

# भारतीय प्रबंध संस्थान इंदौर

## INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राज-पीथमपुर रोड, इंदौर - 453 556

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निविदा क्रमांक Tender No: IIMI/2019-20/20

दिनांक/ Date: July 19, 2019

### NOTICE INVITING TENDER FOR ADMINISTRATIVE FACILITY MANAGEMENT AND HOUSEKEEPING SERVICE IN IIM INDORE CAMPUS

(E-PROCUREMENT MODE ONLY)

भारतीय प्रबंध संस्थान इंदौर (आईआईएम इंदौर) दो बोली प्रणालियों में निम्नलिखित सेवाओं के लिए पात्रता प्राप्त विशेष एजेंसीयों से ऑनलाइन बोली (ई- टेंडर) आमंत्रित करता है।

Indian Institute of Management Indore (IIM Indore) invites online bids (e-tender) in two bids systems for the following services from eligible specialized agencies:

#### निविदा का संक्षिप्त विवरण Brief Details of Tender:

सेवा का विवरण Service Description	निविदा की वार्षिक अनुमानित कीमत Estimated Annual Cost of Tender	अग्रिम जमा EMD	निविदा फीस सभी टैक्स मिलाकर Tender Fee (inclusive of all taxes)
Administrative Facility Management and Housekeeping Service in IIM Indore Campus	7,00,00,000/-	25,00,000/-	2,500/-

निविदा दस्तावेज <http://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है और केवल इसी पोर्टल के माध्यम से जमा किये जाने की अंतिम तिथि और समय तक प्रस्तुत किया जाना चाहिए।

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.

#### निविदा की महत्वपूर्ण तिथियाँ Critical Dates of Tender:

क्रमांक S. No.	विवरण Particulars	दिनांक Date	समय Time
01	निविदा के ऑनलाइन प्रकाशन / डाउनलोड की तिथि एवं समय Date & Time of Online Publication/Download of Tender	19-07-2019	1730 Hrs.
02	पूर्व बोली बैठक / Pre-bid Meeting / Campus Visit	26-07-2019	1100 Hrs.
03	बोली जमा करने की प्रारंभ तिथि एवं समय Bid Submission Start Date & Time	29-07-2019	1500 Hrs.
04	बोली जमा करने की अंतिम तिथि एवं समय Bid Submission Close Date & Time	19-08-2019	1500 Hrs.
05	अग्रिम जमा राशि और निविदा शुल्क जमा करने की अंतिम तिथि एवं समय Closing date & time for Submission of EMD & Tender Fee	19-08-2019	1500 Hrs.
06	तकनीकी बोलियों का खोला जाना Opening of Technical Bids	20-08-2019	1500 Hrs.

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## 1) ABOUT IIM INDORE

Indian Institute of Management Indore is an institution of national importance under the Indian Institutes of Management Act, 2017.

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 viz. Housekeeping services, Gardening Services, Pest control services, Waste Management services, Cleaning of Institute's transport, Multitasking Staff for students residence (hostel), class rooms, sports complex including Gymnasium, Auditorium with quality cleaning material, pesticides and equipment for mechanized cleaning and other facility management services.

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

Before attempting to fill the tender document, the bidder should visit the 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.

## 2) BROAD SCOPE OF WORK

### 2.1 Housekeeping and Sanitation Services

#### a) Scope of Work

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

#### b) General Instructions

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

#### c) General Requirements and Documentation to be maintained by the Contractor

- i) Organizational structure and line of authority
- ii) Housekeeping manual and all SOP (Standard Operating Procedures)
- iii) List of equipment used
- iv) Description for each category of housekeeping
- v) Maintaining records / details of  
**(1) Complaint Book**

- (2) Duty Roster / Deployment Sheet of Housekeeping Staff
- (3) Register for providing staff for shifting work
- (4) Logs and checklists

- Girls Hostel should be attended by female staff only.

#### d) **Frequency of services**

- i) **Daily Services** - Housekeeping/ cleaning services should be provided between 6 AM to 11 PM on all days including holidays, so that all areas are clean all the time. Working hours should be adjusted in such a manner that cleaning work should be completed well before the work starts. The requirement to complete the work will be different across the Institute, for example the timings of staff in hostel would be different than timings of staff working in the administrative block.

Housekeeping staff has to do following activities for all rooms / blocks of all the departments / hostels / sports complex / seminar halls / open air theatre, Director chambers/office, and Faculty rooms, Board rooms, conference rooms, stores, all washrooms, all toilets, canteen, kitchen, all corridors and all covered and open areas.

- Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas/departments on hourly basis.
- The Contractor will provide, maintain, and refill Hand Wash / sanitizer in all the Toilets /Rest Rooms three times a day.
- Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, corridors, ceilings, office rooms, training rooms every three hours or as per requirement/direction.
- Vacuum cleaning of all carpets and upholstered furniture once in a week or as per requirement/direction.
- 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.
- 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.
- 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.
- Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc on hourly basis or as per requirement/direction. 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, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.

- Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. or as per requirement/direction.
- Segregation of waste at source and disposal of waste as per Waste Management Rules.
- Collection of organic waste constitutes majorly of vegetable cuttings & peels and fruit cutting leftovers which is normally generated during food preparation in the Mess and from the Residential Quarters.

ii) **Weekly Services** - The deep cleaning of the entire area will be done by the Contractor once a week as under:-

- Dusting of entire area including windows / windowpanes/ doors / ledges / elevation frames etc.
- Cleaning of ceilings and high walls, removal of wash / spit stains on walls, cleaning of roofs, porches etc.
- Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard leaning material.
- Cleaning of all windows glasses and grills with detergent/ cleaning agents.
- Washing of roads, lawns, paths etc with High Pressure Jet machine or as per requirement/direction.
- Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- 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.
- The Contractor will cover all the specified area in the scope of work.
- The Contractor will provide the duty register to officials of Institute as required.
- The Contractor will maintain a record of all weekly services and submit.

e) **Housekeeping Monitoring and Control** - For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

i) **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.

ii) **Management / Housekeeping Service Requirements/ Complaints Report**

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

### iii) **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.

### f) **ADDITIONAL SCOPE AND PARTICULAR CONDITIONS**

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

- Cleaning of the whole premises including toilets and open areas.
- Wet moping of covered areas.
- Cleaning of window panes and door panels.
- Cleaning and dusting of furniture and fittings.
- Vacuum Cleaning of all Carpets, Chairs, Sofas and upholstered furniture.
- Any other work within the scope of the specialized services.

### i) **HOSTEL ROOM (STUDENT RESIDENCE):**

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

### ii) **HOSTEL COMMON AREAS:**

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

### iii) **CLEANING OF OFFICES/FACULTY ROOMS**

- The Contractor shall remove trash from office dustbins and change the trash liner every morning and evening before closing hours.
- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

- The Contractor will provide, maintain, refill Hand Wash / sanitizer in all the Toilets /Rest Rooms.
- Cleaning of Computers' peripherals, telephones, LCD panels etc with appropriate brushes.

**iv) 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.

**v) GLASS WINDOWS, DOORS & ALUMINIUM PARTITIONS**

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

**vi) 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 Institute / 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.

**vii) UNDERGROUND & OVERHEAD WATER TANKS**

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

**viii) TERRACE CLEANING**

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

**ix) 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.**

## **g) Resourced Required**

### **i) Equipment and Material**

The Contractor will have to provide following –

- Suitable dustbins and colored waste disposable bags for the common areas of the campus (including corridors of the buildings).
- All the cleaning material, soap solutions, room fresheners, Naphthalene balls, disinfectants, deodorants, any other articles, dry consumables, chemicals required for the hygienic cleaning / housekeeping of the campus.
- All manpower, equipment, tools with their accessories / refills pertaining to housekeeping services will have to be provided by the contractor.
- The contractor has to provide supervisory and management support by his own staff to get the maximum output from the housekeeping force deployed at the Institute. Teaching and training to the housekeeping staff has to be done by the contractor. The man and all materials needed for the management of the house keeping staff will be the responsibility of the contractor. The Institute will only pay the management fee or service charges with regard to manpower cost.
- 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 actual requirement of the Institute and payment will be made for the additional machines on mutually agreed terms. 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.

#### **A. List of Equipment and Tools**

<b>Sr. No.</b>	<b>Description of Required Items</b>	<b>Minimum No. of Machines Required</b>
1	Scrubber Driers (walk behind)	4
2	Single/multi Disc scrubber	8
3	Wet & Dry Vacuum cleaner	5
4	Upholstery cleaner (dry vacuum cleaner)	1
5	High Pressure Jet cleaner with pipes	5
6	Open area Sweeper	3
7	Telescopic Glass cleaner	6
8	Double bucket mop trolley	50
9	Drainage chock remover	2
10	Rubber Double Wheelbarrow, Capacity: 200kgs	10



**B. List of Cleaning Material and Consumable (As per requirement)**

Sr. No.	Description of Required Items	Sr. No.	Description of Required Items
1	Bamboo sticks 20 ft long for drainage cleaning	13	Mops with Metallic Rod
2	Brooms (Hard and Soft)	14	Plastic Mugs
3	Buckets	15	Scrubber
4	Carpet Brush	16	Sweeping Brush (Dry dust control mops)
5	Cobweb Remover and Wall Cleaner	17	Toilet Brush
6	Dust control refill	18	Wet Mops
7	Dustpan	19	Wet Mops (Round) for bathrooms
8	Floor Duster Steel Wool	20	White Duster
9	Hand glove	21	Wipe
10	Iron brush	22	Yard Broom
11	Mop bucket	23	Yellow Duster`
12	Swimming Pool Cleaning Kit	24	Compost Storage Bags 24"x36" HDPE

**C. List of Chemicals**

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

The agency should provide 100 nos. Waste Bins 200 Ltrs. (50 each Blue & Green) initially as part of the contract. And if required the agency should provide additional waste bins of the same size on monthly rental basis.

Sr. No.	Description of Required Items	Sr. No.	Description of Required Items
1	Air Freshener	13	R1(Bathroom cleaner cum Sanitizer concentrate)
2	Anti-septic (such as Dettol or equivalent)	14	R2 (Hygienic Hard Surface Cleaner concentrate)
3	Brasso	15	R3 (Glass Cleaner)
4	Detergent Bar	16	R4 (Furniture Maintainer)
5	Detergent Powder	17	R5 (Air Freshener)
6	Floor polish	18	R6(Toilet Bowl Cleaner)
7	Multi cleaner solutions	19	R7 (Floor Cleaner concentrate)
8	Naphthalene Balls	20	R9 (Bathroom Cleaner concentrate in Hard Water)
9	Nylon scrubbers	21	Sink Opener
10	Odonil or any other suitable spray	22	Squeeze Bottle
11	Phenyl	23	Toilet sanicubes
12	Lime Powder	24	Bleaching Powder

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

## 2.2 Waste Management

a) **Scope of Work:** Contractor shall provide all labor, equipment, services and material necessary to meet all needed solid waste management services at the IIM Indore Campus.

### i) **COLLECTION MANAGEMENT SERVICES**

- The Contractor shall provide for the removal, off-haul, recycling, composting and disposal of solid waste generated in campus.
- The Contractor shall provide adequate number of bins for temporary storage of source-separated recyclables in the Institute.
- Three distinct solid waste streams are generated in the institute as follows: Mixed solid waste, b. Source separated recyclable materials, and c. Compostable waste materials (Garden waste, food waste from student mess etc.)
- The contractor will ensure collection of all wet food and garden waste mechanized screening / segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of Biodegradable and non-Biodegradable garbage. Transportation of general garbage from the Institute shall be the responsibility of the Contractor. No additional charges shall be given for Transportation of garbage.
- The contractor shall keep suitable size and specification bins at the collection area. The contractor will employ his staff for the collection / disposal work. The garbage will have to be disposed of at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection / disposal, etc.

### b) **List of Equipment and Tools**

Sr. No.	Name of Items	Qty	Description of required items
1	Wheeled Dustbins	12	WB120L1 Capacity 120 liter
2	Compost Beds	10	HDPE
3	Crates	10	HDPE Capacity 60L
4	Pulveriser (To process the leftover food waste, vegetable and fruit peels in to a fine slurry)	2	capacity of at least 1000 kg per day
5	Mixer (To mix processed waste and saw-dust into a raw compost)	2	capacity of at least 1000 kg per day
6	Garden Waste Shredder(To shred garden waste, cut leaves, twigs)	2	at least 50 Kg / 2 HP Motor Capacity
7	Garbage Vehicle	1	with separate provision for Dry & Wet waste
8	Wood Cutter	2	(Electrical/Petrol/Chargeable operated)
9	Fumigation Machine	2	(Petrol/Chargeable operated)

## **2.3 Pest Control Service**

### **a) Scope of Work and Specifications**

- i)** Area of work: All open and covered area within the boundary of the Indian Institute of Management Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore- 453 556, Madhya Pradesh will be in the scope of pest control and management services to be provided by the contractor.
- ii)** The aim and objective of hiring the pest control and management services is to keep the campus free from undesirable pests, rodents and reptiles using the trained manpower, quality equipment and chemicals / pesticides.
- iii)** The contractor has to carry out the necessary pest control and management services mainly in respect of the following pests / rodents / reptiles:
  - Rodents
  - Mosquitoes
  - Flies and Flying insects
  - Silver Fish
  - Bedbugs
  - White / Red / Black Ants / Wood Borers
  - Fungus
  - Lizards, snake, scorpion
  - Cockroaches and other general pests
  - Honey Bees
  - Termites etc.

### **b) Pest Control Plan and Methods (to be submitted along with Technical Bid)**

The Pest control Plan shall consist –

- i)** Proposed materials and equipment for service: The contractor shall provide current labels and materials safety Data Sheets (MSDS) of all pesticides to be used, and brand names of pesticides application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment, and any other pest control devices or equipment that may be used to provide service.
- ii)** Proposed methods for monitoring and Surveillance: The Contractor shall describe methods and procedure to be used for identifying sites of pest harborage and access, and for making objective assessments of pest population levels throughout the term of the contract.
- iii)** The contractor may use the following material or any other material and methods suitable for the effective pest control:

Sr. No.	Type of Treatment	Name of the chemical / material of the equivalent properties or method for treatment
01	General Pest Control	Non-toxic material
02	Anti-Termite Treatment, cockroaches, Red, Ants, Flies, bed bugs etc.	Chlorophyripos or other suitable material
03	General Disinfestations	Pyrethryum, Deltamethrin, Malathion
04	Rodent and Squirrel Control	Zinc Phosphide, anti – Coagulants & Glue, traps, burrow fumigation, internal and external baiting, mechanical control.
05	Snake and Scorpion Control	Carbolic Acid, burrow fumigation
06	Honey Comb Treatment	By Suitable Method
07	Anti-malaria treatment (Fumigation- Fogging) Mosquito Control	Spraying Pyrethryum, or DDVP or NUVAN, Malathion/ Abate/ BHC powder, anti-larva operations, internal spraying, external spraying
08	Anti-fungus treatment	Spraying of Bacciloacid special or other antifungs agent.
09	Fumigation	As per Institute requirement

- i) All the chemicals used for different services shall confirm to governing I. S. Codes and EPA certification and also approved under the relevant act. The chemical emulsion prepared should be got tested from the recognized laboratory to meet our specification and should produce the test result from time to time.
- ii) Preferably the chemicals should be eco-friendly and odourless.

**c) Proposed Service Schedule:**

**I. Item – A**

S. No.	Type of Service	Area to be Treated	No. of Services	Frequency
1	<b>Rodent and Squirrel Control</b>			
	A) Burrow Fumigation	Entire open plot are of IIMI campus area approx. 193 acres.	24 times	Fortnightly
	B) Internal Baiting	All academic and residential building / quarters	24 times	Fortnightly
	C) External Baiting	Adjacent area of all buildings.	24 times	Fortnightly

<b>2</b>	<b>Mosquito Control</b>			
	A) Anti Larval Measures	All water stagnant areas	52 times	Weekly
	B) Internal Spraying	Inside all buildings, area approx. 3.50 lakh Sqmt.*	24 times	Fortnightly
	C) External Spraying	Adjacent area of all buildings.	24 times	Fortnightly
	D) Fogging	Surround the building (All buildings and upcoming buildings)	52 times	Weekly
<b>3.</b>	<b>General Infestation</b>	All office buildings, classrooms, residential and hostel complexes, Mess, Dinning halls, Kitchen, Pantry areas of all the buildings	52 times	Weekly
<b>4</b>	<b>Snake / Scorpion Control</b> Dusting & Spraying of Snake Repellent	Area surrounding all buildings and places frequented by IIMI community members	52 times	Weekly and on need basis
<b>5</b>	<b>Honeycomb treatment / removal and anti-fungus treatment</b>	As per direction of the concerned officer-in-charge of pest control operations	On need basis	On need basis

**Item - B**

<b>S. No.</b>	<b>Type of Service</b>	<b>Area to be Treated</b>	<b>No. of Services</b>	<b>Frequency</b>
1	<b>Anti-Termite Treatment</b>	As per direction of the concerned officer-in-charge of pest control operations	On need basis	On need basis

The pesticides, etc. used for pest/rodent control, should not create adverse impacts on human health.

## **2.4 Garden Development & Plantation Services**

### **a) SCOPE OF WORK**

- i) The work involves caring/maintenance of the existing lawns, flowerbeds, hedges, plants, flowerpots, jungle cutting, removal of dry leaves, unwanted grass, branches of fallen trees and dressing etc.
- ii) The lawns shall be regularly mowed and rolled whenever the growth of grass is more than 2 inches (5 cm.) above the ground level. Before mowing, the entire lawn shall be deweeded manually and/or by weed killers to keep the lawn clear of weeds all the time and after each mowing the lawn shall be rolled with light roller. Existing lawn beds will be freshly prepared whenever needed and new doob grass must be planted.
- iii) The frequency of watering/irrigation shall be daily, or as decided in consultation with authorised representative, depending upon the season and climatic conditions.

- iv) The area earmarked for development of lawns/turfing shall be cleared of all debris, wild jungle growth and all this debris (malba) shall be disposed of as directed by authorised representative.
- v) Plants, shrubs, annuals etc. will be regularly sprayed/dusted with proper insecticides, fungicides at regular intervals to get rid of infections
- vi) Seeds/sapling of seasonal flowering plants of varieties shall be planted in prepared beds as approved and directed by the authorised representative. The spacing between adjacent.
- vii) The pots(available with IIM Indore ) have to be prepared with seasonal flowers and maintained carefully by resoiling, manure, using of pesticides, putting organic/inorganic fertilisers, watering and time-to-time placement during VIP visits/ Institute's function. In case of VIP visits/ Institute's function on holidays, the contractor shall ensure working of its staff on holidays to maintain the gardens of the Institute.
- viii) Cutting and dressing of hedges to the shape as directed and shall be done once every month or at closer frequencies as directed
- ix) The entire campus at all times should be kept neat and clean. There shall be no dry leaves, unwanted grass and branches of fallen trees inside the campus at any point of time.
- x) Removal of unwanted grass from the masonry work i.e. Floor, Roads, cemented beds, walls etc. will have to be carried out as directed.
- xi) It has to be ensured that there is no choking of drainage system due to unwanted growth of jungles and bushes.
- xii) The arrangement of pipes for watering and Lawn Mower for the maintenance of lawns will be done by the contractor. The contractor shall arrange for the required tools for the staff working in this contract.
- xiii) The existing STP water line / borewell water line / STP water through tanker may be used by the agency for watering / maintaining the garden. If there is a water shortage, the agency may arrange truck/tractor moulded with water tanker for garden maintenance. In such cases the water tanker hiring charges will be paid by the Institute on mutually / market agreed price.

## **2.5 Multitasking Services:**

- a) Physical Maintenance of records of the Section i.e, office related work like typing documents on computer, stock verification, document filing etc.,
- b) General cleanliness & upkeep of the section/unit.
- c) Carrying of files and other papers within the building.
- d) Photocopying, making sets, stapling, spiral bindings, sending of FAX etc.
- e) Other non-clerical work in the section/unit
- f) Assisting in routine office work like diary, dispatch (including on computer entries) etc.
- g) Delivering of dak inside and outside of Institute and bank transactions
- h) Watch & ward duties.

- i) Opening & closing of rooms, windows, machineries etc.
- j) Cleaning of rooms in all buildings & campus of the Institute.
- k) Dusting & shifting of furniture etc,
- l) Cleaning of building, fixtures etc.
- m) Work as classroom attendant even during odd hours.
- n) Upkeep of open area including parks, lawns, potted plants etc., within the premises of the Institute.
- o) Office related work in all respects as per the needs of the institute like operation of LCD Projector, Computer, OHP, Audio-Video system as required in class-room, Seminar, Conference/Convocation Hall etc., & all other events inside the institute and other venues where the events would be held.
- p) All persons should have to work in- all sections of the Institute like., Admin/ Academic/ Accounts/ Store/ Hostel/ Library/ Sport Complex etc.,
- q) Book shelving, labeling and rubber stamping on books.
- r) Look after duties at Hostel, Guest House, dining hall and to attend the guests.
- s) Attend Medical Officer at Institute clinic as well as provide medical assistance to the patient.
- t) Any other work assigned by the superior authority.

## 2.6 Manpower Requirement (Uniformed and Trained):

Sr. No.	Description	Wages Category	Minimum Qualification	Requirement
1	Unit Head / Manager	Highly skilled	MBA / PG with 10 years relevant experience	1
2	Assistant Manager	Skilled	MBA / PG with 02 years / Graduate with 05 years relevant experience	2
4	Supervisors (Male - 8, Female – 2)	Semi-skilled	Graduate with 02 years / Intermediate with 05 years relevant experience	10
5	Multitasking Staff (MTS) / Transport Attenders / Sports Complex Attenders	Unskilled/Semi-skilled	10 <sup>th</sup> Pass with suitable experience	70
6	Janitors (Male – 120, Female – 40)	Unskilled	Literate	160
7	Mali / Garden Assistant / Pest Control Attendant	Unskilled	Experience in gardening	30
8	Helpline Desk Supervisor ( 06 AM to 11 PM)	Semi-skilled	Graduate with 02 years / Intermediate with 05 years relevant experience	02
	Total*			275

\* **Note:** The above requirement is a tentative requirement and may vary based on the daily requirement in all the fields. The qualification and experience can be relaxed by the Institute for extremely suitable candidates. The preference will be given to employees worked in Institute like IIMs/IITs etc.

## **2.7 Manpower Brief Responsibilities:**

- **Unit Head / Manager-** He is responsible for the overall facility management services including cleanliness and aesthetic upkeep of the Institute. His duties are
  - a. Organize, supervise and coordinate the work of staff on day- to day basis of facility management services.
  - b. Prepare duty rosters and supervise the attendance, discipline and conduct of staff.
  - c. Ensure proper communication within the department by conducting regular meeting with the staff.
  - d. Counsel and motivate employees on various duties.
  - e. Establish and maintain standard operating procedures for facility management services and develop new procedures to increase efficiency of labor and chemical use.
  - f. Check the reports, files, registers maintained in the department.
  - g. Any other duties assigned by the Institute.
  
- **Assistant Manager-** The Assistant Manager reports to the Unit Head. His duties are:-
  - a. Check and ensure that entire area of the Institute is clean and well maintained.
  - b. Inspect the work done by supervisors related to housekeeping, pest control etc.
  - c. Prepare staff schedules and duty roaster.
  - d. Check periodical stocktaking and maintaining of stock records for machines and chemicals.
  - e. Prepare daily attendance of staff through bio-metric system.
  - f. Develop and implement training programs within the department in consultation with the Unit Head.
  
- **Supervisor-** Supervision of work allotted to the other team members. All recordkeeping and reporting to Assistant Manager/Unit Head.
  
- **Multi Task Staff (MTS) –** MTS works as attendants in all administrative and academic Dept., class rooms, Hostels, Transport and Sports Complex. Job involves carrying files and documents from office to office, providing water to all faculty / staff members ones in daily, shifting of office material, furniture etc. and any other related office work.
  
- **Janitors –** Housekeeping, sanitary and pest control services of all rooms / blocks of all the departments / hostels / sports complex / seminar halls / open air theatre, Director chambers/office, and Faculty rooms, Board rooms, conference rooms, stores, all washrooms, all toilets, canteen, kitchen, all corridors and all covered and open areas, shifting of materials etc.



- **Garden attendant / Mali – All** kind of assistance in the Horticulturist / Supervisor for plantation and maintenance of Institute In and out door plantation, producing of compost and manure for plantation.
- **Transport Attenders –** Cleaning of all Institute vehicles, assisting mechanic for repair of vehicles and assist drivers as conductors of all the Institute Buses as assigned by the Transport Dept.
- **Sports Complex Attenders –** Maintaining of swimming pool and all other related work as assigned by the sports complex.
- **Helpline Desk Supervisor –** to receive and manage complaints and instructions from 06:00 hrs to 23:00 hrs on all the days of week and maintenance of all services related records and registers.

**Note:**

The bidders are advised to visit and acquaint himself with the area and operational system as specified in the tender. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the Institute and is aware of the operational conditions prior to the submission of the tender documents.

### **3. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS**

- a) **Tender Fee of ₹2,500/- (Rupees Two Thousand Five Hundred only)** inclusive of all taxes should be submitted through NEFT or RTGS in favour of Indian Institute of Management Indore.
- b) **EMD of ₹25,00,000/- (Rupees Twenty Five Lakh only)** should be submitted through NEFT or RTGS in favour of Indian Institute of Management Indore.
- c) Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) alongwith the tender to this effect.
- d) **The bidders who seeks exemption from Tender fee/EMD as per clause no. 3(c) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.**
- e) EMD of all unsuccessful bidders (if any) will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 16 (a).

- f) In case of successful tenderer, the EMD (if any) may be adjusted towards the Performance Security deposit on request.
- g) The amount of EMD (if any) is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- h) No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.

#### **4. ELIGIBILITY CRITERIA:**

##### **4.1 OID (Other Important Documents)**

OID viz. Firm Incorporation Certificate, PAN details, GSTIN, EPF registration, ESI registration, Labour License etc. details are to be provided.

##### **4.2 Statutory Documents:**

- a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-I
- b) 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 to this effect is to be submitted as per Annexure-II.
- c) The intending bidder should have at least 03 (Three) consecutive years of experience during the last seven years in providing housekeeping and sanitation services to reputed Companies / Education Institutions like IIMs IITs/ PSUs / Central / State Government Organizations.
- d) The bidder should have experience of successfully completed all similar works during the 7 years from the date of publication of tender, in any of the above referred organizations as follows:-
  - (a) three similar contracts valuing not less than Rs. 2.80 Crore per annum; or
  - (b) two similar contracts valuing not less than Rs. 3.5 Crore per annum; or
  - (c) One similar contract valuing not less than Rs. 5.6 Crore per annum.

The details of the same along with supporting document w.r.t. satisfactory execution of work from clients are to be submitted as per the Annexure-III.

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

- e) The firm must have been registered on or before March 31, 2014 in the similar line of business. Proof of the same is to be submitted.
- f) Fresh Solvency certificate from scheduled or nationalized bank for up to Rupees One Crore only.
- g) The Annual Turnover should be at least 30% of the estimated cost during each of the previous three financial years (2016-16 to 2017-18) or (2016-17 to 2018-19). Copies of duly signed profit & loss accounts / CA Certificate are to be submitted as per the Annexure-IV.
- h) Should possess ISO 9001-2008 in providing similar type of services. Copy of the same is to be submitted.
- i) The bidder should have at least 2 nos. currently running contract of similar work. The details of the same along with supporting document w.r.t. performance certificate of work from existing clients are to be submitted as per the Annexure-V

#### **4.3 Technical Criteria**

Bidders should comply eligibility and technical requirement, No deviations are acceptable. The detailed format is attached at Annexure-VI. The bidder is to complete the same in all respect and submit accordingly.

#### **5. FINANCIAL BID DETAILS**

- a) Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly, failing which the offer is liable for rejection. Kindly quote your offer on FOR IIM INDORE (inclusive of all taxes and charges).
- b) Bidder shall quote the management fees in percentage 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 all the services as per tender scope of work. This includes all the liabilities of the contractor such as cost of uniform, shoes, safety masks and identity cards of personnel deployed, cost of machines/ equipment, consumable items etc. by the contractor and all other statutory liabilities applicable from time to time (like Minimum Wages, PF contributions, bonus, service charges, all kinds of taxes etc).
- c) Conditional bids/offers will be summarily rejected.

**Vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection.**

## 6. TIME SCHEDULE

S. No.	Particulars	Date	Time
01	Date of Online Publication/Download of Tender	19-07-2019	1730 Hrs.
02	Pre-Bid Meeting	26-07-2019	1100 Hrs.
03	Bid Submission Start Date	29-07-2019	1500 Hrs.
04	Bid Submission Close Date	19-08-2019	1500 Hrs.
05	Closing date & time for Submission of EMD & Tender Fee	19-08-2019	1500 Hrs.
06	Opening of Technical Bids	20-08-2019	1500 Hrs.
07	Opening of Financial Bids	To be intimated later	

## 7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and Institute website <https://www.iimidr.ac.in/tenders/> and be submitted only through <http://eprocure.gov.in/eprocure/app>.

## 8. BID VALIDITY PERIOD

The bid will remain valid for 180 days from the date of opening as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

## 9. PRE-BID MEETING / CAMPUS VISIT

Pre-bid meeting will be held on 26-07-2019 at 1100 Hrs. in IIM Indore to address the queries of the bidders regarding the EOI. Interested bidders may send their query before the pre-bid meeting due date for addressing the same by concerned authority, if any.

## 10. BID SUBMISSION

### 10.1 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.

The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.

## **10.2 Online Bid Submission Procedure:**

**OID:** The file should be saved in a PDF version and should comprise of the following items:

1. [Packet-1](#): Duly Completed Scanned PDF of PAN Card.
2. [Packet-2](#): Duly Completed Scanned PDF of Registration Certificate Details.
3. [Packet-3](#): Duly Completed Scanned PDF of GSTIN.
4. [Packet-4](#): Duly Completed Scanned PDF of EPF Registration.
5. [Packet-5](#): Duly Completed Scanned PDF of ESI Registration.
6. [Packet-6](#): Duly Completed Scanned PDF of Labour License.

**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 Annexure-I
2. [Packet-2](#): Duly Completed Scanned PDF copy of Annexure-II.
3. [Packet-3](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (c).
4. [Packet-4](#): Duly Completed Scanned PDF copy of Annexure-III with supporting Documents.
5. [Packet-5](#): Duly Completed Scanned PDF copy documents as per clause no. 4.2 (e).
6. [Packet-6](#): Duly Completed Scanned PDF documents as per clause no. 4.2 (f).
7. [Packet-7](#): Duly Completed Scanned PDF copy of Annexure-IV.
8. [Packet-8](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (h).
9. [Packet-9](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (i).
10. [Packet-10](#): Duly Completed Scanned PDF copy of Annexure-VI.
11. [Packet-11](#): Duly Completed Scanned PDF copy of Annexure-VII.

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

1. [Packet-1](#): Financial Bid in XLS version Filled with all relevant information.

### **10.3 Online Submission of Tender Fee & Earnest Money Deposit (EMD)**

It is also required to submit Tender Fee & EMD through NEFT or RTGS or Bank Transfer or Direct Credit at the following account before 19-08-2019 at 1500 hrs.

Name of beneficiary: Indian Institute of Management Indore

Address: Rau-Pithampur Road, Indore-453556, M.P.

Account No.: 53018623445

Name of the Bank: State Bank of India

Branch Address: IIM Indore Campus

IFSC Code: SBIN0030525

### **10.4 Offline Submission of Solvency Certificate**

Fresh Solvency certificate from scheduled or nationalized bank for up to Rupees One Crore only should be submitted to the following address before 19-08-2019 at 1500 hrs:

Stores and Purchase Department

Administrative Block, First Floor

Indian Institute of Management Indore

Rau-Pithampur Road, Indore-453556, M.P.

### **11. BID OPENING**

- a) Technical Bids will be opened on 20-08-2019 at 1500 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) Bids should be summarily rejected, if tender is submitted other than through online or original EMD & Tender Fee is not submitted within stipulated date / time.

### **12. BID EVALUATION**

The bidder would be selected on the basis of ranking and evaluation of Technical and Financial Bids by a Committee, and Committee's decision would be final. The Committee will decide on the parameters to be used for determining the suitability and adequacy of the bids.

**The process of selection of the successful bidder would be determined as under:-**

- 11.1 Stage – 1** Prequalification evaluation will be carried out on the basis of documents submitted by the bidder as per clause 4, i.e. OID, eligibility criteria, Tender Fee, EMD and Technical criteria.

## Format for Evaluation of Pre-qualification

S. No.	Particular	Marks Breakup	Allocation of Marks
1.	Turnover of each year in previous three financial year as per tender clause 4.2 (d)	210 Lakhs to 350 Lakhs -> 5 Marks >350 Lakhs to 560 Lakhs ->10 Marks >560 Lakhs ->15	(Min. Mark - 5, Maximum marks – 15)
2.	Firm's existence as per tender clause 4.2 (e)	5 to 7 years -> 5 marks > 7 years -> 10 marks	(Min. Mark - 5, Maximum marks – 10)
3.	Number of years' experience in educational institutions or corporates as per tender clause 4.2 (c)	2 to 5 Years -> 5 Marks, >5 to 7 Years -> 7 Marks > 7 years -> 10 Marks	(Min. Mark - 5, Maximum marks - 10)
4	Operational Contracts as per tender clause 4.2 (j)	01 to 02 Contracts -> 05 Marks >02 to 05 Contracts ->10 Marks More than 05 Contracts -> 15 Marks	(Min. Mark - 5, Maximum marks – 15)
	<b>Total Marks of Stage -1 evaluation</b>	<b>Maximum Marks- 50 Qualifying Marks- Minimum 25</b>	

Only those bidders who will score minimum 50% in prequalification evaluation will be considered eligible for Stage – 2.

### 11.2 Stage-2 - Visit to Technically Qualified Bidder's sites:

After the prequalification evaluation, representative from IIM Indore will visit the any one currently running contract sites of the tenderers who will be considered eligible, to verify their claims and credentials to serve the Institute. Following parameters carry 50 marks will be used to evaluate the tenderer's credentials based on the site visit of the service provider.

#### Format for Evaluation of Service Provider's Site

Sr. No.	Description	Maximum Allocated Marks	Actual Marks
1	Housekeeping and Sanitary Services	10	
2	Quality Control Practices	10	
3	Manpower Quality	5	
4	Maintenance of Machinery / Equipments	5	
5	General Feedback by Office bearers of the client	10	
6	Presentation by the vendor at the site	10	
	<b>Total Marks of Stage -2 evaluation</b>	<b>Maximum Marks- 50 Qualifying Marks- Minimum 25</b>	

Only those bidders who will score minimum 50% in site visit evaluation will be considered eligible for Stage – 3.

### Total Marks of the technical bid

Sr. No.	Description	Maximum Allocated Marks	Actual Marks of technical bid
1	Total Marks in Pre-qualification	50	
2	Total Marks in Site Visit	50	
	<b>Marks of technical bid out of 100</b>	100	

The scores for technical bids are based on the following method:

$$\text{Normalized technical Bid Score} = \frac{\text{Marks obtained in technical bid} \times 10}{\text{Highest marks of technical bid}}$$

For example, the technical scores the bidders are as follows-

Party	Marks of technical bid out of 100
A	85
B	70
C	75

The normalised score for technical bid would be as follows –

Party	Technical Score (TS)
A	10
B	8.23
C	8.82

### 11.3 Stage-3 : Financial Bid Evaluation:

The Institute will open the financial bids of bidders who have scored minimum of 50% marks in each stage. The date and time of opening the financial bid will be intimated to the Tenderers in advance and bid will be evaluated as under:

The rate of percentage quoted for **Management Fee** will be considered for scoring under:

**Scoring of Financial Bids-** The scores for financial bids are based on the following method:

$$\text{Normalized Financial Bid Score} = \frac{\text{Lowest Tender Price} \times 10}{\text{Tender Price quoted}}$$

For example, the quotes for rates for **Management Fee** are as follows-

Party	Management Fee Quoted by the bidder in %
A	5
B	3
C	8



The normalised score for financial bid would be as follows –

<b>Party</b>	<b>Financial Score - FS</b>
A	6.00
<b>B</b>	<b>10.00</b>
C	3.75

Note that the lower the price, the higher the score.

#### **11.4 Stage-4: Combined evaluation**

The score of technical proposal would be given 60% Weightage, and the financial proposal would be given 40% Weightage. The weighted combined score of the Technical bid (Ts), and Financial bid (Fs) shall be used to rank the bidders on the basis of formula as given below:

$$\text{Combined Score} = 60\% * \text{TS} + 40\% * \text{FS}$$

The normalised Combined Score would be as follows –

<b>Party</b>	<b>Technical Score (TS)</b>	<b>Financial Score (FS)</b>	<b>Combined Score (60% * Ts + 40% * Fs)</b>
A	<b>10.00</b>	6.00	8.40
B	8.23	<b>10.00</b>	<b>8.94</b>
C	8.82	3.75	6.79

#### **11.5 Successful Bidder**

- (a) The successful bidder will be the one who has the maximum combined score in Stage-4
- (b) The purpose of the four-stage selection process spelt out above is to get the services which combine optimally the quality and price.

### **13. PAYMENT TERMS**

- a) **No advance payment will be made in any case.**
- b) All employees should get the salary on 1<sup>st</sup> day of the month for the preceding month as per applicable value and for the maximum days applicable. The salary should be made direct to the employee's bank saving account and no other mode of payment is acceptable. For the counting propose of number of man days you may consider the monthly cycle from 21<sup>st</sup> to 20<sup>th</sup> of each month attendance. Salary slip to be provided to all the employees on monthly basis.
- c) While selection of manpower by the agency, the Institute may prefer to select existing employees working in the campus through different agencies and considering their past performance, the Institute may also consider their wages over and above the minimum wages of such employees.

- d) The payment will be made within 30 days on submission of original invoice based on the actual shift manned/operated by the personnel supplied by the contractor, alongwith documentary proof of attendance, payment of wages, PF and other relevant statutory levies etc.
- e) 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 recovered by the Institute from the contractor with penalty .
- f) 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.
- g) If any underpayment is discovered, the amount shall be duly paid to the contractor by the Institute.
- h) The contractors should make payment to the workers on 1<sup>st</sup> working day of the month and there should be no linkage between this payment and settlement of the contractor's bill from the Institute. Salary slip to be provided to all the employees on monthly basis.

#### **14. PENALTY**

- a) The facility management services 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.
- b) 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 shall be levied.
- c) In case any public complaint is received attributable to misconduct/misbehaviour of contractor's personnel, a penalty of Rs.1000/- 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.
- d) 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:-
  - (i) 20% of cost of order/agreement per week, upto four weeks delays.

- (ii) 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.
- (iii) 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, MTS, Supervisors and Manager) on a given day, a penalty equal to four-times the wages of number of sanitation staff/supervisors/manager absent on that particular day shall be levied by the Institute and the same shall be deducted from the contractor's bills.
- (iv) Other penalty clauses are as detailed below:

<b>S.No.</b>	<b>Particulars</b>	<b>Penalty</b>
01	Failure to maintain sanitation and cleanliness and failure to dispose waste/littering in or around the toilet blocks	Rs.500/- per day for each toilet
02	Choked sewer connections resulting into water logging stagnation	Rs.1,000/- for 1st day and Rs.1,500/- for subsequent days.
03	Employees not wearing uniform	Rs.500/- per day per person
04	i. Unskilled Employees absent from duty ii. Semi-skilled, Skilled Employees absent from duty	i. Rs.1,000/- per day per person ii. Rs.1,500/- per day per person
05	Consumable not available in the toilets blocks as required for cleaning/maintaining such as soaps, Brooms, soft brush, chock removers, Disinfectants, Naphthalene balls etc.	Rs.100/- per day per Toilet
06	Failure to supply branded sanitary consumables as per scope of work	Twice the MRP rate of the branded product
07	Failure to keep the site clean	Apart from the penalty prescribed, the Institute shall have the right to get this work done at the cost of the agency either departmentally or through any other agency. The expenses so incurred would be intimated to the agency by the Institute and the requisite amount would be deducted from the monthly bills of the agency for the services rendered by it.
08	Failure to provide the required quantity of resources in proper serviceable condition as per Scope of Work	Rs.5,000/- per resource that is short in requirement as per Scope of Work
09	Non-payment/disbursement of wages in the bank account of the deployed personnel before stipulated date i.e. 1st date of every succeeding month	Rs.10,000/- per day till payment

## 15. LIQUIDATED DAMAGES

In case of delay in commencing of the contract services, IIM Indore reserves the right of imposing penalty @ 0.5% per week on the overall value of the supply order subject to maximum 10% of the total cost of supply order.

## 16. PERFORMANCE SECURITY DETAILS

- a) The successful tenderer will have to deposit the performance security within 15 days on receipt of order/LOI, in the form of DD/TDR/FDR/Bank Guarantee of Rs. 70,00,000/- valid for contract period plus three months at the earliest. No interest will be paid by IIM Indore on the deposit.
- b) Performance Security will be refunded to the supplier, after it duly performs and completes the contract/warranty period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.
- f) In the case of upward revision in the minimum wages rate, the proportionate amount of Performance Security will be enhanced by the Institute periodically.
- g) 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.

## 17. CONTRCT PERIOD

- a) The contract shall be **valid initially for two years** and the Institute reserves the right to curtail or to extend the validity of contract on mutually agreed terms and conditions for such period as may be agreed to, but not beyond further three years. The performance of the contractor will be reviewed yearly.
- b) IIM Indore can terminate the contract with three-month notice in case the services are not found satisfactory. In such a case, IIM Indore will pay on actual work basis for the duration for which the services were used during the period in question.
- c) The service provider will be required to give three month's notice in writing of their intention to leave or discontinue their service. This contract can be terminated with a notice period of three month by the either side.

## **18. DELIVERY SCHEDULE**

The successful bidder should commence the services in all respect as per scope of work w.e.f. **01-November-2019** at IIM Indore Campus.

## **19. TERMS AND CONDITIONS**

### **19.1 Termination for Insolvency**

- a) The IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.
- b) The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter

### **19.2 Force Majeure**

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

### **19.3. Arbitration & Jurisdiction**

- a) That in case of any dispute between party of first part and the party of other part arising out of or in relation to the agreement, the dispute shall be referred to arbitration of a sole arbitration to be appointed by the Director, IIM Indore. The award of the said arbitrator shall be binding on both parties.
- b) The work shall be awarded to that party, whose rates are found genuine, lowest & capable to work at IIM Indore. The rates should be inclusive of all taxes. The Institute holds the right to reject any/all the bid(s) without assigning any reason.
- c) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Indore shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.

- d) 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.

#### **19.4. Technical Terms and Conditions:**

- a) **The agency should bring on biometric machine and related computers system / printer for maintaining daily attendance and submit the print out of the same to the Institute on daily basis.**
- b) The service provider shall follow all the rules and guidelines decided by the institute authorities.
- c) In case any person engaged by the Bidder provider is found to be inefficient, quarrelsome, and infirm, found indulging in unlawful or illegal activities, the service provider will have to replace such person with a suitable substitute at the direction of the competent authority.
- d) The Institute has no binding to provide any accommodation/transportation to the staff or person deployed by the service provider. No cooking/lodging will be allowed on the premises of the Institute at any time.
- e) It is the responsibility of the service provider to ensure that all the staff deployed by the service provider shall be medically fit and their antecedent will be verified before the deployment in the Institute.
- f) Deputed personnel cannot be changed without prior approval from the Institute. Similarly, if the performance of any service personnel is not found satisfactory, IIM Indore shall have the option to ask the service provider to change the concerned personnel.
- g) The service provider shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- h) The service provider is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or services rendered pursuant thereto.
- i) The service provider shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/ obligations. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing the P.F. and ESI contributions, with the authorities concerned and shall produce related documents as and when required.
- j) The service provider shall be responsible and liable for all the claims of his employees.
- k) The execution of cleaning of housekeeping will be with suitable and uniformed janitors with mechanized equipment and chemicals, wherever required.
- l) 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.

- m) It will be the sole responsibility of the contractor that the men engaged are trained and the Institute will not be liable for any mishap, directly or indirectly.
- n) 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.
- o) Mechanized equipment, wherever required, will be procured by the contractor.
- p) Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost.
- q) The contractor shall engage the men/women whose age shall be between 18-50 years.
- r) The staff engaged by the contractor shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the Institute. Adequate supervision will be provided to ensure correct performance of the said sanitation services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
- s) 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.
- t) The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for housekeeping and sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Institute and to the Labour institute.
- u) The contractor shall be liable and responsible to provide all the benefit viz. Provident Fund, Bonus, Gratuity, Leave, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within seven days of close of every month giving particulars of the employees engaged for the sanitation work. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time, the Institute is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.

- v) 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.
- w) The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
- x) The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking / Police Verification Certificate in this regard to be submitted to the Institute.
- y) 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.
- z) All liabilities arising out of accident or death while on duty shall be borne by the contractor.
- aa) The contractor shall be responsible to maintain all property and equipment of the Institute entrusted to it. Any damage or loss caused due to willful act or negligence by contractor's persons to the Institute in whatever shape would be recovered from the contractor.
- bb) 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.
- cc) The personnel supplied have to be extremely courteous with very pleasant mannerism in dealing with the Staff/visitors, especially with female staff/visitors and should project an image of utmost discipline. The Institute shall have right to have any person moved in case of patient/staff/visitor complaints or as decided by representative of the Institute if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
- dd) 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.
- ee) The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Institute.
- ff) 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.
- gg) 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.

- hh) 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.
- ii) The contractor shall deploy his personnel only after obtaining the Institute approval duly submitting curriculum vitae (CV) along with photo identity proof / residence proof of these personnel / Aadhar Card. 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.
- jj) 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.
- kk) "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.
- ll) 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.
- mm) 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.
- nn) 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.
- oo) 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.
- pp) 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.
- qq) The bidder should be registered with the concerned authorities of Labour Institute under Contract Labour (R&A) Act 1970.

- rr) The contractor shall not employ any person below the age of 18 years and above the age of 50 years. Manpower so engaged shall be trained for sanitation and housekeeping services before joining. In addition, Contractor shall also arrange half-yearly training for deployed manpower. During this training, contractor shall have to arrange for substitute for the staff undergoing training.
- ss) Only physically fit personnel shall be deployed for duty by the contractor.
- tt) The contractor shall ensure that the employees engaged shall not take part in any staff union and association activities.
- uu) The Institute shall not be responsible for providing residential accommodation to any of the personnel of the contractor.
- vv) 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.
- ww) The contractor shall provide the copies of relevant records of all the services during the period of contract or otherwise even after the contract is over whenever required by the Institute.
- xx) The contractor will have to deposit the proof of depositing employee's contribution towards PF etc. of each employee alongwith the monthly bill.

#### **19.5 Obligations of the Contractor**

- a) 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.
- b) The Institute will deduct Income Tax at source as per applicable Income Tax Act. from the contractor at the prevailing rates of such sum as income tax on the income comprised therein.
- c) The Contractor is required to post his authorized representative at the site of the work who shall receive the instructions from the Officer (to be nominated by the Institute) from time to time. All such instructions received by the authorized representative on behalf of the Contractor shall be deemed to have been received by the Contractor within the scope of this work order.
- d) 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.

- e) The personnel of Contractor should observe only 3 (three) National holidays in a calendar year irrespective of number of the holidays observed by the Institute. The national holidays cover Republic Day, Independence Day, and Mahatma Gandhi's Birthday.
- f) The services of employees of contractor should be made available on all days on seven-day week basis irrespective of holidays and on Sundays. The contractor should arrange weekly off of all employees as per Labour Act.
- g) 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.
- h) The Contractor shall provide:
  - i. Uniforms: 2 (two) sets of uniforms to his workers while on duty from out of his service charges. Sufficient number of uniforms would have to be provided so that the worker is always with neat and tidy uniform. It will be strictly monitored and a fine of Rs. 250/- per person per day will be imposed and will be deducted from the service charges of the contractor if the worker is found without uniform.
  - ii. Identity Cards: The contractor will issue identity cards to his employees. Any worker found without identity card will not be permitted to enter the premises.
  - iii. Safety items like Mask, Gumboot, honey beehive Mask, safety shoe etc. whenever required.
  - iv. He/She will post a Helpline Attendants at a specific point to receive and manage complaints and instructions. This helpline will operate 06:00 hrs to 23:00 hrs on all the days of week.
  - v. All the consumables and disposables required for cleaning and housekeeping are to be procured by the contractor. All consumables and disposables should be eco-friendly.
  - vi. The contractor will prepare a list of protocol and daily checks for housekeeping works and displaying the same on all areas of work to be carried out.
  - vii. Sufficient number of staff shall be posted by the contractor to attend the works on two shift basis and shifting of materials / instruments from one place to other, loading and unloading of materials / instruments as and when required in the exigencies of work without any additional payment.
  - viii. The workers deployed by the Contractors shall maintain personal hygiene and wear prescribed uniform while on duty.
  - ix. The contract personnel shall undergo medical examination periodically at the expense of the contractor to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for as and when required by the Institute.
  - x. The contractor shall not lease or sub-contract the whole or any part of the contract to anybody without the prior permission of the Institute.

## **19.6 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.

#### **19.7. Other Conditions**

- a) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- b) The firm (s), whose contract has been terminated by IIM Indore due to unsatisfactory performance, will not be eligible to participate in this tender.
- c) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
- d) IIM Indore reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- e) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- f) Conditional tenders shall not be considered.
- g) Tenderers are also advised to visit the IIM Indore Campus site, inspect and understand the work before submitting the bid.
- h) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- i) IIM Indore shall not be responsible for any postal delay, non-receipt or non-delivery of the EMD & Tender Fee.
- j) Tender fees will not be refunded if the bidder does not submit the online bid on CPP portal by due date and time.
- k) The bidder should quote for all the items and quantity mentioned above, as part bidding is not allowed, failing which the bid will be rejected.**
- l) IIM Indore may issue amendment/corrigendum to tender documents before due date of submission of bid. Any amendment/corrigendum to the tender document if any, issued by IIM Indore will be posted on CPP Portal. For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIM Indore or check for the same CPP Portal before submitting their duly completed bids.**

## ANNEXURE – I

### Undertaking

To  
**Officer (Stores and Purchase)**  
Indian Institute of Management Indore  
Prabandh Shikhar,  
Rau – Pithampur Road  
Indore

Ref : - Tender No. IIMI/2019-20/20 dated 19-07-2019  
(Notice Inviting Tender for Administrative Facility Management and Housekeeping Service in IIM Indore Campus)

- Sir,
1. I/we hereby submit our tender for Administrative Facility Management and Housekeeping Service in IIM Indore Campus along with other required documents.
  2. I/ We are enclosed herewith the following in favour of Indian Institute of Management Indore towards EMD & Tender Fee.

Particular	Amount	Transaction No. & Date	Bank Name
Tender Fee (Including Tax)	₹2,500/-		
EMD	₹ 25,00,000/-		

3. 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.
4. I/We shall provide trained sanitation/housekeeping workers. Full manpower will be engaged on daily basis for the Services sought under this contract as per given schedule or as per instructions issued by IIM Indore. On holidays, Saturdays and Sundays the deployment will be of same strength.
5. I/we have made the site visit in order to evaluate their level of services to be rendered and quoted accordingly.
6. I/We agree that the payment will not be made for the work not carried out in any of the above areas.
7. I/We will provide staff for shifting of furniture and small equipment as and when required by the Institute.
8. I/We agree to pay minimum wages, EPF, ESI / Workmen Compensation Insurance, bonus, and other statutory payments on or before 1st day of every month.
9. Substitute workers / Supervisor will be made available as and when required. Extra manpower if any called during conference / meetings etc. will be provided on 24 hours' notice.

10. Two sets of Uniforms, Identity Card, and 1 pair of shoes will be issued to all the workers within 15 days of award of work and it will be replaced as and when required and all the expenditure will be borne by me/us.
11. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI / Workmen Compensation Insurance, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government of India from time to time and shall be fully responsible for any violation.

Thanking you

Yours faithfully,

(Authorized Signatory with Seal)

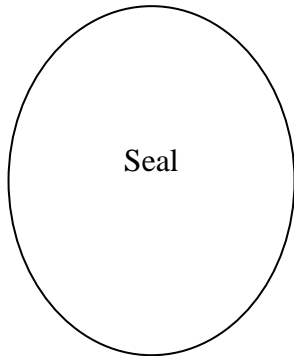
**ANNEXURE – II**

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

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

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:**



**Place:**

**Authorized Signatory**

**Name:**

**Designation:**

**Contact No.:**

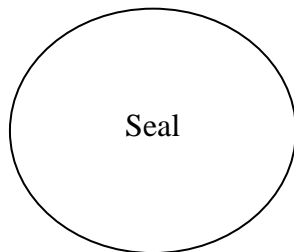
**ANNEXURE – III**

**Experience Details:**

S. No.	Evaluation Criteria	Name of the Client	Order No. & Date	Amount
	List of Purchase Order / Work Order where the similar type of Work executed by you during the 7 years from the date of publication of tender			
1	Three similar works of 40% of the estimated value OR	1.		
		2.		
		3.		
2	Two similar works of 50% of the estimated value OR	1.		
		2.		
3	One similar work of 80% of the estimated	1.		

**Note: Supporting documents (purchase order/work order issued by the clients) are to be attached along with the Annexure-III.**

Date:



Place:

Authorized Signatory

Name:

Designation:

Contact No.:

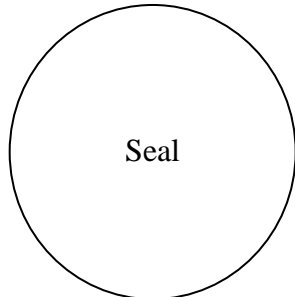


## ANNEXURE – IV

### Annual Turnover Details:

Evaluation Criteria			Remark
<b>Bidder's Annual Turnover for last three financial years</b>  2016-17 to 2018-19  OR  2015-16 to 2017-18	<b>Financial Year</b>	<b>Turnover in Rs.</b>	-
	<b>2018-19</b>		<b>Supporting Documents are to be attached along with the Annexure-IV</b>
	<b>2017-18</b>		
	<b>2016-17</b>		
	<b>2015-16</b>		

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

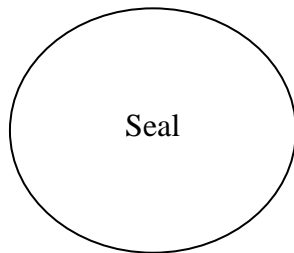
**ANNEXURE – V**

**Running Contract Details:**

<b>S. No.</b>	<b>Name of the Client with contact details</b>	<b>Order No. &amp; Date</b>	<b>Amount</b>
1			
2			
3			
4			

**Note: Supporting documents (**purchase order/work order issued by the clients**) are to be attached along with the Annexure-V.**

Date:



Place:

Authorized Signatory

Name:

Designation:

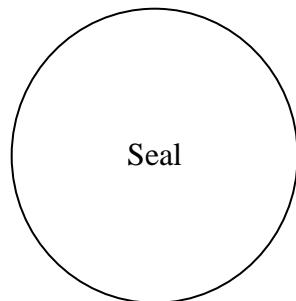
Contact No.:

**ANNEXURE – VI****Eligibility and Technical Compliance Sheet**

<b>S. No.</b>	<b>Particulars</b>	<b>Compliance by the Vendor (Yes / No.)</b>
01	Scope of work as per tender clause no. 2	
02	Tender Fee as per tender clause no. 3	
03	EMD as per tender clause no. 3	
04	EPF Registration as per tender clause no. 4.1	
05	ESI Registration as per tender clause no. 4.1	
06	Labour License as per tender clause no. 4.1	
07	Undertaking as per tender clause no. 4.2 (a) -Annexure-I	
08	Certificate as per tender clause no. 4.2 (b) -Annexure-II	
09	Certificate as per tender clause no. 4.2 (c)	
10	Experience details as per tender clause no. 4.2 (d) - Annexure-III	
11	Registration Certificate as per tender clause no. 4.2 (e)	
12	Solvency certificate as per tender clause no. 4.2 (f)	
13	Annual Turnover details as per tender clause no. 4.2 (g) - Annexure-IV	
14	Income Tax Returns as per tender clause no. 4.2 (h)	
15	ISO 9001-2008 as per tender clause no. 4.2 (i)	
16	Running Contract as per clause no. 4.2 (j)	

**The Bidders are required to attach Scope of Work (Page No. 3 to 17) with seal and signature on all page.**

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

**ANNEXURE –VII****COMPANY PROFILE**

<b>Name of the Party</b>		
<b>Date of Incorporation / Establishment</b>		
<b>PAN Number</b>		
<b>GST Identification Number</b>		
<b>EPF Registration</b>		
<b>ESI Registration</b>		
<b>Labour License</b>		
<b>Office Address for Postal Communication</b>		
<b>Local (Indore) office address</b>		
<b>Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)</b>	<b>Name</b>	
	<b>Designation</b>	
	<b>Email</b>	
	<b>Phone</b>	
<b>Details of Contact other than Authorized Signatory</b>	<b>Name</b>	
	<b>Designation</b>	
	<b>Email</b>	
	<b>Phone</b>	

**Signature and Seal of the Tenderer:****Name in Block Letter:****Designation:****Full Address:****Date:****Contact no.**