



भारतीय प्रबंध संस्थान इंदौर
INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर – 453 556
Prabandh Shikhar, Rau-Pithampur Road, Indore – 453 556

(E-PROCUREMENT MODE ONLY)

**NOTICE INVITING TENDER FOR FACILITY MANAGEMENT
SERVICES AT MUMBAI CAMPUS OF IIM INDORE**

Indian Institute of Management Indore invites online bids (in Two Bid System) from reputed, experienced and financially sound parties for the Facility Management Services at Mumbai campus of IIM Indore.

Tender for	Estimated Cost
Facility Management Services At Mumbai Campus of IIM Indore	45 lakh per annum

Note:

- Detailed information pertaining to the this tender such as tender document, corrigendum (if any), and any further updates will be available on the website of IIM Indore URL <https://www.iimidr.ac.in/tenders/> and Central Public Procurement Portal URL <https://eprocure.gov.in/eprocure/app>
- IIM Indore shall not be responsible for non-receipt bids due to internet issues or any other reasons.

Disclaimer: This Tender is not an offer by Indian Institute of Management Indore, but an invitation to receive an offer from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal award is made and executed by duly authorized office bearers of IIM Indore.

Table of Content

SN	Section/ Annexure	Content	Page No.
1	Section-1	Schedule of Tender	3
2	Section-2	About IIM Indore	4
3	Section-3	Instruction to Bidders	4
4	Section-4	Eligibility Criteria & Online Bid Submission Procedure	5-6
5	Section-5	Scope of Work	7-17
6	Section-6	Financial Bid	17-18
7	Section-7	Bid Evaluation	18-19
8	Section-8	General Terms and Conditions	19-20
9	Section-9	Special Terms and Conditions	21-32
10	Annexure-I	Bidder Profile	33
11	Annexure-II	Undertaking for Acceptance of Tender Terms & Conditions	34
12	Annexure-III	Self-Declaration Certificate for the Clean Track Record	55
14	Annexure-IV	Prior Work Experience	36
15	Annexure-V	Annual Average Turnover	37
16	Annexure-VI	Average Working Capital	38
17	Annexure-VII	Similar Work Orders	39
18	Annexure-VIII	Performance Certificate	40
19	Annexure-IX	Bid Security Declaration	41

Section-1: Schedule of Tender

SN	Event	Date and Time/Remarks
1	Tender Availability on Institute website and Central Public Procurement Portal	08-12-2021, 1730 Hrs. Onward
2	Pre-Bid meeting queries submission (if any)	14-12-2021, 1700 Hrs.
3	Pre-Bid Meeting	Date & time: 16-12-2021, 1600 Hrs. Mode: online (Zoom) Meeting ID: 748 919 1207 Passcode: 948477
4	Bid Submissions Start	18-12-2021, 1730 Hrs.
5	Bid Submissions Close	29-12-2021, 1500 Hrs.
6	Opening of Technical Bid	30-12-2021, 1500 Hrs.
7	Opening of Financial Bid	To be updated later on CPP Portal
8	All the communication with respect to this tender shall be addressed to	Officer (Stores, Purchase and Contracts) Phone: 0731-2439630 Email: Stores@iimidr.ac.in

Note:

1. If for any unforeseen circumstances the tender is not opened on the above date, then the next working day will be considered as tender opening date.

Section-2: About IIM Indore

With the objective of imparting high quality management education and training, the Department of Higher Education, Ministry of Education, Government of India established Indian Institute of Management Indore as Institutions of Excellence. These Institutions are recognized as premier management institutions, comparable to the best in the world for teaching, research and interaction with industries.

Established in 1996, Indian Institute of Management Indore (IIM Indore) has been a leader in the field of management education, interfacing with the industry, government and PSUs. It is promoted and nurtured by the Ministry of Education, Government of India and is an institute of national importance under the Indian Institutes of Management Act 2017. More details about IIM Indore are available on our website www.iimidr.ac.in

Section-3: Instruction to Bidders

The tender shall be submitted in accordance with the instructions mentioned in the tender documents, any bid not conforming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender document.

1. For Online Bid Submission the bidders are required to submit copies of their bids electronically as per this tender on the CPP Portal using valid Digital Signature Certificates. Detailed information for submitting the online bids on the CPP Portal is available at <https://eprocure.gov.in/eprocure/app>
2. The Bidders are requested to read the tender document carefully and ensure all the compliance with instructions herein. Non-Compliance of the instructions contained in this document may disqualify the bidders from the tender process.
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
4. IIM Indore reserves the right to accept or reject bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
5. The Bidder(s) may note that **ONLINE BIDS will ONLY** be accepted. All the requisite supporting documents mentioned in the bid document must be uploaded On-line on <https://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
6. Useful information for potential bidders is available at <http://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>.
7. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Section-4: Eligibility Criteria & Online Bid Submission Procedure

In order to apply for this tender, the intending bidders must fulfil the following eligibility criteria, failing which their bid will not be considered for the further evaluation process.

1. Bidders must have the valid PAN, GST Registration and Firm/ Company incorporation certificate, EPF registration, ESI registration, Labour License etc. details are to be provided as on the date of submission of the bid.
2. Bidders must submit the Undertaking for Tender Terms & Conditions Acceptance as per the annexure given in this tender document.
3. Bidders 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 of the Clean Track Record to this effect is to be submitted as per Annexure given in this tender document.
4. The intending bidder should have at least 03 (three) consecutive years of experience in providing either facility management services or housekeeping and sanitation service or care taking services to reputed Companies / Institutions / PSUs / Central / State Government Organizations.
5. The bidder should have annual average turnover of minimum Rs. 01 Crore during the last three financial years as per profit & loss account and balance sheet dully audited by the Chartered Accountant.
6. Working capital (Current Assets less Current Liabilities): Bidder should have average working capital of last three financial year to the tune of at least 40% of the estimated cost of the tender. As a proof, the Bidder should submit a UDIN certificate from a practicing CA.
7. The bidder should have experience of successfully completed similar nature of work during the 5 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 40% of the estimated value ; or
 - b) two similar contracts valuing not less than 50% of the estimated value; or
 - c) One similar contract valuing not less than 80% of the estimated value.
8. The bidder is required to submit Performance Certificate issued by at least two clients, as a proof of having executed similar nature of work to their satisfaction along with tender document. Everything being equal preferences may be given to those who have worked in reputed Companies / Institutions / PSUs / Central / State Government Organizations.
9. Fresh Solvency certificate from scheduled or nationalized bank for up to Rupees 18 Lakh only.

Bidder are directed to upload the required relevant documents in the respective packets as mentioned below, It is the sole responsibility of the Bidder to comply with all the supporting documents. In case of any irrelevant or non-readable files, non-submission of any of the below mentioned documents in the bid may be rejected:

4.1: Other Important Documents (OID): To be uploaded as a readable PDF File on the CPP Portal

Upload Under	Details	Supporting Documents
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF File
Packet-2	GST registration certificate	Self-certified scanned PDF File
Packet-3	Bidders firm incorporation certificate	Self-certified scanned PDF File
Packet-4	EPF registration	Self-certified scanned PDF File
Packet-5	ESI registration	Self-certified scanned PDF File
Packet-6	Labour License	Self-certified scanned PDF File

4.2: Statutory Documents: Cover-1-To be uploaded as a readable PDF File on the CPP Portal

Upload Under	Details	Supporting Documents
Packet-1	Bidders Profile	As per the Annexure-I
Packet-2	Undertaking for Tender Terms & Conditions Acceptance.	As per the Annexure-II
Packet-3	Self-Declaration Certificate for the Clean Track Record	As per the Annexure-III
Packet-4	Prior Work Experience (as per point no. 4 mentioned above)	As per the Annexure-IV
Packet-5	Profit and Loss Account and Balance sheet of last three financial years.	As per the Annexure-V
Packet-6	CA Certificate with UDIN certificate	As Per the Annexure-VI
Packet-7	Similar Work Order (as per point no. 7 mentioned above)	As Per the Annexure-VII
Packet-8	Performance Certificate (as per point no. 8 mentioned above)	As per Annexure-VIII
Packet-9	Fresh Solvency certificate (as per point no. 9 mentioned above)	
Packet-10	Bid Security Declaration	As per Annexure-IX

Section-5: Scope of Work**1. AREA OF WORK FOR FACILITY MANAGEMENT SERVICES**

All open, covered and surrounding areas of Indian Institute of Management Indore Mumbai Campus situated at "Floor No.702, IIM Indore Mumbai Campus, Hiranandani Knowledge Park, Powai, Mumbai, Maharashtra" will be in the scope of facility management services to be provided by the contractor.

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

S. No.	Particulars	Area Included	Area in (Sq. Ft.)
1	Corridors	Reception	Approx. 20,000 Sq. ft.
2	Offices	Admin Office, Faculty Cabins, Officer Cabin, Board Room, Meeting Room, Studio Room	
3	Pantry and Dining Area	1	
4	Classroom Area	7 Classrooms	
5	Toilet Blocks	5 Toilets (for men, women and PWD)	
6	Library	1	
7	Server Room	1	
8	Recreation Room	1	
9	Locker Area	1	

- The bidder are advised to duly inspect the location for any further clarification before submitting the bid.

1. HOUSEKEEPING AND SANITATION SERVICES**a) 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 or his authorized manager/team will supervise the awarded work.

b) General Instructions

- Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
- 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

- Organizational structure and line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipment to be used
- Description for each category of housekeeping
- Maintaining records / details of
- Complaint Book
- Duty Roster / Deployment Sheet of Housekeeping Staff
- Register for providing staff for shifting work
- Logs and checklists
- Female Toilet Blocks should be attended by female staff only.

I. Daily Services

Housekeeping/ cleaning services should be provided round the clock on all days including holidays, so that all areas are clean all the time. Working hours should be adjusted in such a manner that cleaning work should be completed well before the work starts. The requirement to complete the work will be different across the campus, for example the timings of staff in academic areas would be different than timings of staff working in the administration block.

Housekeeping staff has to do following activities for all rooms / blocks of all the sections of the campus including classrooms, faculty cabins, washrooms, toilets, canteen, corridors and all covered areas of the campus.

1. Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas/departments on hourly basis during hours of operations.
2. The Contractor will provide, maintain, and refill Hand Wash / sanitizer / toilet roll / toilet hand paper in all the Toilets /Rest Rooms as and when required.
3. Cleaning, sweeping, mopping with disinfectant cabins, lobbies, reception, corridors, ceilings, office rooms, class brooms every three hours or as per requirement/direction.
4. Vacuum cleaning of all carpets and upholstered furniture once in a week or as per requirement/direction.
5. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
6. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times or as per requirement/direction.
7. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
8. Refilling, replacing and emptying of containers at all stations.
9. Manual shifting, loading/unloading of office equipment, furniture and other material as and when required by the office.
10. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include

liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. After daily check -ups in the morning, afternoons and on call basis during daytime.

II. Weekly Services

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

1. Dusting of entire area including windows / windowpanes / doors / ledges / elevation frames etc.
2. Cleaning of ceilings and high walls, removal of wash / spit stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
6. The contractor will make a cleaning schedule and submit to the officer concerned once in 15 days.
7. The Contractor will cover all the specified area in the scope of work.
8. The Contractor will provide the duty register to officials of Institute as required.
9. The Contractor will maintain a record of all weekly services and submit to the office in charge of Mumbai Campus.

III. HOUSEKEEPING MONITORING AND CONTROL

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

1. **Toilets Checklist-** It is to be filled up by the supervisor /Housekeeping staff on hourly basis daily. This is to be placed on the back of the toilet door.
2. **Management / Housekeeping Service Requirements/ Complaints Report -** This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site in a register kept for the purpose and should be reported to Caretaker/Supervisor or any other designated official.
3. **Housekeeping Services Complaint Register -** This register is to be completed on the basis of information received by the In-charge housekeeping activities from institute through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from IIM I community member etc. and necessary action is to be taken.

IV. ADDITIONAL SCOPE AND PARTICULAR CONDITIONS FOR HOUSEKEEPING AND SANITATION SERVICES

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

1. Cleaning of the whole premises including toilets and open area
2. Wet moping of covered areas.
3. Cleaning of window panes and door panels.
4. Cleaning and dusting of furniture and fittings.
5. Vacuum Cleaning of all Carpets, Chairs, Sofas and upholstered furniture.
6. Timely refilling of toilet rolls, toilet papers and microbursts
7. Any other work within the scope of the specialized services.

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.

1. The offices shall be dry dusted and swept after the closing hours.
2. Vacuum cleaning shall be done on carpets and upholstery.
3. The worktables shall be cleaned with soap solution/ disinfectant in the morning.
4. The office shall be mopped with soap solution in the morning.
5. Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.
6. The Contractor will provide, maintain, refill Hand Wash / sanitizer/ Microburst Air-freshener / paper toilet roll in all the Toilets/Rest Rooms
7. Cleaning of Computers' peripherals, telephones, LCD panels etc. with appropriate brushes.

CLEANING OF CLASS ROOMS AND OTHER CRITICAL AREAS

1. All the furniture should be in proper order.
2. Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
3. The floor shall be thoroughly mopped with a specialized soap solution.
4. The entire Class room's area shall be scrubbed at least twice in a month.
5. Vacuum cleaning shall be done on carpets and upholstery.

GLASS WINDOWS, DOORS & ALUMINIUM/ WOODEN PARTITIONS

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

GARBAGE DISPOSAL

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

IMPORTANT DISCLAIMER

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.

d) Resourced Required for Housekeeping and Sanitation Services**1. Equipment and Material-** The Contractor will have to provide following –

1. Suitable dustbins and coloured waste disposable bags for the common areas of the campus.
2. All the cleaning material, soap solutions, room fresheners, Microburst Air-fresheners, paper toilet rolls, Naphthalene balls, disinfectants, deodorants, any other articles, dry consumables, and chemicals required for the hygienic cleaning / housekeeping of the campus.
3. All manpower, mechanized equipment, tools with their accessories / refills pertaining to housekeeping services will have to be provided by the contractor.
4. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force deployed at the Institute. Training to the housekeeping staff has to be done by the contractor. The management of the house keeping staff will be the responsibility of the contractor. The Institute will only pay t h e management fee or service charges with regard to manpower cost.
5. Following equipment, tools and cleaning material are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per requirement but payment will only be done as per the rates finalized while entering into contract/LoI/agreement. Minimum No. of Equipment and tools etc. have to be maintained in the Institute at all times. A record of all these items should be kept by the Supervisor. All these equipment may be inspected by designated official of the Institute at any time.

List of Equipment and Tools

Sr. No.	Description of Required Items	Minimum No. of Equipment required
1	Single/multi Disc scrubber	1
2	Wet & Dry Vacuum cleaner	1
3	Upholstery cleaner (dry vacuum cleaner)	1
4	Double bucket mop trolley	3
5	Dustbin with movable lid (60 Ltr capacity) for common areas	3
6	Microburst Air-freshener with time-to-time Refilling	25
7	Paper Towel for 5 toilet blocks with dispenser (with time to time refilling)	16

Note: The quantity of the equipment may be increased according to the requirement during the continuation of contract period. The rates for such additional equipment will be paid as per the agreed contractual rates finalized while entering into contract/LoI/agreement. All the equipment should be branded and of good quality. Timely repairs and maintenance of these machines would be responsibility of the contractor. In case equipment of different nature i.e. other than mentioned above is required, the separate mutually agreed rates will be paid.

List of Housekeeping Consumables:

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

Note: These are consumable items therefore there is no need to specify quantity. The contractor is required to arrange for the above in line with the Scope of work.

List of Chemicals

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

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

Note: These are consumable items therefore there is no need to specify quantity. The contractor is required to arrange for the above in line with the Scope of work.

Manpower (Uniformed and Trained)**Housekeeping Services**

Sr. No.	Description	Number*
1	Supervisor cum Receptionist (He/She will look after all facility management services including housekeeping).	1
2	Janitors (Male – 2, Female – 2)	4
	Total	5

*The numbers of staff are subject to change as per the discretion of the officer concerned.

Shift Timings*

Janitors

8 AM to 7 PM on shift basis.

Supervisor cum Receptionist (For all the facility management services)

9:00 AM to 5:30 PM- 1 Supervisor cum Receptionist

*The shift timings are subject to change as per the discretion of officer concerned.

The Agency shall provide the details of the staff, proposed to be deployed viz., their name, fathers name, DOB, residential address, Telephone number, aadhar card, recent passport size photograph, in form of a data base in both hard & soft form and also provide a local police clearance certificate within 30 days of commencement of contract to the officer concerned.

Scope of Work of Supervisor cum Receptionist

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

Requirement for Supervisor cum Receptionist:

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

Care Taker Services

Scope of Work of Care Taker Staff

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

- 1. The caretakers deployed at the Institute will have total control over the ingress/egress of the personnel employed for housekeeping and any other such staff employed by the agencies working in the Institute besides the visitors.

2. Round the clock maintenance of safety and security of institute's premises and infrastructure.
3. They will provide security during the events, conferences, seminars of the Institute may be on the campus or outside the campus.
4. Controlling movement of visitors and employees and maintenance of proper record of visitors. To permit the entry of visitors only after confirming from the designated Officer / staff of the Institute that the entry is for the official purpose and to ensure issue of visitors pass by maintaining the necessary records thereof. The Institute gets a number of distinguished visitors from within India and abroad who are to be handled very carefully/ courteously.
5. Controlling movements of vehicles in the parking area allotted to the Institute and performance of watch and ward duties, protection of Institute's property from damage by unwanted elements.
6. Checking of all incoming and outgoing goods and office property etc. and keeping proper records of movement of such goods by maintaining gate pass system and details of persons accompanied, outsider/office staff / Officers etc. Issue of Gate passes for stores/material coming in and going out of the premises based on verification of permissions granted by authorized officer/staff for the same.
7. Collection of intelligence for providing information with regards to strike, riots and any other unusual happening in the area and assistance and protection in case of strike, riots, staff unrests, fire etc.
8. Assistance and active participation in removal of unauthorized persons present in the campus, including seeking police assistance with the knowledge and authorization of the administration of the Institute.
9. Performance of any other task/duty allotted by officer concerned of the Institute in the interest of security of its premises and property and submission of reports to Institute of any issue which may be against the interest of the Institute.
10. Shift -timings of the security personnel deployed will be decided by the Institute. The Institute shall fix timings of the various duty shifts. A singly duty shift will have normal duration of Eight Hours (8 hours). In case of any compelling reasons, if the duty shift is to be extended, the same shall not be resorted to by the contractor without the prior consent of the Authorized staff of the Institute.
11. The contractor will supervise the work of the care takers deployed by him under the contract.
12. Protection of buildings, fittings and fixtures therein; plant & machineries, equipment installed (including outdoor), office records, movable and immovable properties from theft, pilferage, trespassing etc., within the Institute Campus. The contractor will be required to provide total security and vigilance to the entire campus, to the properties of the Institute including valuable and delicate equipment worth crores of rupees and to the employees.

13. The agency will undertake any other work incidental to security system including opening / closing of office / classrooms / stores etc. as specifically assigned by the Officer / Staff of the Institute. The Institute shall arrange to provide locks/seal for stores, go downs and offices etc.
14. The Contractor shall ensure that at no time any point is unmanned. A register shall be maintained by the contractor at every gate where round the clock duty is performed to record the movements.
15. The contractor shall arrange to provide dress/uniform to all the care takers personnel on duty and ensure good behavior with all the staff of the Institute and as well as with the visitors and dignitaries visiting the Institute. They shall abstain from taking part in any staff union and association activities. The contractor shall provide separate dress, for summer and winter seasons. The care taker personnel shall not be permitted to wear any odd wrappers. The dress shall be of uniform color and design. Each person deployed by the contractor shall wear a badge bearing his name and designation.
16. The care taker will be responsible for overall security arrangement. He will ensure that all instructions of the administration are strictly followed and there is no lapse of any kind.
17. The caretakers will undertake any other allied work assigned by the authorized Officer of the Mumbai Campus.

Shift Timings*

The female care taker will work during general shift of (9:00 am to 5:00 pm). And the male care taker of will work in 3 shifts each of eight-hour.

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

Care Taker Services Manpower (Uniformed and Trained)

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

* The numbers of caretaker staff are subject to change as per the discretion of Officer concerned of the Institute.

Responsibilities of the Contractor

1. The bidder shall take the sole responsibility for providing duly trained care takers for duties. The care takers should have adequate exposure for operating firefighting equipment.
2. The contractor has to provide the well-built care takers in uniforms carrying torch,

- baton etc. while they are on duty.
3. The services provided by contractor should be to the entire satisfaction of the Institute.
 4. Physical Standards and Qualifications: The employees of the contractor shall be of Good character and of sound health.
 5. Requirement for Care Takers:
 - Age: Not less than 21 years & not more than 50 years.
 - Character: Good
 - Education Qualifications: preferably minimum 12th Pass
 - Experience: at least 3 years of experience in similar nature of work
 - Should be preferably able to read & write MARATHI, HINDI & ENGLISH
 - Preference will be given to Computer literate care takers.
 6. The Agency shall provide the details of the staff, proposed to be deployed viz., their name, fathers name, DOB, residential address, Telephone number, aadhar card, recent passport size photograph , in form of a data base in both hard & soft form and also provide a local police clearance certificate within 30 days of commencement of contract.
 7. The expenses to be incurred on providing uniform, shoes, baton, torches, whistles, etc. to the personnel deployed by the contractor will be borne by the contractor.
 8. The Contractor should be capable of providing care taker services as per the contract to the premises immediately from the date of award, and shall be responsible himself for any damage directly or indirectly caused due to lapse of his personnel (or) himself.
 9. **The Contractor shall compensate the Institute in full for the loss sustained by the Institute on account of any theft, burglary and any other kind of intrusion in building/areas given for care taking services. The amount of loss to be compensated by the contractor shall be determined by the Director or the Authorized officer of the Institute. It shall be binding on the contractor. The contractor shall also be fully responsible for any loss of materials and property etc. of the Institute attributable to the negligence or failure of the security personnel in complying with the prescribed procedure. All losses thus suffered by the Institute shall be compensated in full by the contractor. The decision of Director of the Institute in this regard shall be binding on the contractor.**

Section-6: Financial Bid

The Financial Proposal/Commercial bid format (BoQ) is provided as BoQ along with this tender document at <https://eprocure.gov.in/eprocure/app>

- i. Bidders are advised to download the BoQ.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.

- ii. Bidder shall not tamper/modify the downloaded price bid template (BoQ) in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD (if any) shall be forfeited.
- iii. Bidders are advised to quote the offer FOR IIM INDORE Mumbai Campus (inclusive of all charges and expenditure required to be incurred by the bidder for the services as per the bid document excluding GST. Only GST as applicable shall be paid extra over and above the quoted rates).
- iv. If tax amount is not quoted in the Financial Bid (BoQ), the quoted price will be treated as (inclusive of applicable taxes). No further communication will be entertained later or else the EMD (if any) will be forfeited.
- v. ***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).***
- vi. Bidders are requested to upload the duly filled BoQ under the cover-2 on the CPP Portal as mentioned below:

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

Section-7: Bid Evaluation

For the purpose of selection of the bidder, a two bid system evaluation process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid & Commercial Bid. Evaluation will be done strictly on Eligibility Criteria and scope of work as mentioned in this tender.

The Technical Evaluation Committee constituted by the IIM Indore shall verify the particulars furnished by the bidder independently and shall examine the bids to confirm that all documents pertaining to the Eligibility Criteria and Technical Criteria (scope of work) have been provided, and shall ascertain the completeness of each document submitted. If any of these documents or information is missing, IIM Indore reserves the right to call upon for the missing documents from the Bidders or reject the bid on account of unresponsive bid and the rejected bids will be ignored for the further evaluation purpose.

The financial bid will be opened only for those bidders who are verified and confirmed by the technical evaluation committee as technically qualified bidders as per Tender. **The commercial bid with the lowest price will be the highest evaluated bid.**

Section-8: General Terms and Conditions

1. **Bidder:** Tenders are invited only from reputed, experienced, and financially sound bidders for the Facility Management Services at Mumbai campus of IIM Indore.
2. **Tender Type:** Two-Bid through Online Mode.
3. **Pre-Bid Meeting:** Pre-Bid meeting specified as mentioned in the schedule of the tender. The purpose of the meeting is to clarify the queries of the prospective bidders on technical bid and commercial terms and conditions of this tender. In view of the above, prospective bidders are advised to submit their doubts / questions /clarifications if any, bearing tender no., title and marked "Queries for Pre-Bid Meeting" through Mail, (Mail ID: Stores@iimidr.ac.in) in the specified timeline, no queries will be entertained beyond the date of pre bid meeting.
4. **Bid Validity:** The quoted bid shall be valid for a period of 90 days from the date of opening of the Financial Bid.
5. **Modification and withdrawal of bids:** No bid can be modified subsequent to the deadline for submission of bids. No bid can be withdrawn after the deadline for submission of bids and the expiration of the period of bid validity.
6. **Confidentiality:** Information relating to the evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award.
7. Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post qualification of the bids or contract award decisions may result in the rejection of its Bid.
8. **Award Criteria:** IIM Indore reserves the rights to award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the highest evaluated bid.
9. **Notification of Award:** Prior to the expiration of the period of bid validity, IIM Indore will notify the successful bidder in writing by registered letter or e-mail that the bid has been accepted.
10. **Order Acceptance:** The successful bidder should submit Order acceptance within 7 days from the date of issue of order, failing which it shall be presumed that the bidder is not interested and his bid security (if any) is liable to be forfeited.

- 11.No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by the duly authorized office bearers of IIM Indore after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the quotations invalid and the firm is liable to be blacklisted.
- 12.**Termination for Insolvency:** 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. 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
- 13.**Force Majeure:** Neither party shall be liable to the other, for any delay in or failure of their respective obligations under this contract/ award of tender caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage, fire, floods, explosion, epidemic, quarantine restrictions, any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify (within 15 days) the other of his commencement and cessation of such contingency and prove that such is beyond the controls and affects the implementation of this contract adversely.
- 14.False declaration/documents will be in breach of the Code of Integrity under Rule 175(1) (i) (h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- 15.**Arbitration:**
- a) All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.
 - b) Any dispute not resolved by mutual consultations shall be settled through arbitration by an arbitrator duly appointed by the Director, IIM Indore. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be at Indore.
 - c) 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.
 - d) Arbitration cost will be borne jointly by both the parties to the Contract.

Section-9: Special Terms and Conditions

- 1) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- 2) 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.
- 3) It is 'bidders' responsibility to check for any amendment/corrigendum (if any) on the website of IIM Indore and CPP Portal before submitting their duly completed bids.

4) PAYMENT:

a) No advance payment will be made in any case.

b) The contractor will be paid as per approved rate (award of contract/work order) on a monthly basis by IIM Indore. For the services provided on receipt of the bill (in duplicate, at the accepted bill of quantities), after invoice entry and certification of the satisfactory services rendered during the month by the Officer concerned of IIM Indore Mumbai Campus.

c) Monthly Bill must enclose the following:

- i. Duly Signed and Verified Tax Invoice.
- ii. GST Payment Proof against the GST Liability.
- iii. EPF Challan, ECR Return, and Payment proof thereon.
- iv. ESIC Challan, return and payment proof thereon.
- v. Bank Statement as proof of Wages/Salary as the same is to strictly paid through a bank account.
- vi. Duly Signed and verified attendance records cross-verified by Concerned official from IIMI Mumbai Campus.
- vii. Duly Signed and verified Wage register cross-verified by a concerned official from IIMI Mumbai Campus which should have the signature of concerned employees.
- viii. Valid Labour License as per the terms of the tender document.
- ix. Valid Insurance Policy as applicable.
- x. Advance Salary Register if any payment is made in advance.
- xi. Any other document applicable as per terms of the tender document or statutory requirements.

The following declaration as part of the Monthly bill is to be attached:

- i. Ensuring payment of Central Minimum Wages.
- ii. In case of cash payment for starting of the joining month of employment or short-term joining employment as the case may be, the same should be made

- in the presence of the Institute Representative and signature of the institute representative duly certified that the salary has been disbursed in his presence.
- iii. Declaration in the format that required safety measures has been taken.
- iv. Declaration by the concerned department that the contractor has not damaged the Institute property during the billing period.
- v. Displaying the Working Hours and Minimum wages of the workers at respective places.
- vi. Bifurcation of workers (with name) engaged in services.
- vii. Declaration from the contractor as well as Concerned department, whether the services have been rendered per the terms of the tender document.

- d) The monthly payment will be made within 21 days of submission of bills, in favor of the contractor (in the name of the firm/contractor, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses, penalty, etc.). The GST and Service Tax (if applicable, as per rules) shall be paid on submission of documentary proof.
- e) The contractor needs to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code and IFSC code, etc., to facilitate payment through a bank (e-payment process).
- f) If the scope of service increases (as per written communication and record) and/or at the time of award of the contract, including extension of another two (2) year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on mutually agreed terms and condition.
- g) Bids offering rates which are lower than the minimum wages for the pertinent category would be rejected.
- h) The contractor shall raise the bill, in duplicate, along with details, supporting documents and submit the same to the IIM Indore Campus.

i) All quoted rates (other than statutory levies) will remain fixed for the first year of the.

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i) The rate/price quoted are subject to escalation after successful completion of the first year. The exact increase for the extension period will be negotiated by the Institute considering various parameters like satisfactory feedback of the stakeholders, All India Wholesale Price Index as issued periodically by the Office of the Economic Advisor, statutory levies etc. A duly constituted committee by the institute will decide the percentage of increase.

j) While selection of manpower by the contractor, 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 above the minimum wages of such employees.

k) 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 .

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

~~m~~n) _____ If any underpayment is discovered, the amount shall be duly paid to the contractor by the Institute.

~~n~~o) _____ The contractor is liable to make the salary of all employees as per the minimum wages act applicable before 5th of every month for the previous month. Penalty of Rs. 10,000/- per day is applicable if the salary is delayed beyond the 5th day.

~~e~~p) _____ IIM Indore may recommend for over and above the minimum wages for the deserving workers. The manpower requirement is tentative and may increase or decrease as per the Institute requirement.

~~6~~5) **PRECEDENCE CLAUSE:** In case of any ambiguity in interpretation, the decision by IIM Indore authority on the interpretation of the entire contract terms and conditions will be final and binding to all.

~~7~~6) **CONTRACT 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. 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 months' 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.

~~8~~7) **DELIVERY SCHEDULE:** The successful bidder should commence the services in all respect as per scope of work at Mumbai Campus of IIM Indore within 15 days after receipt of work order.

~~9~~8) **AWARD OF CONTRACT:**

- a) The Institute will award the contract to the successful evaluated bidder whose bid has been found to be overall lowest among all the categories of price bid and who is eligible

and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

- b) The Institute will communicate the successful bidder by facsimile / email or any other means of general communication and confirmed by letter transmitted by Registered post / courier that his bid has been accepted. This letter (hereinafter and in the condition of contract called the "Letter of Intent") will form part of the tender document.
- c) The successful bidder shall be required to furnish a Performance Security within 30 days of receipt of 'Letter of Intent' for 10% of the amount of contract value in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank in favor of Indian Institute of Management Indore. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the contractor accordingly.
- d) In the case of upward revision in the minimum wages rate or other statutory levies by contractor, the proportionate amount of Performance Security will be enhanced by the Institute periodically.
- e) Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Bid Security.

~~10.9)~~ **PENALTY-**

A. Housekeeping and Sanitation Services- The Cleanliness will be periodically checked by the concerned Officer concerned 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:

- 1. 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.;
- 2. Dust or cobwebs etc. on roof, window grills etc.;
- 3. Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirrors;
- 4. Dirt marks, dust, dryness and odor in Wash-basin, WC Seats, floors etc. in offices/rooms/toilets/bathrooms.

B. Care-taking Services-

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

C. Front Office Management-

- 1. The Receptionist will look after reception/helpdesk, telephone, visitor management, inward/outward communication and material management,

- courier, local conveyance, ticketing, hotel booking etc. and any other administrative work assigned by the Officer concerned of the Institute.
2. The Receptionist should be courteous and diligent in discharge of her duties.
 3. In case any of contractor's personnel(s) deployed under the contract is(are) absent, a penalty equal to double the wages of number of staff absent on that particular day shall be levied by the Institute and the same shall be deducted from the contractor's bills.
 4. In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned shall be levied.
 5. In case any public complaint is received attributable to misconduct/ misbehavior of contractor's personnel, a penalty of Rs.500/-for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the system immediately.
 6. 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, up to 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.
 7. If cleanliness and discipline in providing facility management services is not observed up to the satisfaction of the Officer concerned or any other person responsible to look after the facility management function of the Institute, a penalty of a minor fine of Rs.1,000/- per or a major fine of Rs.3,000/- per day will be imposed on the contractor depending on the objective criteria as above.
 8. Minimum number of trained manpower including the Supervisory staff as required to do the work has to be provided by the contractor. If in any case, the contractor fails to provide less than 75% strength of staff (including Janitors, Care taker Staff, Receptionist and Supervisor) on a given day, a penalty equal to four-times the wages of number of sanitation staff/supervisors absent on that particular day shall be levied by the Institute and the same shall be deducted from the contractor's bills.

Other penalty clauses are as detailed below:

S. No.	Particulars	Penalty
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. 5 th date of every succeeding month	Rs.10,000/- per day till payment

~~11~~10) The bidders have to necessarily submit the Bid Declaration certificate as per **Annexure-IX** stating that, 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 (if required) before the deadline defined in the request for bids document, they will be suspended for the period of four years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

~~12~~11) **OTHER TERMS AND CONDITIONS:**

1. The contractor should bring on biometric machine and related computers system / printer for maintaining daily attendance and submit the record/ print out of the same to the concerned office in charge periodically/ as and when required and mandatorily along with the Bills.
2. The contractor shall follow all the rules and guidelines decided by the institute authorities.
3. In case any person engaged by the contractor 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.
4. The Institute has no binding to provide any accommodation/transportation to the staff or person deployed by the contractor. No cooking/lodging will be allowed on the premises of the Institute at any time.
5. 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. Deputed personnel cannot be changed without prior approval from the Institute.
6. 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.
7. 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.
8. The execution of cleaning of housekeeping will be with suitable and uniformed janitors with mechanized equipment and chemicals, wherever required.
9. 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.
10. It will be the sole responsibility of the contractor that the personnel engaged are trained. The service provider shall be responsible and liable for any claims of his employees. IIM Indore will not be liable for any mishap, directly or indirectly.

11. Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost.
12. 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.
13. 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.
14. 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 office.
15. 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.
16. The contractor shall not engage any sub-contractor or transfer the contract to any other firm/agency in any manner.
17. 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.

18. 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.
19. 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.
20. 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.
21. 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.
22. 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.
23. 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.
24. 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. The contractor shall deploy his personnel only after obtaining the Institute approval duly submitting resume along with photo identity proof / residence proof of these personnel / Aadhar Card.
25. "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.
26. 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.

27. 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.
28. 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.
29. 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.
30. The contractor shall ensure that the employees engaged shall not take part in any staff union and association activities.
31. 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.
32. 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.
33. The contractor will have to deposit the proof of depositing employee's contribution towards PF etc. of each employee along with the monthly bill.
34. **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 concerned 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 whatsoever.
- 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. 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.
 - v. 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.

- vi. Sufficient number of staff shall be posted by the contractor to attend the works on 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.
- vii. The workers deployed by the Contractors shall maintain personal hygiene and wear prescribed uniform while on duty.
- viii. The contract personnel shall undergo medical examination periodically at the expense of the contractor to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for as and when required by the Institute.
- ix. 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.

Annexure-I: Bidder Profile

(On Company/ Firm's Letterhead)

Profile		
Registered Name		
Date of Incorporation / Establishment		
Permanent Account Number (PAN)		
GST Registration Number		
Firm/ Company incorporation certificate No.		
EPF registration Number		
ESI registration Number		
Labour License Number		
Registered Address		
Postal address for communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	

Date:

Place:



Annexure-II: Undertaking for Acceptance of Tender Terms & Conditions

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,

Officer (Stores, Purchase and Contracts)
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road,
Indore – 453 556

NIT Tender No.: IIMI/ 2021-22/11 for Facility Management Services at Mumbai campus of IIM Indore.

Dear Sir,

I/we have gone through all terms and conditions of the tender document also I/We have gone through the corrigendum/ addendum issued (if any) till the Bid Submission close time and date for this tender.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above referred tender document including instructions, terms & conditions, technical specification stated therein.

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-III: Self-Declaration Certificate for the Clean Track Record

Self-Declaration Certificate
(Duly sealed and signed certificate on Company/ Firm's Letterhead)

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 all respects 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 will be debarred/blacklisted as decided by the competent authority of IIM Indore, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM Indore, will not be responsible to pay the bills for any Partial/ Full supply of the items/ services.

Authorized Signatory

Name:

Designation:

Date:

Place:



ANNEXURE – IV: Prior Work Experience

Evaluation Criteria	Year	Name of the Client	Order Number and Date	Order Amount (Rs.)	Remarks
List of Purchase Order / Work Order where the similar type of Work executed by you during the last 3 years as on last date of bid submission	2018-19				Proof of experience to be attached
	2019-20				
	2020-21				

Authorized Signatory

Name:

Designation:

Date:

Place:



ANNEXURE – V: Annual Average Turnover

Evaluation Criteria			Remark
Bidder's Annual Turnover for last three financial years (2016-17 to 2018-19) or (2017-18 to 2019-20).	Financial Year	Turnover in Rs.	-
	2019-20		Profit & loss account and balance sheet duly audited by the Chartered Accountant or CA Certificate with UDIN to be attached
	2018-19		
	2017-18		
	2016-17		

Date:

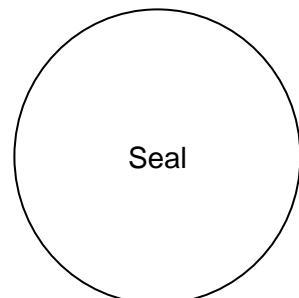
Authorized Signatory:

Name:

Designation:

Place:

Contact No.:



ANNEXURE – VI : Average Working Capital

Evaluation Criteria			Remark
Working capital (Current Assets less Current Liabilities for last three financial years) (2016-17 to 2018- 19) or (2017-18 to 2019-20).	Financial Year	Working Capital in Rs.	-
	2019-20		CA Certificate with UDIN to be attached
	2018-19		
	2017-18		
	2016-17		

Date:

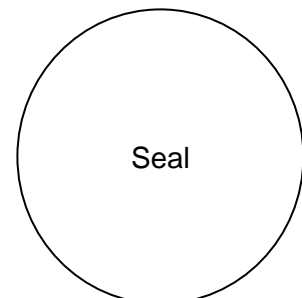
Authorized Signatory:

Name:

Designation:

Place:

Contact No.:



ANNEXURE – VII: Similar Order Details

S. No.	Evaluation Criteria	Name of the Client	Order No. & Date	Amount
	Experience of successfully completed similar nature of work during the 5 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.

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-VIII: Performance Certificate

S.No.	Name of the Client	Order Number and Date	Order Amount (Rs.)	Contract Period	Remarks
01					Performance Certificate to be submitted
02					
03					

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-IX: Bid Security Declaration

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,

Officer (Stores, Purchase and Contracts)
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road,
Indore – 453 556

NIT Tender No.: IIMI/ 2021-22/11 for Facility Management Services at Mumbai campus of IIM Indore.

Dear Sir,

I/We, the undersigned, declare that

1. We understand that, according to the conditions of the tender document, bid must be supported by a Bid Security Declaration.
2. We accept that, we will be automatically suspended from being eligible for bidding in and contract with the Institute for the period of 2 years or as decided by the competent authority from being eligible to submit bids for contracts starting from the bid closing date, if we are in breach of our obligation(s) under the bid conditions, because we:
 - a) Have withdrawn our bid during the period of bid validity specified in the tender document.
 - b) Having been notified of the acceptance of our bid by the Institute during the period of bid validity and (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the performance security (if required), in accordance with the tender conditions.

Authorized Signatory

Name:

Designation:

Date:

Place:

