performance Security shall remain valid for a period of sixty 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.

16.4. In the case of upward revision in the minimum wages rate or other statutory levies by contractor, the proportionate amount of Performance Security will be enhanced by the Institute periodically.

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

17. Terms and Conditions of Contract

17.1 The execution of (i) housekeeping and sanitation services, (ii) care taking and watch & ward services and (iii) front office management services with suitable and uniformed staff. The housekeeping services will be provided with mechanized equipment, consumables and chemicals, wherever required.

17.2. 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.

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

17.4. 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 and bears ISI or equivalent quality mark.

17.5. Mechanized equipment, wherever required, will be procured by the contractor for the housekeeping services.

17.6 The care takers should be able to operate fire-fighting system installed in the Institute premises.

17.7 The Receptionist will be face of the Institute therefore she should be extremely courteous and diligent in discharge of her duties.



Penalty

Housekeeping and Sanitation Services

17.8. 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.

Care-taking Services

- (i) No post is unmanned during the duty hours.
- (ii) The person deputed as care taker should be vigilant and demonstrate skillful approach while dealing with situation of emergencies.

Front Office Management

- (i) The Receptionist will look after reception/helpdesk, telephone, visitor management, inward/outward communication and material management, courier, local conveyance, ticketing, hotel booking etc. and any other administrative work assigned by the Officer In-charge of the Institute.
- (ii) The Receptionist should be courteous and diligent in discharge of her duties.

17.9. 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 staff absent on that particular day shall be levied by the Institute and the same shall be deducted from the contractor's bills.

17.10. 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 17.7 shall be levied.

17.11. 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.



17.12. 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.

17.13. If cleanliness and discipline in providing facility management services is not observed upto the satisfaction of the Officer In-charge or any other person responsible to look after the facility management 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.

17.14. 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, Care taker Staff, Receptionist and Supervisor) on a given day, a penalty equal to four-times 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.

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

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

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

17.18. The contractor shall engage the men/women normally whose age shall be between 18-50 years. The specific age group for each type of staff is specified in the clause no. 3.Scope of Work.

17.19. 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 facility management 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.

17.20. 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.

17.21. 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 front office management, care taking services 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 / authorities.

17.22. The contractor shall be liable and responsible to provide all the benefits

viz. Provident Fund, Bonus, Gratuity, Leave, ESIC, Leave Pay 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.

17.23. 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.

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

17.25. 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 within 60 days from the commencement of the contract.

17.26. 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.



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

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

17.29. 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.

17.30. 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 staff/faculty/student/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.

17.31. 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.

17.32. 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.

17.33. 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 and which are in force at Navi Mumbai, Maharashtra with regard to the personnel engaged by the contractor for the Institute.

17.34. 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.

17.35. The contractor will deploy supervisor 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 supervisor should be preferably graduate with at least 3 years of works experience in front office



management, care taker services, 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. The educational qualification, trait and experience regarding care taker and receptionist will be as per the details mentioned in clause no. 3.3.3.(5) and 3.4.1 respectively.

17.36. 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.

17.37. 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.

17.38. 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 fifteen days, whichever is more, either party may at its option terminate the contract.

17.39. The contractor shall deploy his personnel only after obtaining the Institute approval by 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.

17.40. 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.

17.41. "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.

17.42. 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.

17.43. 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.

17.44. 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.

17.45. 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.

17.46. 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.

17.47. 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.

17.48. The bidder should be registered with the concerned authorities of Labour issues under Contract Labour (R&A) Act 1970 and any other agencies as required at Navi Mumbai, Maharashtra.

17.49. The contractor shall not employ any child labour. Manpower engaged shall be trained for their roles such as front office management, care taking, sanitation and housekeeping services before joining. In addition, Contractor shall also preferably arrange half-yearly training for deployed manpower. During this training, contractor shall have to arrange for substitute for the staff undergoing training.

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



17.51. The contractor shall ensure that the any staff member of the contractor shall not take part in any staff union and association activities.

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

17.53. 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 for the purposes of the Factories Act, 1948 or for other purposes as well.

17.54. 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.

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

17.56. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Institute.

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

17.58. 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.

18 Obligations of the Contractor

18.1. 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.

18.2. 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.

18.3. The Contractor is required to nominate his authorized representative, i.e. Supervisor 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.

18.4. 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.

18.5. The personnel of Contractor should observe only 3 (three) closed holidays in a calendar year irrespective of number of the holidays observed by the Institute. The closed holidays normally cover Republic Day, Independence Day, and Mahatma Gandhi's Birthday.

18.6. 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 for the weekly off replacement of employees.

18.7. 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.

18.8. The Contractor shall provide:

i. Uniforms: 2 (two) sets of uniforms to his staff 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. The supervisor will receive and manage complaints and instructions.

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

v. The contractor will prepare a list of protocol and daily checks for (i) caretaking services and (ii) housekeeping works and displaying the same on all areas of work to be carried out.



vi. Sufficient number of staff shall be posted by the contractor to attend the works on two or more shifts 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.

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

viii. 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.

xi. 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.

x. 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.

19. Arbitration and 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.

20. 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.

**Annexure-I****Format of Technical Bid**

Sr. No.	Particulars	Details	Self-Attested Supporting Document to be enclosed
(i). 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, 2012 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		---
(ii). 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 at Navi Mumbai, Maharashtra		Copy to be enclosed
10	ISO 9001-2008 Certification in providing Facility Management or Housekeeping & Sanitary Services or Security Servicer or similar services (Mandatory for the		Copy of certification to be enclosed



	bidder without which tender will not be considered for further process)	
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iii. 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. 6.5 Lakh		Enclose the required document
12	Copy of last three year's Income Tax Returns		Enclose the required document

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

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

v. DETAILS OF TURNOVER

Name of the Reputed Companies / Firms / Institutions / Govt. Organizations served during the preceding three financial years in which the bidder has Annual average turnover of Rs. 7.43 lakh (As per (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)

2012-13	2013-14	2014-15

Name of the Firm (2):

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

Annual Turnover (Rs. in lakh)

2012-13	2013-14	2014-15

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

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

Annual Turnover (Rs. in lakh)

2012-13

2013-14

2014-15

Name of the Firm (4):

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

Annual Turnover (Rs. in lakh)

2012-13

2013-14

2014-15

Name of the Firm (5):

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

Annual Turnover (Rs. in lakh)

2012-13

2013-14

2014-15

vii. DETAILS OF EXPERIENCE

Proof of experience as per (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
1	Three works of more than Rs. 9.90 Lakh during preceding three years			
2	Two works of more than Rs. 12.38 Lakh during preceding three years			
3	One work of more than Rs. 19.80 Lakh during preceding three years			



Enclose Performance certificate (as per clause no. 2.3) 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						



Annexure-II

**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 caretaker, front office staff, sanitation and 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 of Institute premises located at INDIAN INSTITUTE OF MANAGEMENT INDORE (Mumbai Campus), Mahaavir Icon, "A" Wing, 7th & 8th Floor, Plot No. 89-90, Sector - 15, CBD Belapur, Navi Mumbai - 400 614 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, leave encashment and other statutory payments on or before 7th day of every month.

7. Substitute workers /staff/ 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 staff within 45 days of award of work and it will be replaced as and when required and all the expenditure will be borne by me/us.

10. 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, Leave Encashment, 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.

(Signature of the Bidder)

Name and Address of the Bidder

Telephone Number



ANNEXURE – III

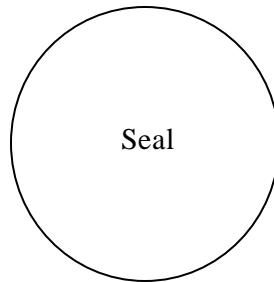
**CERTIFICATE
(to be provided on letter head of the firm)**

I hereby certify that the above firm has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account.

I also certify that the above information is true and correct in any 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 above firm may be summarily terminated and the firm blacklisted.

**Date:
Signatory**

Place:



Authorized

Name:

Designation:

Contact No.:



Annexure-IV

Format of Financial Bid

A) Manpower (Uniformed and Trained)

(Per Month)

(i) Estimated Manpower Requirement

Sr. No.	Description	Category as per Central sphere minimum wages	Number
1	Receptionist (Female - 1)	Highly Skilled or any other higher category	1
2	Supervisor (Male - 1) for entire facility management services	Semi-Skilled	1
3	Care Taker (Male -3, Female -1)	Skilled	4
4	Housekeeping Janitors (Male - 4, Female - 2)	Unskilled	6
		Total	12

(ii) Management Fees on Manpower (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 - "A")	
2	EPF @ 13.36% (incl. Of EPF Employer's Contribution, Admn charge and EDLI) per month or as decided by competent government from time to time	
3	Bonus @ 8.33% (subject to a maximum basic wage of Rs. 3,500/- per month or as decided by competent government from time to time)	
4	ESIC Contribution @ 4.75% per month or as decided by competent government from time to time	
5	Leave Encashment @ 6.71% per month or as decided by competent government from time to time	
6	Gross Total (1 + 2 + 3 + 4 + 5)	
7	Management Fees (Service Charges) (%) of Sr. No. 6	_____%

Notes:

- The Institute will pay the components of wages as mentioned in the Sr. No. 1 to 5 above, in addition to the fixed management fees, % of these wages, (which is to be mentioned in percentage). The amount will be paid 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. The contractor may choose to pay the bonus monthly or may choose any other frequency as agreed mutually with the Institute.
4. Contractor shall provide uniformed and trained personnel and use its best endeavour to provide caretaking, front office management, sanitation and housekeeping services to the Institute. 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, leave encashment and any other statutory levies as decided by the competent government authority from time to time. 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, PF and Bonus related provisions are 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.
5. 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.
6. The offers/bids which are not in compliance of Minimum Wages Act and any other Labour laws will be treated as invalid.
7. The number of manpower shown above is indicative and the actual quantity may vary as per the requirement of the Institute.
8. Rate of Basic Wage shall not be less than the rate as per central Sphere.
9. Contractor's Service Charges at Sl.7 (Table - ii. Management Fees) should not be less than TDS.
10. Separate rate or amount should not be quoted for uniform and shoes failing which the tender stands automatically disqualified. Charges at Annex II Table (ii) Sr. No. 7 (Management Fees (Service Charges) (%)) 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	Single/multi Disc scrubber	2		
2	Wet & Dry Vacuum cleaner	2		
3	Upholstery cleaner (dry vacuum cleaner)	1		
4	Double bucket mop trolley	2		
5	Dustbin with movable lid (60 ltr capacity) for common areas in corridors of 7 th & 8 th Floor	6		
6	Microburst Air-freshener with time-to-time refilling	25		
7	Paper Towel for 7 toilet blocks with dispenser (with time to time refilling)	7		
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	Buckets	10	Swiping Brush (Dry dust control mops) (Dust Collector Lobby)
2	Carpet Brush	11	Toilet Brush
3	Cobweb Remover and Wall Cleaner	12	Wet Mops (mop wet set)
4	Dustpan (Plastic Supadi)	13	White Duster
5	Floor Duster Steel Wool (Duster Hard)	14	Wipe(Glass Wiper)
6	Hand glove	15	Urinal Mat (Screen) for each gents toilet
7	Iron brush	16	Yellow Duster
8	Mop bucket	17	Plastic Mugs
9	Dry Mops with Metallic Rod (Mop Dry Set)	18	Scrubber
		19	Paper toilet rolls 150 gsm
	Total Fixed Cost Per Month(including all the taxes and charges) (Rs.)		



D) Chemicals (Fixed Monthly Charges)

The chemicals should be eco-friendly and should possess ISI mark.

Sr. No.	Description of Required Items	Sr. No.	Description of Required Items
1	Hand-wash (such as Dettol) or equivalent	9	R4 (Furniture Maintainer)
2	Anti-septic (such as Dettol) or equivalent for mixing it with other chemical solutions 500 ml	10	R5 (Air Freshener)
3	Odonil or Equivalent sanicubes for toilet blocks	11	R6 (Toilet Bowl Cleaner)
4	Naphthalene Balls	12	R7 (Floor Cleaner concentrate)
5	Nylon scrubbers	13	R9 (Bathroom Cleaner concentrate in Hard Water)
6	R1 (Bathroom cleaner cum Sanitizer concentrate)	14	Sink Opener - 100 gms packet
7	R2 (Hygienic Hard Surface Cleaner concentrate)	15	Squeeze Bottle
8	R3 (Glass Cleaner)		

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. The fixed monthly charges of consumables(C) and chemicals (D) will be increased in proportion to the number of janitors deputed by the company. The requirement of number of janitors and other staff will be reviewed and decided by the Institute time to time.
2. The bidders may quote the rates with the cleaning materials of ISI or equivalent quality certifications. 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.