



भारतीय प्रबंध संस्थान इंदौर
प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर – 453 556

INDIAN INSTITUTE OF MANAGEMENT INDORE
Prabandh Shikhar, Rau-Pithampur Road, Indore – 453 556

(E-PROCUREMENT MODE ONLY)

Notice inviting tender for Facility Management Service - outcome Based & Facility Management Service- Manpower based

Indian Institute of Management Indore invites online bids in Two Bid System (QCBS based evaluation) from technical and financial proposals from experienced and reputed bidders.

Note:

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

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Section-1: Schedule of tender

Sn	Event	Date & Time/ Remarks
1	Tender availability on Institute website and GeM Portal	October 07, 2025
2	Pre-Bid meeting queries submission (if any)	By 5:00 PM on October 14, 2025
3	Pre-Bid Meeting	October 15, 2025 11:00 Am onwards
4	Bid Submissions Close	October 27, 2025 03:00 PM
5	Opening of Technical Bid	October 28, 2025 03:30 PM
6	Presentation by the eligible Bidders	To be communicated later through email
7	Opening of Financial Bid	On the GeM Portal

Note:

- If for any unforeseen circumstances the tender is not opened on the above date, then the next working day will be considered as the tender opening date.
- The presentation mode will be offline (in person) as per the discretion of the Institute, the same will be binding to all the bidders.
- All the communication with respect to this tender shall be addressed:

1. Officer (Stores, Purchase and Contracts)

Phone: 0731-2439630/ 631 Email: stores@iimidr.ac.in

2. HOD (Outsourced Operations)

Phone: 0731-2439603/ 598 Email: outsourcedept@iimidr.ac.in

The bidders are advised to visit and acquaint themselves with the area and operational system as specified in the tender. All costs related to such visits shall be borne by the bidder. Submission of the tender documents shall be deemed as a confirmation that the bidder is fully aware of the operational conditions.

For visiting the IIM Indore campus the bidder must inform to the Outsource department well in advance on the below mentioned contact details

HOD (Outsourced Operations)

Phone: 0731-2439603/ 598 Email: outsourcedept@iimidr.ac.in

The site visit for this tender will be allowed during Monday to Friday (working days) only between 10:00 am to 5:00 PM on or before October 25, 2025.

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 the Indian Institute of Management Indore as an Institution 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.iimdr.ac.in

Situated atop a scenic hillock, the 193-acre campus of IIM Indore provides an ideal backdrop for contemplative learning. IIM Indore has the latest in teaching aids, rich learning resources, a strong IT backbone, a state-of-the-art sports complex, and hostels as well as contemporary infrastructure.

Address of IIM Indore Campus:

Indian Institute of Management Indore

Prabandh Shikhar, Rau-Pithampur Road Indore - 453556,

Madhya Pradesh, India

Section-3: Objective of this Tender

The objective of this tender is the selection of a well reputed and suitable service provider to cater for the needs of the Institute as detailed in the Scope of work. This tender has two part as under:

1. Facility Management Service- Outcome Based
2. Facility Management Service- Manpower Based

Facility Management Service - Outcome Based: This part covers the Outcome requirements which includes Housekeeping and Sanitation Services, Waste Management, Pest Control Service, Horticulture Services, etc. The detailed scope for these requirements have been defined in the subsequent sections of the tender document. The bidders are required to quote for this part considering the detailed scope defined in the tender document (including the salary of the managers which is to be paid by the contractor).

Bidders are requested to note that the quote for this scope will only be considered for the bid financial evaluation purpose.

Facility Management Service- Manpower based: This part covers the manpower requirement for this tender, the details for the number of manpower (skill wise), qualification of the same, roles and responsibilities etc. have been defined in detail in the further section of the tender document.

The bidders must note that in line with the DoE OM No.F.6/1/2023-PPD dated 6th January 2023, wherein the minimum service charges for Manpower Outsourcing Services has been fixed as 3.85%.

Considering this the Institute has decided to fix the service charge of 3.85% (including the GST) on the wage bill for this particular scope of the work (scope is further defined in detail in the subsequent section).

Section-4: 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.

- i. 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>
- ii. 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.
- iii. 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.
- iv. 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.
- v. 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.
- vi. Useful information for potential bidders is available at <https://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>
- vii. 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 <https://eprocure.gov.in/eprocure/app?page=FrontEndContactUs&service=page>

Section-5: Eligibility Criteria & Online Bid submission Procedure

IIM Indore is looking for a prospective Manpower-Service-Provider for Providing staffing at the premises of IIM Indore, Indore and Mumbai campus. In order to apply for this tender, the intending bidders must fulfill the following eligibility criteria, failing which their bid will not be considered for the further evaluation process.

- i. Valid PAN, GST Registration, EPFO registration, ESIC registration, Labour registration number/ certificate and Firm establishment / Company incorporation certificate as on the date of submission of the bid (supporting documents to be submitted/ uploaded in respective packet of Other Important Documents (OID)).
- ii. The bidder/ firm should have been incorporated/ established on or before the financial year 2018-19 and currently should be in the similar nature of works.
- iii. The Bidders Profile to be uploaded as per the annexure given in the tender (supporting documents to be submitted/ uploaded along with the Annexure-I).
- iv. Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents (supporting documents to be submitted/ uploaded along with the Annexure-II).
- v. 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 self-declaration certificate for the Clean Track Record to this effect is to be submitted (as per the Annexure-III).
- vi. The 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 (The client work order along with the satisfactory work completion certificate to be submitted/ uploaded along with the Annexure-IV). The time period of 07 years shall be reckoned as on 31.03.2025.
- vii. The bidder must have One contract (completed / running work of minimum 6 months) of similar nature work for the Institution of National Importance in the last 5 years. The time period of 05 years shall be reckoned as on 31.03.2025. The name of the institution will be determined from the names appearing in the list from the website link given below:

<https://www.education.gov.in/en/institutions-national-importance>

The client work order along with the satisfactory work completion certificate/ satisfactory work ongoing certificate is to be submitted along with the Annexure-V

- viii. The bidder should have experience of successfully completion all similar nature of works during the last Seven 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. 6.40 Crore per annum; or
 - b) two similar contracts valuing not less than Rs. 8 Crore per annum; or
 - c) One similar contract valuing not less than Rs. 12.8 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 (The client work order along with the satisfactory work completion certificate to be submitted/ uploaded along with the Annexure-IV).

- ix. The bidder must submit a Solvency certificate from a Scheduled Commercial Bank or nationalized bank for a minimum of Rupees Six Crore fifty lakh (The solvency certificate must be issued on or after the release date of this tender).
- x. The average annual turnover should be at least 8 Crore during the previous three financial years (2021-22 to 2023-24). Copies of duly Audited profit & loss accounts / CA Certificate are to be submitted as per the Annexure-VI.
- xi. The bidder must submit the copy of the Statutory Audit report for the three financial years (FY 2021-22 to 2023-24).
- xii. The bidder must possess a valid ISO 9001-2015 in providing similar types of services. A copy of the same is to be submitted.
- xiii. The bidder must have provided a similar nature of work in the last five years where in the number of manpower provided are not less than 100 manpower, Copies of the latest ECR report and the latest challans paid towards the contribution for ESI and EPF to be submitted as a supporting document. The time period of 05 years shall be reckoned as on 31.03.2025.

Online Bid submission Procedure

Bidders 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.

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)	Scanned PDF files to be uploaded in the respective packet
Packet-2	GST registration certificate	
Packet-3	EPF registration certificate	
Packet-4	ESIC registration certificate	
Packet-5	Labour registration number/ certificate	
Packet-6	Firm establishment / Company incorporation certificate	

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

Upload Under	Details	Supporting Documents (As Per)
Packet-1	Bidder's Profile	Annexure I
Packet-2	Check list of the documents to be uploaded	Checklist Annexure
Packet-3	Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents	Annexure II
Packet-4	A duly completed self-declaration certificate for the Clean Track Record	Annexure III
Packet-5	The 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 (The client work order along with the satisfactory work completion certificate to be submitted/ uploaded along with the Annexure-IV)	Annexure IV
Packet-6	The bidder must have One contract (completed / running work of minimum 6 months) of similar nature work for the Institution of National Importance in the last 5 years. The time period of 05 years shall be reckoned as on 31.03.2025.	Annexure V
Packet-7	The bidder must submit a Solvency certificate from a Scheduled Commercial Bank or nationalized bank for a minimum of Rupees Five Crore.	-
Packet-8	The average annual turnover should be at least 8 Crore during the previous three financial years (2021-22 to 2023-24). Copies of duly Audited profit & loss accounts / CA Certificate are to be submitted as per the Annexure-VI	Annexure VI
Packet-9	Bank Guarantee Format for Earnest Money Deposit (as applicable)	Annexure VII
Packet-10	Integrity Pact (As per format)	-

Section-6: Scope of work for Facility Management Service - Outcome Based

This part includes the following Outcome requirements

1. Housekeeping and Sanitation Services
2. Waste Management
3. Pest Control Service
4. Horticulture Services

Each of the above scope of work has been elaborated further as under:

1. Housekeeping and Sanitation Services

1. Scope of Work

- (i) **Area of work-** All open and covered areas within the boundary of the Indian Institute of Management Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore-453556, 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 the highest standards of cleanliness, hygiene and presentability to the entire area. The contractor and his management team will supervise the awarded work.

2. General Instructions

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

3. 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 work
- (v) Maintaining records / details of the following:
 - Complaint Book
 - Duty Roster / Deployment Sheet of Housekeeping Staff
 - Register for providing staff for shifting work
 - Logs and checklists

Note:

- Girls' Hostel should be attended by female staff only.
- If required the Institute may ask to maintain any other record(s) also.

4. Frequency of services

- (i) **Daily Services** - Housekeeping/ cleaning services should be provided between 6 AM and 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 is 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 hostels would be different from the timings of staff working in the administrative block.

Housekeeping staff has to do the 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 an hourly basis.
- The Contractor shall provide, maintain, and refill hand wash/ sanitizer in all the Toilets/ Restrooms at regular intervals i.e. 3 times or as per requirement/direction.
- Cleaning, sweeping, mopping of staircases, cabins, lobbies, reception, corridors, ceilings, glasses, partitions, office furniture, office rooms, training rooms every three hours with disinfectant or as per requirement/direction.
- Vacuum cleaning of all carpets and upholstered furniture once a week or as per requirement/direction.
- Cleaning, dusting electrical switchboards, 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 dustbins, waste paper baskets, cobwebs etc. and disposing of all collected refuse on a 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 they are full.
- Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc. on an 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 the 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 a 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 consists mainly of vegetable cuttings & peels and fruit cutting leftovers which are 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 the 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
- Cleaning materials.
- 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.
- Cleaning of all façade glasses
- The contractor shall make a cleaning schedule and submit it to the Officer-In-Charge of housekeeping activity for weekly cleaning so that concerned officials / in charge of the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- The Contractor shall cover all the specified areas in the scope of work.
- The Contractor shall provide the duty register to officials of the Institute as required.
- The Contractor shall maintain a record of all weekly services and submit it to the Officer in Charge.
- Mechanized cleaning of drainage chambers periodically to avoid choking drainage chambers as per requirement/direction.

5. 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 to the back of the toilet door. It is to be filled up by the supervisor /housekeeping staff on an hourly basis daily or as per requirement/direction.
- (ii) **Management/ Housekeeping Service Requirements/ Complaints/Suggestions Report:** This report is to be completed by the Contractor's management or administrative staff upon receiving or observing any complaints, requirements, or suggestions related to the services provided. All such inputs—whether pertaining to service delivery or the conduct/performance of staff deployed by the Contractor—must be duly recorded at the site using a computer system. These entries should be promptly communicated to the Caretaker, Supervisor, or any other designated official.
- (iii) **Housekeeping Services Complaint /Suggestions 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.

6. Additional scope and particular conditions

In case of any differences, these particular conditions of the 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 mopping of covered areas.
- Cleaning of windowpanes 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 every day as per the time specified by the concerned officer in charge of the 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 the furniture in the room including bed, chair, table, etc. sweeping and mopping the entire room with a disinfectant solution, cleaning of the 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 disinfectants.
- Cleaning public toilets with soap solution and keeping them, odour free using deodorizer cubes/odonil/ any other good quality and pleasant smelling urinal screens /prescribed materials
- 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 closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The work tables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff restrooms/ toilets shall be cleaned using soap solution and kept odour free using deodorizer.
- The Contractor shall provide, maintain, and refill standard prescribed good quality hand wash / sanitizer in all the toilets / restrooms.
- 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 classroom's area shall be scrubbed at least twice 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 an 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 of the garbage at the designated area as stipulated by the Institute / local administration. The Contractor's quoted rates should be inclusive of this item.

vii) Underground & Overhead Water Tanks

The Contractor shall clean & disinfect all the underground & overhead tanks periodically as per the schedule received from the Estate Department after emptying the water from the tanks by the plumber as per the instructions of the concerned office in charge of the area. The Contractor's quoted rates should be inclusive of this item. No extra payment whatsoever will be made on this account.

viii) Terrace Cleaning

The Contractor shall clean the terrace periodically as per the instructions of the concerned office in-charge of the area. The Contractor's quoted rates should be inclusive of this item. No extra payment whatsoever 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, the Institute may add additional scope of work.

7. Resources 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 and their accessories / refills pertaining to housekeeping services will have to be provided by the contractor.
- The contractor has to provide supervisory and management support from his own staff to get the maximum output from the housekeeping force deployed at the Institute. Teaching and training of the housekeeping staff has to be done by the contractor. The man and all materials needed for the management of the housekeeping staff will be the responsibility of the contractor. The Institute will only pay the management fee or service charges with regard to manpower costs.
- The following equipment, tools and cleaning materials are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per the actual requirement of the Institute. Minimum number 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 this equipment may be inspected by designated officials of the Institute at any time.

➤ **List of Equipment and Tools (Minimum Number required)**

Sn	Description of Required Items	Number
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

➤ **List of Cleaning Material and Consumable (As per requirement and broad guideline)**

Sn	Description of Required Items
1	Bamboo sticks 20 ft long for drainage cleaning
2	Brooms (Hard and Soft)
3	Buckets
4	Carpet Brush
5	Cobweb Remover and Wall Cleaner
6	Dust control refill

7	Dustpan
8	Floor Duster Steel Wool
9	Hand glove
10	Iron brush
11	Mop bucket
12	Swimming Pool Cleaning Kit
13	Mops with Metallic Rod
14	Plastic Mugs
15	Scrubber
16	Sweeping Brush (Dry dust control mops)
17	Toilet Brush
18	Wet Mops
19	Wet Mops (Round) for bathrooms
20	White Duster
21	Wipe
22	Yard Broom
23	Yellow Duster
24	Compost Storage Bags 24"x36" HDPE

➤ **List of Chemicals**

The chemicals should be eco-friendly. The material shall have an ISI certification mark. The contractor shall be required 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 a Material Safety Data Sheet for each chemical being used.

- **Recommended brands of the consumables to be used:**

Hand wash - Dettol/ Lifebuoy/ Savlon/ Godrej Protekt

- **General / Multipurpose Cleaners**

Taski R2 (Diversey) – Multipurpose surface cleaner

Lizol (Reckitt Benckiser) – Floor & surface disinfectant

Dettol Multi-Surface Cleaner (Reckitt Benckiser) – Household disinfectant

Colin (Reckitt Benckiser) – Glass & multipurpose cleaner

- **Toilet & Bathroom Cleaners**

Taski R1 / R6 (Diversey) – Professional toilet bowl cleaner

Domex Toilet Cleaner (Hindustan Unilever)–Strong disinfectant toilet cleaner

Harpic (Reckitt Benckiser) – Popular toilet & bathroom cleaner

Sanifresh (Reckitt Benckiser) – Toilet cleaner

- **Disinfectants & Sanitizers**

Lysol (Reckitt Benckiser) – Disinfectant liquid & sprays

Dettol Antiseptic Liquid (Reckitt Benckiser) – Multi-purpose disinfectant

Clorox (Clorox Company, available in India through import) – Disinfectant & bleach

Sterillium (Bode Chemie, imported) – Hand disinfectant

- **Floor Cleaners**

Taski R7 (Diversey) – Neutral floor cleaner

Domex Floor Cleaner (HUL) – Strong hospital-grade cleaner

Lizol (Reckitt Benckiser) – Household & institutional floor cleaner

- **Glass & Stainless-Steel Cleaners**

Taski R3 (Diversey) – Glass cleaner

Colin (Reckitt Benckiser) – Glass & shiny surface cleaner

- **Housekeeping & Institutional Brands**

Taski (Diversey) – Professional housekeeping range (R1–R9)

Ecolab – Institutional cleaning solutions (available in Indian hotels & hospitals)

3M Cleaning Chemicals – Professional housekeeping & floor care products

- **Carpet Cleaning Chemicals**

DeoChem – Deo HFS (Carpet Shampoo)

Tetraclean – Tetra11 Carpet Shampoo Concentrate

Mystair – Carpet Shampoo: Available as a 5L concentrate, effective for foaming and germ-killing.

Vizag Chemicals – RXSOL-15-0521 Carpet Shampoo: A pH-neutral, pleasantly scented concentrate with dry-foam.

Cleansol – Carpet & Upholstery Cleaner: An eco-friendly, biodegradable liquid multi-surfactant shampoo.

The agency shall initially provide 100 waste bins of 200 liters capacity (50 each in blue and green) as part of the contract. The contractor shall also be responsible for replacing damaged bins and supplying additional bins of the same specifications as and when required. Blue and green dustbins for dry and wet waste, respectively, should be placed at intervals of every 100 meters along the roads within the campus.

There are about 350 washrooms in the Institute. The contractor shall install branded (two to three type), high-quality Automatic Air freshener dispensers in each washroom. The responsibilities for chemical refilling, maintenance, and after sales service of these dispensers shall rest with the service provider. In case additional dispensers are required, their procurement, refilling, and maintenance shall also be undertaken by the contractor.

The contractor shall further be responsible for providing hand wash dispensers (wall mounted) in all washrooms of the Institute and its replacement as and when required. Additionally, the contractor shall ensure the urinal screens are installed in all urinals and are replaced in accordance with their usage life.

Sn	Description of Required Items
1	Air Freshener
2	Antiseptic (such as Dettol or equivalent)
3	Brasso
4	Detergent Bar
5	Detergent Powder
6	Floor polish
7	Multi cleaner solutions
8	Naphthalene Balls
9	Nylon scrubbers
10	Odonil or any other suitable spray
11	Phenyl
12	Lime Powder
13	R1 (Bathroom cleaner cum Sanitizer concentrate)
14	R2 (Hygienic Hard Surface Cleaner concentrate)
15	R3 (Glass Cleaner)
16	R4 (Furniture Maintainer)
17	R5 (Air Freshener)
18	R6(Toilet Bowl Cleaner
19	R7 (Floor Cleaner concentrate)
20	R9 (Bathroom Cleaner concentrate in Hard Water)
21	Sink Opener
22	Squeeze Bottle
23	Toilet sanicubes
24	Bleaching Powder

Note:

- This list and quantity of equipment, chemicals, cleaning material etc. mentioned in the above tables are indicative and not exhaustive. The contractor shall be required to provide additional items or increased quantities as per the operational requirements.
- In addition to the above, there are 148 female washrooms in the Institute. The contractor shall install branded, bio-locked sanitary napkin disposal bins in each female washroom. The responsibilities for maintenance, servicing, and after-sales service of these bins shall rest entirely with the contractor. In case additional bins are required during the contract period, their procurement, installation, and maintenance shall also be the sole responsibility of the contractor. Bio-protection and Odour Control: The bins shall be equipped with a bio-protection layer that prevents odour release and inhibits microbial activity. Security and Safety: The bins shall be animal proof, with pedal-operated vacuum locks to ensure hands free use and to prevent access by animals or unauthorised individuals. Extended Storage: The bins shall be designed to safely store waste for up to 15 days without compromising hygiene or safety standards.
- Collection and Disposal: The contractor shall collect waste from all disposal bins twice daily in specified bags. The collected waste shall be disposed of at the designated location as stipulated by the Institute and/or local administration.
- The quoted rates of the contractor shall be inclusive of installation, maintenance, collection, and disposal activities under this clause.
- Compliance and Penalty: Failure to comply with the above requirements shall constitute a breach of tender/contract conditions. The Institute reserves the right to initiate appropriate action, including imposition of penalties, recovery of costs as per the terms of the agreement.

2. Waste Management

- a. Scope of Work: Contractor shall provide all labor, equipment, services and material necessary to meet all needed dry and wet waste management services at IIM Indore Campus.**
- i) Collection Management Services**
- The Contractor shall provide for the removal, off-haul, recycling, composting and disposal of solid waste generated on the campus.
 - The Contractor shall provide an 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
 - Source separated recyclable materials
 - Compostable waste materials (Garden waste, food waste from student mess etc.)
 - The contractor shall ensure collection of all wet food and garden waste mechanized

screening / segregation of dry and wet garbage in the earmarked area. The contractor shall 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 the transportation of garbage.

- The contractor shall keep suitable sized and specified bins at the collection area. The contractor shall employ his staff for the collection / disposal work. The garbage shall be disposed of at least twice a day. The contractor shall also arrange for the garbage bags and prepare a flowchart indicating the methodology for waste collection and disposal.
- The contractor shall provide Fully Automatic wet waste machine with capacity 1000 kg per day- 01 (Pulveriser to process the leftover food waste, vegetable and fruit peels into a fine slurry)

List of Equipment and Tools

S n	Name of Items	Description of required item	Qty
1	Wheeled Dustbins	Capacity 120 liter	12
2	Compost Beds	HDPE	10
3	Crates	HDPE Capacity 60L	10
4	Pulveriser (To process the leftover food waste, vegetable and fruit peels into a fine slurry)	capacity of at least 1000 kg per day	2
5	Mixer (To mix processed waste and saw-dust into a raw compost)	capacity of at least 1000 kg per day	2
6	Garden Waste Shredder (To shred garden waste, cut leaves, twigs)	at least 50 Kg / 2 HP Motor Capacity	2
7	Garbage Vehicle	with separate provision for Dry & Wet waste	1
8	Wood Cutter	(Electrical/Petrol/Chargeable operated)	2
9	Fumigation Machine	(Petrol/Chargeable operated)	2

Note: The list and quantity of equipment, chemicals, cleaning material etc. mentioned in the above tables are indicative and not exhaustive. The contractor shall be required to provide additional items or increased quantities as per the operational requirements.

3. Pest Control Service

a. Scope of Work and Specifications

- i) Area of work: All open and covered areas 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
 - Silverfish
 - 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, rodent trapping devices, pest monitoring devices, pest surveillance, 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 procedures 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:

Sn	Type of Treatment	Name of the chemical / material of the equivalent properties or method for treatment
1	General Pest Control	Non-toxic material
2	Anti-Termite Treatment, cockroaches, Red, Ants, Flies, bed bugs etc.	Chlorpyrifos or other suitable material

3	General Disinfestations	Pyrethrum, Deltamethrin, Malathion
4	Rodent and Squirrel Control	Zinc Phosphide, anti – Coagulants & Glue, traps, burrow fumigation, internal and external baiting, mechanical control.
5	Snake and Scorpion Control	Carbolic Acid, burrow fumigation
6	Honey Comb Treatment	By Suitable Method
7	Anti-malaria treatment (Fumigation- Fogging) Mosquito Control	Spraying Pyrethrum, or DDVP or NUVAN, Malathion/ Abate/ BHC powder, anti-larva operations, internal spraying, external spraying
8	Anti-fungus treatment	Spraying of Bacillocid special or other antifungal agent.
9	Fumigation	As per Institute requirement

- All the chemicals used for various services shall conform to the applicable I. S. Codes and EPA certification and must also be approved under the relevant statutory provisions. The chemical emulsion prepared shall be tested by a recognized laboratory to ensure compliance with our specification and test results shall be submitted from time to time.
- Preferably the chemicals used should be eco-friendly and odourless

c. Proposed Service Schedule:

Sn	Type of Service	Area to be Treated	Minimum No. of Services in a Year	Frequency
1	Rodent and Squirrel Control			
	A) Burrow Fumigation	The entire open plot area of IIMI campus is 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
2	Mosquito Control			
	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 in a year	Weekly and as and when required/ instructed
3	General Infestation	All office buildings, classrooms, residential and hostel complexes, Mess, Dining halls, Kitchen, Pantry areas of all the buildings	52 times	Weekly
4	Snake / Scorpion Control Dusting & Spraying of Snake Repellent	Area surrounding all buildings and places frequented by IIMI community members	52 times	Weekly and on need basis
5	Honeycomb treatment / removal and anti-fungus treatment	As per direction of the concerned officer-in- charge of pest control operations	On need basis	On need basis
6	Anti- Termite Treatment	As per direction of the concerned officer-in- charge of pest control operations	On need basis	On need basis

The pesticides and related materials used for pest and rodent control shall not have any adverse impact on human health.

4. Horticulture 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 de-weeded 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 a 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 representatives, 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 representatives.
- v) Plants, shrubs, annuals etc. shall be regularly sprayed/dusted with proper insecticides, fungicides at regular intervals to get rid of infections.

- vi) Seeds/saplings of seasonal flowering plant varieties shall be planted in prepared beds as approved and directed by the authorised representative. The spacing between adjacent plants shall be maintained as per the specified guidelines.
- vii) The pots available with IIM Indore shall be prepared with seasonal flowers and carefully maintained through re-soiling, application of manure, use of pesticides, organic/inorganic fertilisers, and regular watering. The contractor shall also ensure appropriate placement of posts during VIP visits or Institute's functions occurring on holidays, the contractor shall ensure availability and presence of its staff 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 shall 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 surfaces such as floors, roads, cemented beds, walls etc. shall be carried out as directed by the authorized representative.
- xi) It shall be ensured that the drainage system remains free from choking caused by the unwanted growth including jungles and bushes.
- xii) The contractor shall be responsible for arranging pipes for watering as well as lawn, garden and hedge maintenance machinery required for the upkeep of lawns, gardens and hedges. Additionally, the contractor shall provide all necessary tools and equipment for the staff deployed in this contract.
- xiii) The agency may use existing STP water line, bore well water line or STP water supplied through tankers for watering and maintaining the garden. In the event of a water shortage, the agency shall arrange water tankers to ensure uninterrupted garden maintenance. In such cases the water tanker hiring charges shall be borne by the Institute based on a mutually agreed or prevailing market agreed rate.
- xiv) List (indicative) of Machineries, Tools and Accessories, Chemicals and Pesticides the contractor is required to provide throughout the contract period, if required the contractor is required to provide more quantity also.

Horticulture Machineries

Sn	Name and description of the required Item	Qty
1	Lawn mower - Heavy Duty Electric	4
2	Hedge Cutter/Trimmer - Heavy Duty Electric	2
3	Wood cutter - Heavy Duty Electric	3
4	Brush Cutter - Heavy Duty Electric/Petrol	4
5	Wheel Barrow - Heavy Duty	10
6	Platform Trolley with Side Tubing Frame	2
7	Garden shredder machine electric	1

Horticulture Tools and Accessories

Sn	Name and description of the required Item	Qty
1	Watering Cane	25
2	Shovel	25
3	Axe	25
4	Rake Big	20
5	Gardening Fork	20
6	Garden Trowel	45
7	Pruning shears	30
8	Sickle	25
9	Plastic Bucket(15ltr capacity)	10
10	Hoe	40
11	Bill hook	30
12	Crowbar	10
13	Pick axe	40
14	Garden sword	75
15	Garden hose	1000 mt.
16	Spray gun	1
17	Sprayer (Chargeable)	4
18	HDPE Pipe	2000 mt.
19	Sprinkler (small and big)	30
20	Electric Cable	400 mt.

Chemicals and Pesticides (estimated quantity for a period of one year)

Sn	Name of the required Item	Qty
1	Neem oil	30 Ltr.
2	Bordex mixture	20 Kg.
3	Fertilizer	10 Quintal
4	Weedicide	50 Ltr.
5	Fungicides	20 Ltr.
6	Insecticides	25 Ltr.
1	Neem oil	30 Ltr.

Note: The contractor shall procure/ arrange the above mentioned Machineries, Tools and accessories, Chemicals and Pesticides in consultation with the concerned department of the Institute. Also the periodic procurement, maintenance, repairing and after sales service shall be the responsibility of the contractor.

Section-7: Scope of work for Facility Management Service - Manpower Based

This part covers the manpower requirement and their desired qualifications, roles and responsibilities. For smooth functioning of the above scope of work the required manpower details are given below:

Sn	Category	Required Number
1	Highly Skilled	2
2	Skilled	3
3	Semi Skilled	69
4	Unskilled	275
Total		349

Note: The above requirement is tentative and may vary based on the daily requirement in all the fields. The qualification and experience can be relaxed by the competent authority of the Institute for extremely suitable candidates. Preference will be given to employees working in Institutes like IIMs /IITs etc.

Manpower Brief Responsibilities:

- **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., classrooms, Hostels, Transport and Sports Complex. Job description is defined as under:
 - i) General cleanliness & upkeep of the section/unit.
 - ii) Carrying of files and other papers within the building.
 - iii) Photocopying, making sets, stapling, spiral bindings, sending of FAX etc.
 - iv) Other non-clerical work in the section/unit.
 - v) Assisting in routine office work like diary, dispatching (including on computer entries) etc.
 - vi) Delivering of dak inside and outside of Institute and bank transactions.
 - vii) Watch & ward duties. Opening & closing of rooms, windows, machinery etc.
 - viii) Cleaning of rooms in all buildings & campus of the Institute.
 - ix) Dusting & shifting of furniture etc.
 - x) Cleaning of buildings, fixtures etc.
 - xi) Work as a classroom attendant even during odd hours.
 - xii) Upkeep of open areas including parks, lawns, potted plants etc., within the premises of the Institute.
 - xiii) 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.

- xiv) All personnel shall be required to work across various sections of the Institute such as, Admin/ Academic/ Accounts/ Store/ Hostel/ Library/ Sport Complex etc. in shifts as per the requirements of the Institute.
 - xv) Book shelving, labelling and rubber stamping on books.
 - xvi) Look after duties at the Hostel, Guest House, and dining hall and to attend the guests.
 - xvii) Carrying files and documents from office to office.
 - xviii) Providing water to all faculty / staff members.
 - xix) Shifting of office material, furniture etc. and any other related office work and any other task assigned to them.
 - xx) Any other work assigned by the superior authority.
- **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 necessary assistance shall be provided to the Horticulturist / Supervisor in activities related to plantation and maintenance of Institute's indoor and outdoor greenery, including the production of compost and manure for plantation purposes.
 - **Transport Attenders:** Cleaning of all Institute vehicles, assisting mechanics in repair work and supporting drivers as conductors of all the Institute Buses as assigned by the Transport Department.
 - **Sports Complex Attenders:** Maintaining the swimming pool and all other related work as assigned by the sports complex. Maintenance of the swimming pool and execution of all other related tasks as assigned by the sports complex.
 - **Helpline Desk Supervisor:** To receive and manage complaints and instructions from 07:00 hrs. To 23:00 hrs. on all days of the week and to maintain all records and registers related to the services (the timing may change if required).

Minimum qualification is indicated below for the required positions.

Sn	Description	Wages Category	Minimum Qualification
1	Supervisors	Semi-skilled	Graduate with 02 years / Intermediate with 05 years relevant experience
2	Multitasking Staff (MTS) / Transport Attenders / Sports Complex Attenders	Unskilled/ Semi-skilled	12th Pass with suitable experience/Graduation with certificate in Computer
3	Day Care Helpers	Semi-skilled	Experience of working in Daycare

4	Teacher	Highly skilled	Experience of working in Daycare
5	Day Care Supervisor	Skilled	Experience of working in Daycare
6	STP MTS	Unskilled/ Semi-skilled /Skilled	Experience of working in STP, Operators must be 12th pass with 2 year experience preferably having ITI shall be semi-skilled, Supervisors must be 12th pass with compulsory ITI with 2 years supervisory experience shall be Skilled, Helpers must be 10th Pass shall be unskilled
7	Janitors	Unskilled	Literate
8	Mali / Garden Assistant	Unskilled	Experience in gardening
9	Pest Control Attendant	Semi-skilled	Experience in Pest Control
10	Helpline Desk Supervisor	Semi-skilled	Graduate with 02 years / Intermediate with 05 years relevant experience

Section-8: Deployment of Managers for the smooth functioning of the scope of work by the contractor:

To oversee the entire work of this tender, the contractor shall necessarily deploy One Manager, and two Assistant Managers on all working days (6 days in a week, timings as decided by the Institute). The responsibilities and qualification requirements of these positions have been defined below in detail. No separate payment shall be made by the Institute to the service provider for providing the services of the Managers. The bidder has to consider this factor while quoting for the Facility Management Service - Outcome Based.

The contractor must ensure that these managers are adequately paid (Manager not less than Rs. 75,000/- Per month and Assistant manager not less than Rs. 55,000/- per month) there shall be no compromise on the quality of their services. The minimum qualification of the Unit Head / Manager shall be MBA / PG with 10 years relevant experience and for the Assistant manager it shall be MBA / PG with 02 years / Graduate with 05 years relevant experience.

- **Unit Head / Manager :** Unit Head / Manager is responsible for the overall facility management services including cleanliness and aesthetic upkeep of the Institute. His duties are:

- i) Monitor and coordinate daily activities of the outsourced agency.
- ii) Ensure compliance with contract terms, service levels, and performance standards.
- iii) Verify contractor staff attendance, duty rosters, discipline and conduct of staff and manpower deployment as per agreed terms.
- iv) Conduct routine inspections of outsourced work areas to ensure quality and timeliness of services.
- v) Report deviations and ensure corrective measures are taken promptly.
- vi) Coordinate pest control, sanitation, and waste management schedules.
- vii) Maintain records of outsourced manpower, tools, equipment, and material usage.
- viii) Ensure availability and proper distribution of consumables and service materials (cleaning agents, uniforms, safety gear, etc.).
- ix) Coordinate training or orientation sessions for outsourced personnel when needed.
- x) Maintain proper documentation including contracts, compliance reports, attendance records, and payment approvals.
- xi) Verify statutory compliance of the contractor such as ESI, PF, minimum wages, etc.
- xii) Maintain a complaint/suggestion register or digital system to track service issues raised by departments or users.
- xiii) Ensure prompt redressal of complaints and prepare monthly reports for management review.
- xiv) Make necessary arrangements through staff during VIP visits, institute events, or emergencies.
- xv) Ensure availability of manpower and services on weekends or holidays, if required.
- xvi) Implement and monitor adherence to the institute's policies regarding outsourced services.
- xvii) Organize, supervise and coordinate the work of staff on a day- to- day basis of facility management services.
- xviii) Ensure proper communication within the department by conducting regular meetings with the staff.
- xix) Counsel and motivate employees on various duties.
- xx) Establish and maintain standard operating procedures for facility management services and develop new procedures to increase efficiency of labour and chemical

use.

- xxi) Check the reports, files and registers maintained in the department.
- xxii) Any other duties assigned by the Institute.
- xxiii) Responsible for the smooth functioning of above mentioned activities and shall report to the nodal office or any officials as directed by the competent authority.

□ **Assistant Manager-** The Assistant Manager (HK) reports to the Unit Head. His duties are:-

- i) Check and ensure that the entire area of the Institute is clean and well maintained.
- ii) Inspect the work done by supervisors related to housekeeping, pest control etc.
- iii) Prepare staff schedules and duty roster.
- iv) Check periodical stocktaking and maintaining of stock records for machines and chemicals.
- v) Prepare daily attendance of staff through bio-metric systems and attendance registers.
- vi) Develop and implement training programs within the department in consultation with the Unit Head.
- vii) Any other duties assigned by the Institute.

□ **Assistant Manager-** The Assistant Manager (HR & Finance) reports to the Unit Head. His duties are:-

- i) Assist in assessing manpower requirements based on departmental needs and contract provisions.
- ii) Ensure timely deployment, rotation, and replacement of outsourced personnel in coordination with contractors.
- iii) Monitor and verify daily attendance of outsourced staff through biometric.
- iv) Maintain and reconcile monthly attendance records for payroll processing.
- v) Track leave records and ensure that adequate manpower is maintained at all times.
- vi) Assist the Unit Head in the documentation and onboarding of new outsourced staff.
- vii) Verify personal and statutory documents (Aadhar, PAN, police verification, etc.) of deployed personnel.
- viii) Maintain updated employee records for audit and compliance purposes.
- ix) Verify contractor compliance with applicable labour laws (Minimum Wages Act, EPF, ESI, Bonus, etc.).
- x) Maintain records of compliance such as challans, ECRs, wage registers, and insurance documents, etc.
- xi) Coordinate orientation/training programs for outsourced staff on workplace behavior, safety, and institutional procedures.
- xii) Monitor implementation of staff welfare measures and safety norms.
- xiii) Scrutinize monthly bills in relation to manpower deployed, statutory compliance, and approved rates.
- xiv) Resolve any discrepancies or queries raised by the Finance Department or vendors regarding bills.
- xv) Any other duties assigned by the Institute.

The contractor will be required to do the preliminary screening of the candidates for the above mentioned position and share the details of such candidates with the Institute well in time.

The authorities of IIM Indore will conduct interviews to assess the suitability of the candidates and will communicate the name(s) of the selected candidate(s) to the contractor.

The contractor has to ensure that these positions are not vacant at any point of time for the smooth functioning of the scope of work.

Section-9 : Financial Bid Criteria and Information

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

- Bidders are advised to download the BoQ.xls as it is and quote their offer/rates in the permitted column and upload the duly filled (BoQ) under the cover-2 on the CPP Portal under Packet-1. Financial Bid (BOQ) - Format for Reference is given below.
- 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.
- The payment shall be made as per the financial quotes submitted by the bidder and accepted by the buyer, While making payment to the supplier, TDS (for both direct and indirect taxes) and other statutory deductions will be made by the institute.

Note

- In line with the DoE OM No.F.6/1/2023-PPD dated 6th January 2023, wherein the minimum service charges for Manpower Outsourcing Services has been fixed as 3.85%. Considering this the Institute has decided to fix the service charge of 3.85% (including the GST) on the wage bill for this particular scope of the work (scope is further defined in detail in the subsequent section) which will be paid to the successful bidder. Hence the bidders are not required to quote any service charge for this bid.
- The monthly wage bill shall consist of the following:
 - 'Basic Pay' / 'Wages and VDA for the month', applicable as per the Central Minimum Wages Act 1948 and Allowances as agreed upon and approved by IIM Indore.
 - Employer's Contribution towards EPF/EPS, ESI, where applicable, plus applicable Admin Charges.
 - Pro-rata payment towards the bonus to be paid under the Payment of Bonus Act, 1965, where applicable.
 - Arrears of the previous month, leave encashment, leave salary, maternity leave salary, paternity leave salary etc., as approved by IIM Indore, if any.
- In view of the above the bidders are required to quote only for the Facility Management Service - Outcome Based for the year (as per the scope of the tender) Statutory taxes and duties on the above will be reimbursed based on the submission of the proof of payment.

Validate		Print		Help		Item Wise BoQ	
Tender Inviting Authority: Indian Institute of Management Indore							
Name of Work: Notice inviting tender for Facility Management Service - outcome Based & Facility Management Service- Manpower based							
Contract No: IIMI/2025-26/02							
Name of the Bidder/ Bidding Firm / Company :							
PRICE SCHEDULE							
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)							
NUMBER #	TEXT #	NUMBER #	NUMBER #	NUMBER #	TEXT #		
Sl. No.	Item Description	BASIC RATE In Figures To be entered by the Bidder in Rs. P	HSN / SAC Code	TOTAL AMOUNT excluding taxes in Rs. P	TOTAL AMOUNT In Words		
1	2	7	10	11	13		
1	Financial Quote As per Scope of the Tender						
1.01	Quote for Facility Management Service Outcome Based (for one year)			0.00	INR Zero Only		
Total in Figures				0.00	INR Zero Only		
Quoted Rate in Words				INR Zero Only			

Section-10: 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 & Financial Bid. Evaluation will be done strictly on Eligibility Criteria and Technical Specification 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 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 the missing documents/ Clarification on the submitted documents from the Bidders or reject the bid on account of unresponsive bid and the rejected bids will not be considered for the further evaluation purpose.

Only those bidder who fulfill the minimum eligibility criteria to participate in this bid will be considered for the further evaluation purpose i.e. Technical Scores Evaluation.

The bidders will be evaluated based on Quality cum Cost Based Selection (QCBS) criteria with a weightage of 50% on Technical Evaluation (Ts) and a weightage of 50% on financial evaluation. The marks for technical evaluation will be calculated as per the details provided in the table (Technical Scores Evaluation) below. Only those bidders who score a minimum of 60 marks as per the below mentioned table will be considered for further evaluation of the financial bid.

QCBS Formula: The detailed evaluation process will be followed as mentioned below:

	Technical Evaluation		Financial Evaluation		Result Score	
Weight-age	50%		50%			
	Marks	Calculated Score	Financial Quote Rs.	Calculated Score		
Bidder 1	75	83.33	250000	100	91.67	
Bidder 2	80	88.89	300000	83.33	86.11	
Bidder 3	90	100	285000	87.72	93.86	H-1 Bidder

Calculation Formula= $[(C_{\text{low}}/C).X] + [(T/T_{\text{high}}). X]$ Where

C = evaluated Bid price

C_{low} = the lowest of all evaluated Bid price among responsive Bids

T = the total Technical score awarded to the Bid

T_{high} = the Technical score achieved by the Bid that was scored best among all responsive Bids.

X = Respective weightage for the process (Technical/Financial) as specified in Bids

Total Score will be calculated on the Technical and Financial marks awarded by the committee members and the applicable QCBS weight-age.

Service Provider 1 = $83.33 \times 0.5 + 100.00 \times 0.5 = 91.67$

Service Provider 2 = $88.89 \times 0.5 + 83.33.00 \times 0.5 = 86.11$

Service Provider 3 = $100.00 \times 0.5 + 87.72 \times 0.5 = 93.86$

The contract will be awarded to Bidder 3 as it has obtained the highest Final Score.

Please Note: in the event of the tie in the Result score for any reason, the contract will be awarded to the bidder who has got the maximum technical calculated score among them (tie bidders).

Technical Scores Evaluation

Sn	Criteria	Supporting documents	Maximum Marks
1	Average Financial Turnover in the last three years (FY 2021-22 to 2023-24): - Rs. 8 Cr to 10 Cr = 2.5 marks - Above Rs. 10 Cr to 15 Cr = 5 marks - Above Rs 15 Cr to 25 Cr = 7.5 marks - Above Rs. 25 Cr = 10 marks	Copies of duly Audited profit & loss accounts/Certificate issued by a Practitioner Chartered Accountant with UDIN	10
2	Annual value of the single largest contract for similar nature during the last three years (FY 2022-23 to 2024-25): - Above Rs 8 Cr to 12.8 Cr = 2.5 Marks - Above Rs 12.8 Cr to 17 Cr = 5 Marks - Above Rs 17 Cr to 25 Cr = 7.5 Marks - Above Rs 25 Cr = 10 Marks	Work order along with the client certificate clearly mentioning the business volume for the contract	10
3	Number of Institutes of National Importance where similar nature of works have been provided for consecutive three years during 2018-19 to 2024-25: - Less than 02 = 2.5 Marks 03 to 04 = 05 Marks 04 to 06 = 7.5 Marks - Above 06 = 10 Marks	Work order along with the client certificate of the satisfactory performance	10
4	Similar nature of work done in the last five years (FY) where in the number of manpower provided. The time period of 05 years shall be reckoned as on 31.03.2025. 100 Manpower to 150 manpower = 2.5 Marks - Above 150 Manpower to 200 manpower = 5 Marks - Above 200 Manpower to 250 manpower = 7.5 Marks - Above 250 manpower = 10 Marks	Work order along with the client certificate clearly mentioning the Manpower deployed for the contract. Further details of PF Challan are required for verification of No. of Manpower.	10
5	EVALUATION ON THE PRESENTATION BY BIDDER(S): The presentation by the bidder(s) will be evaluated by IIM Indore panel members. The bidders are expected to cover the following points during the presentation: - How well do you understand the scope and how do you plan to meet the objective of this tender. - Awareness towards the statutory compliances in this type of contract. - Name of the clients being served presently for providing manpower and housekeeping services. - How do you plan to maintain your store of consumables/ machinery and how will you	The presentation will happen in person at IIM Indore, the bidders who are called for the presentation must submit the soft copy of the presentation two days before the scheduled date of presentation, the same is to be used by the bidders to present before the panel.	60

	ensure the material is eco friendly and of good quality. 5. Adherence to the health and safety standards. 6. Detailed operational plan for cleaning and waste management for this contract. 7. Demonstrate your commitment to continuous improvement, environmental responsibilities, clear communication protocol for addressing the client needs and issues. 8. Bring out any aspects of the social responsibility of your organisation such as the employee benefits towards untimely death, accident, other terminal benefits and medical benefits provided to your employees. 9. Any other points which the panel may feel to ask during the presentation.		
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Section-11 : General Terms and Conditions

- 1.** Tender Type: Two-Bid through Online Mode.
- 2.** Bidder: The expression "Bidder" shall mean the Tenderer who submits the tender.
- 3.** Contractor / Service Provider: The expression "Contractor" or "Service Provider" shall mean the bidder
- 4.** selected by the Institute for the performance of the required services.
- 5.** Officer-in-charge: "Officer-in-Charge" shall mean any officer of the Institute or representative authorized to act as the Officer-in-charge to oversee the day to day operation of the contract.
- 6.** IIMI: "IIMI" or "Institute" shall mean Indian Institute of Management Indore.
- 7.** "Similar nature of works" means execution of cleaning, housekeeping, sanitary, pest control, and waste management works along with the manpower in the same contract (Only manpower based contract will not be considered). The tenderer must produce a 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) along with the contract value.

8. Bid Security / Earnest Money Deposit (EMD)

- i) No exemption in terms of Experience, Turnover and Bid Security / Earnest Money Deposit is given to any bidder. Also no Purchase Preference will be given to any bidder, the selection of the contractor will be purely based on the Bid evaluation criteria given in the tender documents.
- ii) EMD of Rs. 48,00,000/- (Rupees Forty eight lakh only) should be submitted preferably in the form of Bank Guarantee from any of the Scheduled Banks. However, the bidders may submit the EMD in the form of Account Payee Demand Draft / Fixed Deposit Receipt or RTGS also.
For Online bank transfer the details of IIM Indore account is as under:
 - Name of beneficiary: Indian Institute of Management Indore
 - Address: Prabandh Shikhar, 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
- iii) The bid security is to remain valid for a period of forty-five days beyond the final bid validity period.
- iv) 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.
- v) In case of a successful tenderer, the EMD (if any) may be adjusted towards the Performance Security deposit on request.
- vi) 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.

- vii) No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.
- viii) Scanned copy of the EMD shall be uploaded by Seller in the online bid and hard copy (in case of BG/ FD) the same will have to be submitted directly to the Buyer within 5 working days of bid opening, failing which the bid may be treated as incomplete & may lead to rejection of the bid by buyer without making any reference to the bidder.

9. Performance Security Details

- i) The successful bidders shall have to deposit the performance security (bank guarantee) (of a scheduled commercial bank) of an amount equal to 1,50,00,000/- (Rs. One Crore Fifty Lakh) of the total order annual value (the performance guarantee amount will be reviewed quarterly by the Institute after the award of the work order and the contractor will be required to submit the bank guarantee (of a scheduled commercial bank) of the difference amount as and when the 10% of the average quarterly billing exceeds the previously deposited bank guarantee) valid for contract period plus three months, within 15 days from the date of issuance of order / LOI, in the form of DD / TDR / FDR / Bank Guarantee. No interest will be paid by IIM Indore on the deposit.
- ii) Performance Security will be refunded to the contractor (without any interest), after it duly performs and completes the contract/warranty period in all respects.
- iii) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract as may be deemed fit by IIM Indore.
- iv) In case, the contractor 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.
- v) 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.
- vi) In the case of upward revision in the minimum wages rate, the proportionate amount of Performance Security will be enhanced by the Institute periodically.
- vii) 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.
- viii) The Performance security is to remain valid for the contract period plus three months.

10. Pre-bid meeting

Pre-bid meeting will be held on September 24, 2025, The meeting will happen in person, details of the meeting are given in the Section-I- Schedule of tender) to address the queries of the bidders regarding the tender. Interested bidders must send their query related to this tender document on or before 5:00 PM on September 23, 2025 (any query received after stipulated timeline will not be entertained).

11. Non Tender terms

In case of items which the contractor has to execute which are not covered in the tender scope of work, the rates shall be paid based on mutually agreed rates. IIMI may include additional items/ services if required during the entire tenure of the contract.

12. Price Revision Clause

- i) The service charge i.e. 3.85% (including the GST) for the Facility Management Service-Manpower Based will remain fixed throughout the contract period (in the event of extension of the contract also the same will be applicable).
- ii) The rate/ price quoted for the Facility Management Service-Outcome Based scope is subject to revision only after successful completion of one year of the contract. The exact revision every year 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, etc. A duly constituted committee by the institute will recommend for the percentage of revision.

13. Execution of the Contract Agreement on the stamp paper

The successful bidder upon award of the contract shall execute the contract agreement on the non judicial stamp paper valued rupees 500/- (The stamp duty shall be borne by the contractor).

14. Technical Terms and Conditions:

- i) The agency shall provide a sufficient number of biometric machine(s) along with the necessary computer systems and printers for maintaining daily attendance digital/a print out of the attendance records shall be submitted to the Institute on a daily basis or as per requirements/instructions of the Institute.
- ii) The service provider shall strictly adhere to all the rules, regulations and guidelines issued by the institute authorities from time to time.
- iii) In case any person deployed by the service provider is found to be inefficient, quarrelsome and infirm or involved in any unlawful or illegal activities, the service provider shall replace such individual with a suitable substitute as directed by the competent authority.
- iv) The Institute has no obligation to provide any accommodation/transportation to the staff or person deployed by the service provider. No Boarding/lodging will be allowed on the premises of the Institute at any time.
- v) 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 deployment in the Institute.
- vi) The contractor shall primarily deploy the Hindi speaking personnel for the work.
- vii) Deputed personnel cannot be changed without prior approval from the Institute. Similarly, if the performance of any service personnel is not satisfactory, IIM Indore shall have the option to ask the service provider to change the concerned personnel.
- viii) 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.
- ix) 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.
- x) All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same. The Service Provider shall pay the GST and the price quoted for this contract is inclusive.
- xi) The service provider shall be responsible for the proper maintenance of all registers, records and accounts so far as it relates to compliance with any statutory provisions/ obligations. The contractor shall be responsible for making the records pertaining to

the 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.

- xii) The service provider shall be responsible and liable for all the claims of his employees.
- xiii) Housekeeping and cleaning services shall be carried out by suitably trained and uniformed janitors using mechanized equipment and appropriate chemicals, wherever required.
- xiv) The cleaning and housekeeping work shall be carried out in accordance with the highest standards and best practices, ensuring that all premises consistently appear neat, clean and well maintained. The contractor should preferably deploy personnel with prior experience in reputed establishments such as Airport, education institutes, hospitals and corporate offices.
- xv) It shall be the sole responsibility of the contractor to ensure that all personnel engaged are adequately trained. The Institute shall not be liable for any mishap or incident occurring directly or indirectly due to the actions or negligence of the contractor's personnel.
- xvi) All the consumables and disposables required for cleaning and housekeeping shall be procured by the contractor. All such items should be eco-friendly.
- xvii) Mechanized equipment, wherever required for cleaning and housekeeping operations, shall be procured and maintained by the contractor.
- xviii) Every employee engaged by the contractor shall wear uniform and a name badge while on duty. Both the uniform and the name badge shall be provided by the contractor at own cost.
- xix) The contractor shall engage the male and female personnel with a minimum age group of 18 years. However, the superannuation for engaged personnel shall be up to 60 years.
- xx) 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 the correct performance of the said sanitation services in accordance with the prevailing assignment instructions agreed upon between the two parties. To ensure effective control & supervision of the contractor's deployed staff, supervisory staff shall regularly patrol and monitor their designated areas of responsibility.
- xxi) In cases where an employee reports late to duty by more than 30 minutes on three occasions, it shall attract a deduction equivalent to one day's salary of the employee from the contractor's bill for each such instance. However, this may be relaxed in exceptional cases at the discretion of the competent authority, upon submission of a satisfactory explanation by the concerned employee.
- xxii) The contractor shall be responsible for providing an immediate replacement of any staff member who is absent from their assigned duty post. Additionally, the contractor shall deploy extra personnel as required for newly assigned or extended areas, upon receiving prior notice from the Institute.
- xxiii) 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 shall be the responsibility of the contractor to provide complete details of manpower deployed to both the Institute and the appropriate Labour Department, as required under applicable regulations.
 - The contractor shall be solely liable and responsible for providing all applicable statutory benefits such as Provident Fund, ESIC, Bonus, Paid Leave, Maternity Leave, Paternity 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 sub-code number allotted by RPFC

(Indore) 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 the event the contractor fails to remit the employee's or employer's contribution towards Provident Fund or any statutory dues within the stipulated time, the Institute shall have the right to recover an equal amount from any payments due or accrued to the Contractor under this agreement or any other contract. The recovered shall be deposited with RPFC or the concerned authority on behalf of the contractor.

- The contractor shall grant 1.5 days of Paid leave (PL) (maximum 18 in a year on a pro rata basis rounded off to the nearest whole number) for every 26 working days to all the deployed personnel and shall maintain accurate records of the same. In case any personnel do not avail the PL, it shall be en-cashable on (once in a year of continuous deployment/ at the time of full and final settlement if the manpower employee leaves the service before completing one year). The maximum unused paid leaves can be accumulated is 18 days. Also, at any point of time the total number of such leaves cannot be availed for more than 3 continuous days (in exceptional circumstances the maximum number of credited leaves which may be availed will be decided by the Institute). The contractor shall submit a monthly record of such leave, whether availed or en-cashed to the Institute along with the monthly bill (the agreed service charge for the Facility Management Service Manpower Based will be applicable on this).

- xxiv) The rate of wages (including VDA amount) to be paid by the manpower service provider (Contractor) to the workers deployed at the premises of IIM Indore would be as per Central Government Wage rates for appropriate skill categories, as notified and amended from time to time by the office of the Chief Labour Commissioner (Central), or as decided by the Institute, whichever is higher. The Institute may also decide to lower the wage rates in future, if there is any change in the applicable acts/rules.
- xxv) The contractor shall not engage any subcontractor or assign, transfer or sublet the contract in whole or in part to any other person or entity in any manner.
- xxvi) The antecedents of staff deployed shall be verified by the contractor from the local police authority and an undertaking / Police Verification Certificate in this regard shall be submitted to the Institute.
- xxvii) The Contractor shall 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, shall be produced.
- xxviii) All liabilities arising out of accident, injury or death while on duty solely shall be borne by the contractor.
- xxix) The contractor shall be responsible for maintaining all property and equipment of the Institute entrusted to it. Any damage or loss caused to the Institute, in any form, due to willful act or negligence of the contractor's personnel shall be recovered from the contractor.
- xxx) The contractor shall not be held responsible for any damage or sabotage caused to the property of the Institute resulting from riots, mob attacks, armed dacoits or any other event classified as force majeure.
- xxxi) The personnel supplied have to be extremely courteous with very pleasant mannerisms in dealing with the staff/visitors, especially with female staff/visitors and should project an image of utmost discipline. The Institute reserves the right to require the removal of any person in the event of complaints from patients, staff, or visitors or if in the opinion of the representative of the Institute, if the individual is not performing their

duties satisfactorily or is otherwise unsuitable. In all such cases, the contractor shall be responsible for arranging suitable replacement without any disruption to the services.

- xxxii) In the event of any loss caused to the Institute, as a result of any lapse on the part of the contractor and such lapse is established through an enquiry conducted by the Institute, the Institute shall have the right to recover the loss from the contractor up to the full value of the loss incurred. The decision of the Head of the Institute or authorized representative shall be final and binding on the contractor.
- xxxiii) The Institute reserves the right to direct the contractor to remove any person deemed undesirable, unsuitable, incompetent, disorderly, or unsatisfactory in the discharge of their duties. Similarly, the contractor reserves the right to replace any staff, subject to prior intimation and approval from the Institute.
- xxxiv) 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 any information about the affairs of the Institute. This clause shall not apply to any information that is or becomes part of the public domain through no fault or breach of confidentiality by either party.
- xxxv) 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.
- xxxvi) The Institute reserves the right to demand the removal or replacement of any worker or Site Manager deployed by the contractor at the IIM Indore premises, without assigning any reason. The contractor shall comply with such a request immediately.

As and when the Institute requires additional manpower, the designation, along with a brief job profile, minimum qualification and experience requirements, and the indicative CTC range, shall be shared with the contractor. The contractor shall give wide publicity to the requirement in order to identify suitable candidates and shall submit their CVs along with relevant details. The authorities of IIM Indore will conduct interviews and/or skill tests to assess the suitability of the candidates and will communicate the name(s) of the selected candidate(s) to the contractor. The deployment of the selected candidate(s) must be completed within ten days from the date of such communication.

- xxxvii) The list of staff going to be deployed shall be made available to the Institute and if any change is required on the part of the Institute a fresh list of staff shall be made available by the contractor after each and every change.
- xxxviii) 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 fulfilment of the terms of the contract. Such persons shall designate one of them to act as leader with the authority to sign. The joint venture/consortium/group/partnership shall not be altered without the approval of the Institute.
- xxxix) The Institute, through its authorized officers, reserves the right to alter the specifications of work, to add or omit any items of work or to have portions of the work executed by others within the Institute. Such alterations and variations shall not constitute a breach or violation of this contract.
 - xl) If, during the period of the contract, any personnel engaged by the contractor are found to be involved in any corrupt practices resulting in loss of revenue to the Institute shall have the right to terminate the contract forthwith and forfeit the contractor's Performance Guarantee.
 - xli) If as a result of any instruction from the Labour authorities or any claim or application made under any applicable Labour laws or Regulations, any amount is required to be

paid by the Institute, such amount shall be recoverable from the contractor. The contractor shall reimburse the Institute within seven days of such payment. Failing this, the Institute shall have the right to recover the said amount from any dues payable to the contractor or from the Performance Security.

- xlii) The contractor shall indemnify and hold the Institute harmless from and against all claims, damages, losses, liabilities and expenses (including legal fees) arising out of, or resulting from the performance of works or provision of services under this contract by the contractor.
- xlili) The contractor shall be solely responsible for all legal matters, disputes, or claims arising out of or in connection with the employment, service conditions, or termination of its personnel engaged under this contract. Any legal case, complaint, or dispute filed by the employees of the contractor before any court, tribunal, or authority shall be the exclusive responsibility of the Contractor. IIM Indore shall not be made a party to such proceedings. In the event the Institute/Department is impleaded as a party to any such case, the contractor shall indemnify the Institute against all losses, damages, expenses, or liabilities arising therefrom and shall bear the cost of defending such cases, including legal fees. Any failure on the part of the contractor to discharge its obligations under this clause shall be treated as a breach of contract, entitling IIM Indore to take appropriate action, including termination of the contract and forfeiture of security deposit.
- xliv) The bidder should be registered with the concerned authorities of the Labour Institute under Contract Labour (R&A) Act 1970.
- xl v) The contractor shall not employ any person below the age of 18 years. Manpower so engaged shall be trained for sanitation and housekeeping services before joining.
- xlvi) Only physically fit personnel shall be deployed for duty by the contractor.
- xl vii) The contractor shall ensure that the personnel engaged for services at the Institute do not participate in any union or association activities.
- xl viii) The Institute shall not be responsible for providing residential accommodation to any of the personnel of the contractor.
- xl ix) The Institute shall not be under any obligation to provide employment to any of the workers 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 shall be deemed to be employees of the contractor only and shall have no claim or right of employment against the Institute. Under no circumstances shall they be considered employees of the Institute contractor shall provide 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.
 - I) The contractor shall submit proof of deposit of the employee's and employer's contributions towards PF and other statutory dues for each employee along with the monthly bill.
 - li) The contractor shall get the stray dogs/stray/cats caught that enter the campus and control the dog menace.
 - lii) IIM Indore campus is a Plastic Free Campus. Single use Plastic is strictly prohibited on the campus. The contractor shall ensure not to use any single use plastic. Biodegradable products are encouraged to be used on the premises.
 - liii) The Institute is a tobacco free campus. Consumption of tobacco and tobacco containing products is strictly prohibited on the campus. The personnel engaged by the contractor should not consume/or be under the influence of any alcoholic or tobacco items while on duty. If anyone is found consuming these banned items in the Institute, a suitable penalty of Rs.1000/- for each such instance shall be deducted from the contractor's

bill. The contractor should ensure that no employee reports for duty under the influence of liquor.

- liv) The Contractor shall deploy trained and qualified staff in the Day care center according to day care SOP of the Institute and the Government of India regulations.
- lv) The Contractor shall deploy trained and qualified staff in the STP according to SOP of the Institute and the Government of India regulations.
- lvi) The contractor shall ensure that no personnel deployed under this contract are engaged for personal or private work during duty hours. The contractor shall be solely responsible for strict supervision and shall take immediate corrective action if any such misuse is reported or observed. Any case of mismanagement of manpower must be reported to the Officer-in-Charge of the concerned department.

15. Obligations of the Contractor

- i) The contractor shall ensure full compliance with the 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 the 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.
- ii) The Contractor shall 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.
- iii) 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 shall be under an obligation to change the worker concerned when instructed by the Institute. The contractor shall strictly observe and comply with all the applicable laws, rules and regulations. The contractor shall be solely responsible for any prosecution, penalty or liability arising from any breach or violation of such laws. The Institute shall not have any responsibility with regard to staff on the role of the contractor whatsoever.
- iv) The personnel of the Contractor shall observe only 3 (three) National holidays in a calendar year. The national holidays cover Republic Day, Independence Day, and Mahatma Gandhi's Birthday.
- v) The services of employees of contractors shall be made available on all days on a seven- day week basis irrespective of holidays and on Sundays. The contractor shall arrange weekly off for all employees as per the Labour Act.
- vi) At the Institute, Daily Attendance Registers shall be maintained by the contractor to keep record of personnel on duty and a record of the work done.
- vii) The Contractor shall provide:
- viii) Uniforms: The contractor shall provide a minimum of three (03) sets of good quality uniforms (each set consisting of one dress) and two (02) pairs of branded shoes (Bata/Campus/Equivalent) to each worker per calendar year, at own cost. The uniform must be of proper fit for the employee. Out of the three sets of uniforms, two (02) sets shall be provided within one month (01) of the worker's joining and the remaining set shall be provided within three (03) months of joining. Upon completion of one year, the next set of uniforms will be issued in the same manner as before. Proper record is to be maintained by the service provider and shall be made available to the institute periodically. In case the uniform clothes are provided, the stitching charges of the uniforms shall be borne entirely by the contractor. The contractor shall ensure that a sufficient number of uniforms are provided so that each worker is always in a neat and tidy uniform while on duty. Strict monitoring will be carried out, and a fine of Rs 500/-

(Rupees Five Hundred only) per person per day shall be imposed and deducted from the contractor's bill if any worker is found on duty without a proper uniform. The type, colour, and style of the uniform shall be subject to prior approval of the Institute.

If the contractor fails to issue uniforms to its employees within the stipulated timeframe above, the Institute shall levy a daily penalty, as deemed appropriate, until all employees have been provided with uniforms and the requisite records are submitted to the Outsource Department. The penalty amount shall be deducted from the contractor's monthly bill.

- ix) Identity Cards: The contractor shall issue identity cards with straps to all employees. Each identity card shall be designed to clip outside the shirt/ Salwar/ Saree, with the strap worn around the collar. Any worker found without an identity card shall not be permitted to enter the premises.
- x) Safety items such as masks, gumboots, honey beehive masks, safety shoes etc. shall be provided whenever required.
- xi) The contractor shall provide raincoats to all deployed personnel, particularly those assigned duties in open areas of the campus, well before the onset of the rainy season every year to ensure that work continues uninterrupted, at no additional cost to the Institute.
- xii) The stock for all the consumables and disposables necessary for Facility Management Outcome Based, shall be procured by the Contractor and at any point of time the stock for a quarter shall be available in the store of the contractor, a proper record of this is to be maintained by the contractor and shall be shared with the outsource office on monthly basis, also the quality of the consumables and disposables must be eco-friendly and as defined in the tender document the same is subject to the random inspection by the Institute authorities.
- xiii) All the equipment/ machinery must be deployed by the contractor in consultation with the user department only.
- xiv) The contractor shall prepare a list of protocols and daily checklists for housekeeping activities and ensure that the same is prominently displayed in all designated work areas.
- xv) The Contractor shall deploy a sufficient number of staff to carry out duties on a two shift basis including shifting of materials / instruments from one location to another, and loading and unloading of materials / instruments as and when required during the course of work, without any additional payment.
- xvi) The workers deployed by the Contractor shall maintain personal hygiene and wear the prescribed uniform while on duty.
- xvii) The contract personnel shall undergo periodic medical examinations (at least once every year) at the contractor's expense to ensure that they are free from any communicable diseases. Medical examination certificates shall be furnished as and when required by the Institute.
- xviii) The contractor shall not lease or sub-contract, or otherwise transfer the whole or any part of the contract to any third party without the prior written approval of the Institute.

16. Contract Period

- i) The initial contract shall be valid initially for a period of one year.
- ii) The Institute reserves the right to extend the contract duration, for an additional period of four years (one year at a time), i.e. total period of five years.
- iii) The contractor's performance shall be reviewed annually.
- iv) IIM Indore reserves the right to terminate the contract by giving three-month notice in

event of unsatisfactory services. In such cases, payment shall be made to the contractor on a pro rata basis for the actual services rendered during the notice period.

- v) In case the service provider intends to discontinue the services, a written notice of six months shall be submitted to the Institute. Failing which the performance security will be forfeited.

17. Delivery Schedule

The successful bidder should commence the services in all respects as per the scope of work w.e.f. **December 01, 2025** at IIM Indore Campus.

18. PAYMENT TERMS

- i) No advance payment will be made in any case.
- ii) All employees should get the salary on the 1st day of the month for the preceding month as per applicable value and days irrespective of the settlement of the contractor's bill by the Institute. The salary should be made direct to the employee's savings bank account and no other mode of payment is acceptable. For the counting purpose of the number of man days you may consider the monthly cycle from 21st to 20th of each month's attendance. Salary slip to be provided to all the employees on a monthly basis.
- iii) While selecting manpower, the agency may be required to give preference to existing employees currently working on the campus through other agencies based on their past performance, the Institute may also consider giving some additional allowances to such employees.
- iv) The payment shall be made within 30 days upon submission of original invoice, based on actual shift manned/operated by the personnel deployed by the contractor. The invoice must be accompanied by documentary evidence of attendance, wage payment, payment of PF, ESIC and other applicable statutory levies.
- v) The Institute shall deduct Income Tax (TDS) at source as per the at the rate applicable from time to time as per Income Tax Act and GST TDS at the rate applicable from time to time as per the GST Act and any other statutory deduction as applicable from time to time from the bill of the contractor.
- vi) In the event of default by the contractor in the payment of wages or any other dues to personnel under this contract and if a claim is filed in the office of the Labour Authorities and substantiated to their satisfaction of the Labour Authorities, the Institute reserves the right to make such payments directly to the concerned Authorities on behalf of the contractor. Any amount so paid by the Institute, along with any applicable penalty, shall be recovered from the contractor.
- vii) If as a result of a post payment audit or otherwise, any overpayment is detected in respect of any work executed or claimed to have been executed by the agency under this contract the same shall be recovered by the Institute from the contractor.
- viii) If any underpayment is discovered during the audit or otherwise, the amount shall be promptly paid to the contractor by the Institute.

19. PENALTY

- i) The facility management services will be periodically inspected by the Officer In-charge or any person authorized by him, based on specific objective criteria established to assess the level of cleanliness. The contractor shall be required to comply with these criteria, which include the following:
 - Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids spillages, bird droppings etc., on floors, tiled walls, doors, windows or

staircases, terraces and similar surfaces.

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

- ii)** In case any personnel deployed by the contractor under the contract fails to report on time and the contractor is unable to provide a suitable substitute promptly, it shall be treated as an absence and a penalty shall be levied accordingly.
- iii)** In the event of any public complaint attributable to the misconduct or misbehavior of the contractor's personnel, a penalty of Rs.2000/- for each such incident shall be imposed and deducted from the contractor's bill. Furthermore, the concerned personnel shall be immediately removed from duty and shall not be deployed again under the contract.
- iv)** In case the contractor fails to commence/execute the work as stipulated in the agreement, the contractor may be black-listed for a period of four years from participating in similar tenders and the earnest money/security deposit may be forfeited, if deemed necessary.

• Other penalty clauses are as detailed below:

Sn	Particulars	Penalty
1	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
2	Choked sewer connections resulting into water logging stagnation	Rs.1,000/- for 1st day and Rs.1,500/- for Subsequent days.
3	Employees not wearing uniform	Rs.500/- per day per person
4	Absenteeism from duty without due intimation to the nodal office for the contract. • Unskilled category • Semi-skilled category • Skilled category • Highly Skilled category	Rs.1,000/- per day per person (for Unskilled) Rs.1,500/- per day per person (For Semi-Skilled, Skilled) Rs. 2,000/- per day per person (Highly Skilled)
5	Consumables not available in the toilet blocks as required for cleaning/maintaining such as soaps, Brooms, soft brush, chock removers, Disinfectants, Naphthalene balls etc.	Rs.200/- per day per Toilet
6	Failure to supply branded sanitary consumables as per the scope of work	Cost (Twice the product Rate)
7	Failure to keep the site clean	Apart from the penalty prescribed, the Institute reserves the right to get this work done at the cost of the agency, either departmentally or

		through any other agency. The expenses incurred will be intimated to the agency by the Institute and the requisite amount will be deducted from the monthly bill of the agency for the services rendered by it.
8	Failure to provide the required quantity of resources in proper serviceable condition as per the scope of work	Rs.5,000/- per resource that is short in requirement as per the scope of work
9	Non-payment/disbursement of wages in the bank account of the deployed personnel before the stipulated date i.e. first day of every succeeding month	Rs.10,000/- per day till payment
10	Failure to keep the area clean even after written communication has been given to the contractor	2% to 5 % of the monthly bill as decided by the competent authority
11	Absenteeism from duty without due intimation to the nodal office for the contract/ non deployment of Site Manager, and two Site Assistant Managers.	Rs. 2,000/- per day per person
12	If the quantity and quality of any deliverables related to chemicals/ consumables, machinery/ equipments are found deviating from the desired level as mentioned in this tender document on random checks	Minimum Rs. 10000/- per occasion or as may be deemed appropriate by the competent authority

- The contractor is required to provide the minimum number of trained manpower including janitors, Multitasking Staff (MTS), supervisors and managerial staff as necessary for execution of the work. If on any given day, the contractor fails to deploy at least 75% of the required manpower, a penalty equal to four-times the daily wages of each absentee (including sanitation staff, supervisors, and manager) shall be imposed by the Institute and from the contractor's bill.

20. Other Conditions

- In the event the bidder/successful bidder(s) is found to be in breach of any condition(s) of the tender at any stage the Earnest Money Deposit and/or Performance Security, as applicable, shall be forfeited without any further notice.
- The firm, whose contract has been terminated by IIM Indore due to unsatisfactory performance, shall not be eligible to participate in this tender.
- 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.
- 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 bid will not be entertained.

- v) Conditional tenders shall not be considered.
- vi) IIM Indore shall not be responsible for any postal delay, non-receipt or non-delivery of the EMD.
- vii) The bidder must quote for all the items and quantity specified in the tender. Partial or incomplete bidding shall not be permitted and will result in rejection of the bid.
- viii) IIM Indore may issue amendments or corrigendum to the tender documents before the due date of bid submission. Any such amendment or corrigendum to the tender document, if any, issued by IIM Indore will be uploaded on the GEM Portal and IIM Indore website. It shall be sole responsibility of the bidders, who downloaded tender documents to regularly check the GEM Portal or IIM Indore website for updates and incorporate any changes before submitting their duly completed bids.

21. Termination for Insolvency

- i) The IIM Indore may terminate the Contract at any time by giving a written notice to the firm, without any compensation, if the firm is declared bankrupt or insolvent by a competent Court. Such termination shall not prejudice or affect any rights or remedies, that may have accrued or may accrue to the Institute thereafter.
- ii) The courts at Indore shall have the exclusive jurisdiction to adjudicate any dispute, matter or claim arising out of this contract. It is expressly agreed that no other court shall have jurisdiction in such matters.

22. Force Majeure

If at any time during the currency of the contract, either party is affected by a force majeure event, such as civil disturbance, riots, strikes, tempest, acts of God or any other event beyond reasonable control that prevents the fulfilment of the contract obligations, the affected party shall promptly notify the other party in writing of the occurrence of such an event. Neither party shall be held liable for failure to perform its obligations under the contract due to such events, nor shall either party have the right to terminate the contract solely on this ground. The performance of contractual obligations under the contract shall be resumed as soon as reasonably practicable after the event ceases to exist. If the inability to perform continues beyond a mutually agreed period or seven days either party shall have the right to terminate the contract at its discretion.

23. Arbitration & Jurisdiction

- i) Any dispute or difference arising out of or in connection with this contract shall, in the first instance, be attempted to be resolved through joint discussion between the authorised representatives of both the parties. If the disputes remain unresolved through such discussions, it shall be referred to arbitration. A sole arbitrator shall be appointed by the Director, IIM Indore, whose decision shall be final and binding on both the parties. The arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time.
- ii) 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.
- iii) All disputes arising out of or in connection with this agreement shall be subject to exclusive jurisdiction of the courts at Indore, Madhya Pradesh.

Checklist Annexure

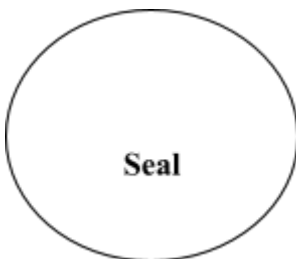
Other Important Documents (OID): To be uploaded as a readable PDF File on the CPP Portal

Upload Under	Details	Supporting Documents	Complied (Yes/ No)
Packet-1	Permanent Account Number (PAN)	Scanned PDF files to be uploaded in the respective packet	
Packet-2	GST registration certificate		
Packet-3	EPF registration certificate		
Packet-4	ESIC registration certificate		
Packet-5	Labour registration number/ certificate		
Packet-6	Firm establishment / Company incorporation certificate		

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

Upload Under	Details	Supporting Documents (As Per)
Packet-1	Bidder's Profile	Annexure I
Packet-2	Check list of the documents to be uploaded	Checklist Annexure
Packet-3	Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents	Annexure II
Packet-4	A duly completed self-declaration certificate for the Clean Track Record	Annexure III
Packet-5	The 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 (The client work order along with the satisfactory work completion certificate to be submitted/ uploaded along with the Annexure-IV)	Annexure IV

Packet-6	The bidder must have One contract (completed / running work of minimum 6 months) of similar nature work for the Institution of National Importance in the last 5 years. The time period of 05 years shall be reckoned as on 31.03.2025.	Annexure V
Packet-7	The bidder must submit a Solvency certificate from a Scheduled Commercial Bank or nationalized bank for a minimum of Rupees Five Crore	-
Packet-8	The average annual turnover should be at least 8 Crore during the previous three financial years (2021-22 to 2023-24). Copies of duly Audited profit & loss accounts / CA Certificate are to be submitted as per the Annexure-VI	Annexure VI
Packet-9	Bank Guarantee Format for Earnest Money Deposit (as applicable)	Annexure VII
Packet-10	Integrity Pact (As per format)	-

Date:**Authorized Signatory****Name:****Place:****Designation:****Contact No.:**

Annexure-I

Bidder's Profile

Name of the entity		
Date of Incorporation / Establishment		
PAN Number		
GST Registration Number		
Bank Details	Account Number	
	IFSC Code	
	Bank Name	
	Branch Name	
Office Address for Postal Communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	

Date:**Authorized Signatory****Name:****Place:****Designation:****Contact No.:**

Undertaking

To,

Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore - 453556, Madhya Pradesh, India

Sir,

- 1. I/we hereby submit our Bid along with all required documents as per the GeM Bid.
- 2. I/we hereby reconfirm and declare that I/we have carefully read, understood & complying the bid document, including instructions, terms & conditions, Scope of work/ Technical Specifications, Additional Terms & Conditions (ATC), Eligibility Criteria and all the contents stated therein.
- 3. I/we have gone through all the terms and conditions of the tender document before submitting the same.
- 4. Details of Earnest Money Deposit (As applicable).

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:



Annexure-III

Self-Declaration Certificate for The Clean Track Record

I hereby certify that we (including our affiliates or subsidiaries or constituents) Do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organization or its Ministry/ Department from participation in its Tender Processes and are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings as on the bid submission date.

In the event of any such proceedings against the firm in the past, it should be duly reported with the necessary supporting documents.

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.

Date:

Place:



Authorized Signatory

Name:

Designation:

Contact No.:

Work Experience

Sn	Name of the Client/ buyer	Order No.	Order Value	Order Financial Year	Remarks
1.					Supporting documents like Purchase Order/ Work Order/ Order Completion certificate from client/ etc.
2.					
3.					
4.					
5.					

Date:

Place:

Seal

Authorized Signatory

Name:

Designation:

Contact No.:

Annexure-V:

Work Experience (Institution of National Importance)

Sn	Name of the Client/ buyer	Order No.	Order Value	Order Financial Year	Remarks
1.					Supporting documents like Purchase Order/ Work Order/ Order Completion certificate from client/ etc.
2.					
3.					
4.					
5.					

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:



Annexure-VI

Average Annual Turnover Details

Evaluation Criteria			Remark
The annual financial turnover of the bidder ends on 31st March of the year.	Financial Year	Turnover in Rs.	Supporting Documents (CA certificate with UDIN etc.) are to be submitted
	2024-25		
	2023-24		
	2022-23		
	2021-22		

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:



Annexure-VII

Bank Guarantee Format for Earnest Money Deposit

To
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore - 453556, Madhya Pradesh, India

WHEREAS, Bidder..... (Name of Bidder) (Hereinafter called "the bidder") has submitted the tender bid dated..... (Date) for the Tender No:(Details of the Tender) (hereinafter called "the Tender").

And Whereas you have stipulated it in the said tender that the Bidder shall furnish you with a bank guarantee by a scheduled bank for the sum specified therein as security for compliance with its obligations as per the tender;

Now Therefore we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, up to a total of(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the bidder to be in default under the conditions of this obligation mentioned below:

1. If after tender opening the Bidder withdraws/ alters, his bid during the period of validity of bid (including extended validity of Bid) specified in the form of Tender;
2. If the Bidder having been notified of the acceptance of his tender bid by IIM Indore:
 - a. fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidder, if required;OR
 - b. fails or refuses to furnish the Performance Guarantee, in accordance with the provisions of tender document and Instructions to Bidder,

And without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the full debt from the contractor before presenting us with demand.

Our.....branch at.....(Name & Address of the branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our branch a written claim or demand and received by us at ourbranch on or before *Date..... otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank

*Date to be worked out on the basis of 45 days beyond the bid validity period

It is hereby declared that IIM Indore is committed to follow the principle of transparency, equity and competitiveness in public procurement. This bid is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IIM Indore.

Integrity Pact

(To be signed on Plain Paper)

(To be submitted as part of Technical bid)

Integrity Pact for Tender/ Bid Document No.

Tender Title: GeM bid document for Facility Management Service - Outcome Based & Facility Management Service- Manpower based

This Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____202__ at _____, India.

BETWEEN

Indian Institute of Management Indore, Represented through the Chief Officer Administration of IIM Indore, (hereinafter called the "The Principal/ Owner", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s.

____ (Name and Address of the Individual/ firm/ Company) through _____(hereinafter called the "The Bidder/Contractor" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

PREAMBLE

'The Principal' intends to award, under laid down organizational procedures, contract/s for _____, 'The Principal' values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and/ or Contractor(s).

In order to achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the 'The Principal'

1. 'The Principal' commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal shall, during the tender process, treat all Bidder(s) with equity and reason. The Principal shall, in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal shall exclude from the process all known prejudiced persons.
2. If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Section 2 - Commitments of the 'Bidder/ Contractor'

1. The 'Bidder/ Contractor' commits themselves to take all measures necessary to prevent corruption. The 'Bidder/ Contractor' commits themselves to observe the following principles during participation in the tender process and during the contract execution.
 - a. The 'Bidder/ Contractor' shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The 'Bidder/ Contractor' shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the tender process.
 - c. The 'Bidder/ Contractor' shall not commit any offence under the relevant IPC/ PC Act; further, the 'Bidder/ Contractor' shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans,

technical proposals, and business details, including information contained or transmitted electronically.

- d. The 'Bidder/ Contractor' of foreign origin shall disclose the name and address of the Agents/ representatives in India if any. Similarly, the Bidder/ Contractors of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder/ Contractor. Further, as mentioned in the Guidelines, all the payments made to the Indian agent/representative have to be in Indian Rupees only. A copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed in Appendix to this agreement.
- e. The 'Bidder/ Contractor' shall, when presenting their bid, disclose any and all payments made, committed to, or intended to make to agents, brokers, or any other intermediaries in connection with the award of the contract.
- f. Bidder/ Contractor who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- g. The 'Bidder/ Contractor' shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the 'Bidder/ Contractor', before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the 'Bidder/ Contractor' from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 - Compensation for Damages

1. If the Principal has disqualified the 'Bidder/ Contractor' from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from 'Bidder/ Contractor' the damages equivalent to Earnest Money Deposit/ Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

1. Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
2. If Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process, or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 – Equal treatment of all Bidders/ Contractors/ Subcontractors

1. In the case of Sub-contracting, the Principal Contractor shall take responsibility for the adoption of the Integrity Pact by the Sub-contractor.
2. The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.
3. The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

1. If the Principal obtains knowledge of the conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

1. The Principal appoints a competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/ she reports to the Head of the Procuring Organisation.
3. The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal, including that provided by the contractor. The Contractor shall also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform the Head of the Procuring Organisation and recuse himself/ herself from that case.
5. The Principal shall provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the contractor. The parties offer the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to have noticed, a violation of this agreement, he shall inform the Management of the Principal and request the

Management to discontinue or take corrective action or to take other relevant action. The monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.

7. The Monitor shall submit a written report to the Head of the Procuring Organisation within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Head of the Procuring Organisation, a substantiated suspicion of an offence under relevant IPC/PC Act, and Head of the Procuring Organisation has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the contractor 12 months after the last payment under the contract and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above unless it is discharged/ determined by the Head of the Procuring Organisation.

Section 10 - Other provisions

1. This agreement is subject to Indian Law. The place of performance and jurisdiction is the Registered Office of the Principal, i.e., New Delhi.
2. Changes and supplements, as well as termination notices, need to be made in writing. Side agreements have not been made.
3. If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement with their original intentions.
5. Issues like Warranty/ Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Appendix, the Clause in the Integrity Pact shall prevail.
7. For and on behalf of the Principal.

(Name of the Officer and Designation)
(Office Seal)
For and on behalf of 'Bidder/ Contractor'

(Name of the Officer and Designation)
(Office Seal)
For and on behalf of the Principal

Place:

Place:

Dated:

Dated: