



Ref: IITH/103/MS/Tender/HKS/2022, dated.12.03.2022

OPEN NOTICE INVITING TENDERS

Sealed Tenders are invited by the Director, IIT Hyderabad from experienced registered Contractors/firms/Cooperative Societies having a valid license under Contract Labour (Regulation and Abolition) Act, 1970 for providing of 'Housekeeping services at IITH campus, Kandi, Sangareddy'.

A. Tender Schedule:

1	Download of Tender Document starts from	12.03.2022
2	Bid Closing Date & Time	05.04.2022 at 12:30Hrs
3	Technical Bid Opening Date and Time	05.04.2022 at 15:30Hrs

B. Pre-Bid Clarifications: The prospective bidders may send their queries to office.admin@iith.ac.in in the following format on or before **22/03/2022**.

Tender page No.	Clause	Query

C. Before filing the bids, the bidders are requested to consider all the amendments/clarifications, if any, issued by this Institute and placed on its website and CPP Portal.

D. Other Important Limits:

1	Tender Processing Fee (Non-refundable)	Rs.1,180/- incl. of GST
2	Earnest Money Deposit (EMD) (refundable without interest)	Rs.15,00,000/-
3	Bid Validity period	90 days from the date of opening of Price bids
4	Estimated Value of Contract	Rs.8.00 Cr. Per annum ($\pm 20\%$)
5	Performance Security Value	3% of the Annual contract value.
6	Period of Signing the Contract	Within 7 days

Registrar
IIT Hyderabad

TENDER SCHEDULE

1. **Tender Form:** The tender document can be downloaded from the Institute's website <https://iith.ac.in/tenders/> and also from CPP Portal; Tender document will not be issued in person.
2. **Scope of Work:** In brief the job function is to maintain the aesthetic looks in the IITH buildings i.e. academic buildings, hostel buildings, guest houses, works shops, garden, etc. and all their premises and surrounding areas by maintaining pleasant odour and cleanliness, keeping the building & the surrounding area neat, clean & tidy every day keeping them in hygienic & sanitary conditions of high standard as per contract. The detailed scope of work mentioned in the General Terms & Conditions.
3. **Period of Contract:** The contract will be for a period of one year initially with a trial period of 3 (three) months. If the services during the trial period are satisfactory, the contract will be renewed for the remaining period of 9 (Nine) months. In case the services during the trial period are not satisfactory, the contract will be terminated with two weeks' notice. The IITH may renew/extend the contract to such further period (s), as it may deem proper and in any case not exceeding three years from the date of commencement of work, having regard to the quality and manner of the contractor's performance. However, it shall be with consent/written request by the contractor in this regard.
4. In case the tender opening date happens to be declared as closed holiday, the tender will be opened on the following working day, without any change in timings.
5. **Bid Validity Period:** The tenders shall be valid for a period of 90 days from the date of opening of price bids.
6. **Visit of the Campus:** Interested bidders are advised to visit the IITH premises on any working day between 10:00Hrs to 17:00Hrs and ascertain the nature and quantum of work before bidding.
7. **Tender Processing Fee:**
 - 7.1. Bidders should transfer non-refundable tender processing fee of **Rs.1,180/- (Rupees One Thousand One Hundred and Eighty only) including GST**, to the following Bank Account and furnish the receipt along with their Bid.

Bank Name: SBI
Bank Account No. : 30412797764
Account Name: Indian Institute of Technology Hyderabad
IFSC Code: SBIN0014182
Branch: IITH Kandi.
 - 7.2. Tender processing fee in any other form will not be accepted as valid.
 - 7.3. Only the firms having valid registration with NSIC/MSME for providing of housekeeping services are exempted from payment of Tender Fee.
8. **Earnest Money Deposit (EMD):**
 - 8.1. Bidders should transfer EMD of **Rs.15,00,000/- (Rupees Fifteen Lakh only)** to the following Bank Account and furnish the receipt along with their Bid.

Bank Name: SBI
Bank Account No. : 30412797764

Account Name: Indian Institute of Technology Hyderabad

IFSC Code: SBIN0014182

Branch: IITH Kandi.

- 8.2. EMD in any other form will not be accepted as a valid EMD.
- 8.3. The EMD of the successful bidders will be returned on receipt of Performance Security Deposit.
- 8.4. EMD of the unsuccessful bidders will be returned without any interest after finalization of the contract.
- 8.5. Only firms having valid registration **with NSIC for supplying of skilled/unskilled manpower** are exempted from payment of EMD.

9. Performance Security Deposit: For due performance of his/their obligations under the contract, during the validity, the successful tenderers shall have to deposit a Security Deposit equivalent to **3% of annual contract value**, which will be free of interest, before commencement of the contract. This security deposit is to be furnished in the form of Bank Guarantee as per the format furnished by the Institute, from any of the Nationalized or scheduled banks. The security deposit will be forfeited in case of the breach of contract. After successful completion of the contract, the security deposit will be refunded without interest within 60 days after adjusting dues if any to the IITH from the Contractor.

10. Eligibility Criteria:

- 10.1. The tenderer should be a registered contractor/firm/company/co-operative society having a valid license under The Contract Labour Act and should furnish the proof of his experience of providing sanitation/housekeeping service in Government/Private Organizations/Public Sector Undertakings/large hospital or any other similar organization of repute.
- 10.2. Bidder should have an average annual turnover of **Rs.7.00 Cr.** During the last 3 Financial years. A certificate from the Chartered Accounts for bidder's turnover for the last three financial years along with audited balance sheet is to be furnished.
- 10.3. **Experience:** The tenderer should have experience of having executed/completed similar works during the last **5 years commencing on 01.01.2017 and ending on 31.12.2021** in educational institution of repute, Govt., PSU, any large Hospital, or R&D organization. Experience in other institutions will not be considered. The experience should be one of the following:
 - Three similar completed works during the last 5 years, each costing not less than the amount equal to Rs.2,00,00,000/-, OR
 - Two similar completed works during the last 5 years, each costing not less than the amount equal to Rs.3,00,00,000/-, OR
 - One similar completed work during the last 5 years costing not less than the amount equal to Rs.7,00,00,000/-.

Note: i) Experience prior to 01.01.2017 and later than 31.12.2021 will not be considered as experience.

ii) "Similar work" means execution of cleaning, housekeeping, sanitary works and guesthouse maintenance works. The tenderer must produce

work done certificate from the clients. The work done certificate should mention the details of work executed, the value of work done, the date of commencement and date of completion of the work.

iii) Bidder should submit Certificate of Experience and Quality Assessment sheet from their clients. The Experience without QAS will not be considered for evaluation of the tender.

iv) Bidder should produce the Certificate of Experience from the clients on the client's letter heads with signatures, stamps and seals. The certificate should clearly mention the following details:

1	Name of the client and full address
2	Telephone and FAX number of the client
3	Official Email ID of the client
4	Details of work performed
5	Number and type of Manpower supplied
6	Period of work (starting and ending)
7	Value of work completed in Contract for providing housekeeping services.

v) Copy of work order and/or self-certified certificate will not be accepted as certificate of experience. If any document other than certificate of experience is produced, such document will not be accepted as relevant. Tenders not accompanied by certificate of experience issued by the client will automatically stand disqualified.

vi) The certificate of experience should be exclusively for supply of Housekeeping services.

vii) The certificates not clearly specifying the value of the work of providing housekeeping services during the period of contract, **WILL NOT BE ACCEPTED.**

10.4. Bidder should have registered PAN and GST numbers.

10.5. Bidder should submit an affidavit, **in original**, duly certified by a Notary for the following

10.5.1. that the Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed

10.5.2. that there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Hon'ble Court.

10.5.3. That there are no dues towards income tax as on the date of the affidavit.

10.5.4. that the contractor is not an employee or a close relative (including son, daughter, and siblings of self or spouse) of any employee of IIT Hyderabad.

10.6. The bidder should have valid Labour License, EPF and ESI registrations.

10.7. The bidder should submit duly signed and stamped tender document in the Technical Bid as a token of acceptance of all the tender terms.

Note: All the copies of mandatory documents, except affidavits mentioned in 10.5 above, submitted by the tenderer should be attested by the Contractor. The affidavits mentioned in 10.5 above should be attested by a Notary Public. Failure to comply with these conditions renders the tender/bid automatically disqualified. The original documents should be produced for verification at any stage of tender process as and when sought for, failing which; the bids are liable for disqualification.

11. Bid Submission Procedure:

- 11.1. The Bidder should submit all the supporting documents in respect of their eligibility criteria and technical evaluation in **“COVER-A”**
- 11.2. The Price bid is to be kept in **“Cover-B”**
- 11.3. Both the sealed covers “Cover-A” and “Cover-B” are to be kept in a big cover **“Cover-C”** and seal it wax or gum tape.
- 11.4. The Cover-C is to be superscripted with “Tender for providing of Housekeeping Services”
- 11.5. The bid completed in all aspects should reach this office at the following address in person/by Speed-post/by Courier, by the bid closing date and time (Note: IITH is not responsible for any postal delays).
“Tender box, Room No. 222-B, MS Section, Academic Block-A, IIT Hyderabad, Kandi, Sangareddy-502284”
- 11.6. Strict adherence to the formats wherever specified is required. Non-adherence to the formats and/or submission of incomplete information may render the tender invalid and result in rejection of the bid.
- 11.7. Conditional bids will summarily be rejected.
- 11.8. The tenders received after the due date/time will not be considered under any circumstances, they stand summarily rejected and will not be opened.

11. Bid Evaluation Process:

- 11.1. **Part-I (Technical Bid) :** Only the Technical Bid will be opened and evaluated by the Tender Committee at the time of Technical Bid meeting in the presence of Bidders or their authorized representatives, who are present.
- 11.2. After verification of Part-I (Technical Bid), Part-II (Price bid) of only those tenderers who satisfy all the eligibility criteria laid down in part-I and this notification will be opened. In case any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, whether before award of work or otherwise.
- 11.3. **Evaluation of tender:** 70% weightage will be assigned to the price bid and 30% weightage will be assigned to ‘Quality Assessment’.
- 11.4. **Quality Assessment:** Proforma has been prescribed (part of this NIT) and all the tenderers have to obtain Certificates from the Clients, separately for each of the contracts. Contracts for which Quality Assessment Certificates are not produced by the tenderer; such contracts will not be considered for any purpose. **If no Certificate is produced no marks will be assigned for Quality Assessment.**

11.5. **Marks for Quality Assessment:** Maximum possible score is 50 i.e. 5 mark each for the 10 factors. Arithmetic average of the total marks scored in all the contracts will be worked out and marks will be assigned in proportion to maximum marks. For example, if the average marks for a tenderer is 40, score for Quality Assessment will be $40 \times 30 / 50 = 24$ marks.

11.6. **Marks for price bid:** Price bid carries 70% weightage. The tenderer who quotes the lowest price; (a) subject to compliance with Minimum Wages, ESI and EPF contributions, Bonus; will be given a score of 100 for price bid. The bids that are not compliant with (a) stand automatically disqualified and therefore consideration will be based on Service Charge. The tenderers will be allotted score relative to the score of the lowest tenderer, as below:

$$FS = (100 \times L1) / L$$

Where:

FS = Marks for the price bid.

L1 = Service Charge of the lowest tenderer.

L = the Service Charge quoted by the tenderer under evaluation.

This will be normalized to 70% which is the maximum marks for price bid.

11.7. **Total marks** scored will be marks for price bid and marks for Quality Assessment, after assignment of weightage.

11.8. In case two or more tenders are equal in marks/monetary terms, work will be awarded to the contractor who has executed contracts in Centrally Funded Institutes or the of higher values based on the certificates of experience submitted along with tender papers. The decision of the Director, IITH shall be final in this regard.

12. Reasonability of Service Charge:

12.1. **Uniform, etc.:** For each year, the workers must be provided with [a] two sets of uniform, [b] two pairs of footwear (immediately after commencement of service). Entire expenditure towards [a] and [b] should be borne by the contractor from his service charges.

12.2. **Quoting unduly lower rate of Service Charge:** The contractor has to quote service charge that takes care of TDS, expenditure towards items stated in 12.1. expenditure towards identity card, all the statutory charges relating to this contract, etc.; and reasonable margin thereafter. The Institute has responsibilities as Principal Employer and would like to ensure that unduly lower rates of service charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the contractor from the workers, etc. thereby affecting the performance of the workers.

12.3. **Details of expenditure vis-à-vis service charges:** With a view to prevent instances briefly stated in 12.2 above, the contractor has to submit details of expenditure in **Annexure-IV** along with documentary evidence like Estimates in support of expenditure, along with the price bid.

- 12.4. **Decision on reasonability of service charge:** Institute reserves right to take a view on the reasonability of the rate of service charge. The decision of the Institute in this regard shall be final and binding. No representation will be entertained and replied to.
- 12.5. If the Institute considers that the service charge of the tenderer who has quoted the least rate is not feasible, such tender shall be treated as non-responsive and the quotation with the next higher rate shall be evaluated, and this process will be iterated till a quotation with reasonable service charge is found and the work will be awarded to such tenderer only.
- 13. The Director, IITH reserves the right to:**
- 13.1. Reject any or all the tenders without assigning any reason whatsoever.
 - 13.2. Not bind himself to accept the lowest or any tender; and
 - 13.3. Accept the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.
14. Canvassing in connection with tender/quotation is strictly prohibited.

Registrar
IIT Hyderabad

INSTRUCTIONS TO BIDDERS

1. **Submission of tender:** Tender should be submitted in 2-bid system (Part-I: Technical and Part-II: Price bid).
2. **Part-I (Technical Bid) should contain Annexure-I, Quality Assessment Sheet, the proof of transferring of Tender Processing Fee, and Earnest Money Deposit (EMD).** The tenders should be accompanied also by copies of the documents stated in **Annexure-I**.
3. **Part-II** should contain only the price Bid as per Annexure-II and Annexure-III.
4. **Filling tender forms:** The tender should be clearly filled or typed and signed in ink legibly giving full address of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature shall invalidate the tender. The tender should be duly signed by the authorized persons. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.
5. **Alterations, etc.:** The tenderer should ensure that the amounts are written in such a way that interpolation is not possible. No blank space should be left.
6. **Invalidation of bid:** Failure to fulfil any of the conditions laid down renders the tender invalid.
7. **Preparation of Technical Bid:** Technical Details should be provided in the prescribed format i.e. *Annexure-T*.
8. **Preparation of Price Bid:** Price bid should be in the format enclosed with tender at Annexure-II and Annexure-III. Conditional offer will render the tender/bid automatically invalid.
 - a. The tender should be clearly filled or typed and signed in ink legibly giving full address of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature, shall invalidate the tender. The tender should be duly signed by the authorized persons. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.
 - b. The tenderer should ensure that the amounts are written in such a way that interpolation is not possible. No blank space should be left.
9. Failure to fulfil any of the conditions given above shall render the tender liable for rejection.

GENERAL TERMS & CONDITIONS

(Please read the following carefully and give acceptance for the same in the prescribed format and submit it with the Technical Bid).

A. GENERAL INSTRUCTIONS:

1. The tenderer submitting tender would be deemed to have inspected the premises, considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
2. In case the tender opening date happens to be declared as a closed holiday, the tenders will be received and opened on the next working day without any change in timings.
3. All works shall be executed as per detailed specifications and as directed by an officer/official nominated by the Director.
4. The areas of cleaning indicated are purely approximate and likely to vary on either side up to any limit.
5. In case the Contractor fails in fulfilling the obligations fully and in time, the IITH shall have the absolute right to take up the work at the Contractor's cost and risk and recover any and all such expenses from the amounts due to the Contractor including Security Deposit. The Institute shall have right to impose penalty commensurate with the fault and amount towards damages if any, shall be recovered from the bill.
6. The Contractor shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the IITH from any claims in this regard.
7. The Contractor will be required to post skilled manpower as may be needed to supervise and guide the workers skilled, semi-skilled and unskilled for proper execution of the work as per directions of the Officer-in-charge nominated by Director of the Institute to administer the contract.
8. All letters posted to Contractor at the address given by him will be considered to have been delivered in time.
9. If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated and Security deposit forfeited. The Contractor will have no claims whatsoever on the IITH.
10. In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to the Institute for the inferior works as determined by the IITH and in case all payments have been made to the Contractor for this work, this amount may be deducted from any sum due to the Contractor on any other work within the Institute.
11. Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made by these victims. The Contractor shall indemnify the IITH from any claims arising out of

accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor. The contractor will fully indemnify IITH against all claims in this regard.

12. The contractor shall identify the personnel to be deployed exclusively for the cleaning of all the toilets. The contractor shall be responsible for cleaning as well as security of the toilet fixture handed over at the time of commencement of the contract. In case of items/fixtures stolen/broken due to the fault of the contract personnel from the toilets, either the penalties to recover the cost shall be imposed or the contractor shall have a choice to replace these fixtures of the same quality & under approval from nodal officer appointed by the Director of the IITH.
13. It will be the sole responsibility of the contractor to abide by the provisions of the following acts as to the workers engaged by him for performance of this contract:
 - Employment of Children Act
 - Workmen compensation Act
 - Contract Labour (Regulation & Abolition) Act 1970.
 - Minimum Wages Act
 - Employee Provident Fund Act
 - ESI Act
 - Any other act or legislation as may be applicable in force from time to time.
14. Any liability arising on the IITH shall be deducted from the bills of the contractor and if the full amount is not recovered then the same shall be recovered from the security money of the contractor. There would be no liabilities towards the workers of the contractor by the IITH.
15. The IITH through its officers, reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portions of the same carried out in the Institute by others and such alterations and variations shall not violate this contract.
16. The Contractor is required to post his authorized representative at the site of the work who shall receive the instructions from the Officer to be nominated by the Director of 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.
17. In the event of the contractor failing to execute the work under contract in whole or in part an alternative arrangement will be made by the IITH totally at the cost & risk of contractor besides any suitable fine /penalty.
18. The contractor shall be liable to pay compensation for any loss & damage caused to the property of the IITH or its Staff Members/Students/Visitors by the contractor or his workers.
19. The contractor shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff; the contractor will be under an obligation to replace the worker concerned within 24 hours when instructed by IITH authority. The contractor shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. The IITH will not have any responsibility with regard to staff on the role of the contractor whatsoever.

20. The IITH reserves the right to terminate the contract without assigning any reason by giving a notice of three months. The contractor will also have to serve a notice of three months, if he wishes to terminate the contract.
21. In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Director, IITH or any other officer nominated by the Director, IITH for arbitration whose decision shall be final and binding on the parties. The contractor agrees that the arbitrator could be an employee of the Institute & shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.
22. The personnel of Contractor should observe only 10 (ten) closed holidays in a calendar year irrespective of number of the holidays observed by the Institute. The closed holidays normally cover Republic Day, Independence Day, and Mahatma Gandhi's Birthday. In addition, they will be entitled to one day paid leave for every twenty days of work.
23. The service of the workers is required on all days in a month irrespective of holidays and they should be prepared to work on shifts as may be required. The Contractor has to ensure proper attendance and proper weekly off of the personnel deployed.
24. The persons deployed by the contractor should be reliable, trust worthy, alert and efficient.
25. The persons deployed for work should not be involved in any police case or any case should not be pending against them.
26. A verification report in respect of all the personnel of contractor from the police station of concerned residential areas should be submitted and also list of employees with bio-data of each employee posted to the Institute along with photo and thumb impression should be handed over to the Registrar of the IITH. Any changes should be informed immediately.
27. The contract personnel shall undergo medical examination at the expense of the contractor to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for as and when required by the Institute.
28. The personnel engaged by the contractor should have minimum literacy level i.e. a pass in Standard VIII to the extent possible.
29. The Contractor shall be fully responsible for providing leave benefits, weekly off, National & Festival holidays etc., to the personnel deployed and as and when any of personnel comes late or proceeds on leave or absents himself/herself, it will be the prime responsibility of the contractor to provide a suitable substitute.
30. The contractor should not be employee of IITH, or any other central/state Government. He should submit a declaration to this effect.
31. The contractor and his staff will make their own residential arrangement outside the premises of the IITH. No one will be granted permission to stay in the Institute/Hostels during night or during non-functional hours.

32. The contractor shall not lease or sub-contract the whole or any part of the contract to anybody without the prior permission of the Director, IITH.
33. The solid waste collected from the said buildings shall be disposed of in areas assigned by IITH for solid waste disposal.
34. All the workers engaged by the contractor should give their attendance through the designated biometric machines installed in the campus. Apart from this the contractor must maintain daily attendance registers to keep record of the personnel on duty and a record of the work done at IITH.
35. The Contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all times. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately (Maximum two hours).
36. Warden and Student Coordinator and Hostel staff are free to inspect the work being done by the personnel of the Contractor at any time of the day in Hostel areas. All the assigned work shall be done to the complete satisfaction.
37. That payment on account of enhancement/escalation charges on account of revision in wages and statutory payments like EPF/ESI contributions, service tax only by the appropriate Govt. (Central/State) from time to time shall be payable by the IITH to the contractor. No escalation of percentage of Contractor's Service Charges shall be admissible during the term of the contract.

B. MODIFICATION OF TERMS AND CONDITIONS:

The IITH with the consent of the contractor may modify terms and conditions of the contract as and when necessary without affecting the basic nature of his contract.

C. IITH OBLIGATIONS:

The IITH will not charge any amount from the contractor for water or/and electricity supplied for housekeeping services.

D. CONTRACTOR'S OBLIGATIONS:

Area of operation for providing of Housekeeping services is as follows:

Sl. No.	Description of Work
A	IITH main building-Academic Blocks, common areas - toilets and surroundings, roads - Daily cleaning.
B	IITH other buildings: workshops, boys hostels, girls hostels, common areas, toilets and surroundings, roads - Daily cleaning.
C	Rooms of Guest Houses, common areas - toilets and surroundings.
d	Watering plants in hostel and other areas - once a day.

Note:

- a) The floors of the above-mentioned buildings shall be mopped daily with chemicals. Bathrooms and all the toilets shall be mopped and cleaned with disinfectants every one hour i.e. 8 (eight) times a day; water closets shall be thoroughly cleaned 8 (eight) times a day daily using suitable material. All the utility areas and area within the compound on all sides of the buildings shall be swept and shall be kept clean all the time and on a daily basis.
- b) The contractor shall pay his workers wages not less than the higher of the minimum wages fixed by the Central Govt. or State Govt. and all other statutory dues like EPF, ESI, bonus, etc., throughout the tenure of contract.
- c) In the event of local problems arising while discharging the functions at IITH the contractor will deal with them appropriately and he will not bring IITH on the scene for such matters.**
- d) The contractor will issue identity cards to his workers/supervisors after getting them verified by the IITH. Any worker found without identity card will not be permitted to enter the premises. He will post a supervisor at a specific point to receive & manage complaints & instructions.
- e) Every year, the workers must be provided with two sets of uniform, footwear and other materials for safety and safe handling of chemicals, etc. (as approved by the IITH Authority) by the contractor out of his service charge, within 15 days of engagement of the worker. It will be strictly monitored and penalty will be imposed if any worker is found without uniform.
- f) The contractor shall supply all the ground cleaning tools such as grass cutter, axe, soil knife, digging shovel, soil and garbage carrying baskets. The repairs and maintenance of tools will be borne by the contractor.
- g) The workers should maintain personal hygiene and wear prescribed uniform while on duty. They should maintain highest discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone.
- h) If in the opinion of the IITH authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behavior is not conducive to retain them for the work, he/she should be replaced immediately within 24 hours of receipt of intimation from the Institute.
- i) **Purchase of Uniforms:** The uniforms and footwear shall be purchased on the recommendations of a Committee constituted by the contractor with the members of the staff/supervisors working under this contract.

E. REPORT:

1. The contractor or his representative shall daily report to the Management Services Section, IITH to supervise the work under the contract and take instructions every day for the work on a Book/Register maintained by the contractor exclusively for the purpose. He shall preserve the said book and produce the same as and when required. For Hostel areas the contractor or his representative shall daily report to the Hostel Office to take instructions every day. Daily report will be taken by the Hostel office against the account of work given.

2. The contractor will prepare a schedule of the works to be carried out in the areas of works allotted before commencement of actual works.
3. The contractor will prepare a list of protocol and daily checks for housekeeping works and displaying the same on all areas of work to be carried out.
4. The contractor or his representative should approach the Management Services Section, if he needs any instructions/help or has any difficulties.
5. The contractor or his representative should all the time be available at work site during the course of his work.
6. Sufficient number of staff shall be posted by the contractor to attend the works on two shift basis and shifting of materials / instruments from one place to other, loading and unloading of materials / instruments from truck with in IITH as and when required in the exigencies of work without any additional payment.
7. **Shift timings are 7-30 am to 4-00 pm, with half an hour lunch recess from 12:30 pm to 1:00 p.m. In Hostel shift timings are 8:30 am to 5:00 pm with half an hour lunch recess from 1:30 p.m. to 2:00 p.m.**

F. SCOPE OF WORK:

1. In brief the job function is to maintain the aesthetic looks in the IITH buildings, all hostel buildings, guest houses, works shops and all their premises and surrounding areas by maintaining pleasant odour and cleanliness, keeping the building & the surrounding area neat, clean & tidy every day keeping them in hygienic & sanitary conditions of high standard as per contract.
2. Effective cleaning of rooms and bathrooms has to be ensured taking into account the convenience of the occupant. Unoccupied rooms should be cleaned every day.
3. The contractor's workers will be present in the premises and carry out duty for entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by competent authorities.
4. The contractor shall maintain area-wise maintenance registers. The register should specify the work allotted and completed with date and time duly signed by the Supervisor of the contractor. The registers should be submitted to Administration In-charge/Hostel In-charge for perusal and signature on daily basis.
5. The contractor's staffs are not allowed to eat in the hostel mess at any point of time.
6. The guidelines of cleaning process are as under:-

(a) DAILY – House Keeping:

1. **Twice daily:** proper sweeping and mopping of all floors in the buildings, cleaning of walls, railings, corridors, entry roads of various buildings etc. covering the entire constructed areas. No betel stains or cob webs etc. should be visible anywhere.

2. **Thrice daily:** Cleaning of main staircases, entrance lobby area. Cleaning of Waste Paper Baskets, Sanitation Bin & Spittoon set & disposing of garbage/refuse as directed.
3. Dusting IITH main building, hostels, Guest House furniture, almirahs, cupboards, phones, partition walls, doors, windows, Notice Boards, Flower Vases & pieces of decoration and other materials available in the IITH and other buildings.
4. Cleaning glasses of windows, doors, partitions etc and removal of cob-webs.
5. Toilets & urinals including all floors/blocks to be cleaned regularly and continuously at every one hour throughout the day with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies toilets and ladies rooms. Only male workers should be deployed to clean the Gent's toilets in the premises and only female workers to clean ladies toilets. The toilets should be cleaned every day with utmost care.
6. Porcelain fixtures to be cleaned with vim.
7. To place naphthalene balls, toilet rolls, liquid soap, air-fresheners, etc.
8. To spray room fresheners/ perfume to maintain pleasant odour as and when required at important locations.
9. To attend, clean and remove chocking of drains including CI pipes, sanitary fixtures, manholes and underground sewer lines, whenever required for smooth functioning and as directed by Supervisor/Officer-in-charge.
10. Thorough cleaning of rooms with Odorex, dettol, carbolic acid, disinfectant etc. as may be required and as directed by Supervisor/Officer-in-charge.
11. Thorough cleaning of dirty passages, approach road, and entrances of buildings.
12. Daily collection of waste from the IITH and proper dumping in specified place as per instruction of the Supervisor/Officer-in-Charge.

(b) WEEKLY – House Keeping:

1. Cleaning of carpets, curtains, venetian/vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors in the building, and terraces in all buildings.
2. Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.
3. Polishing of steel and other metal surfaces.

(c) FORTNIGHTLY – House Keeping:

1. Cleaning of ceiling with electrical fitting & roofs.
2. Washing and scrubbing of floor with automatic machines with required cleaning material.

3. Cleaning storm water drains, water pipes, and overhead tanks.

(d) MONTHLY – House Keeping:

1. Sweeping and cleaning of service ducts, Service Rooms, Service Shafts and all drainage pipes including those of toilets.
2. Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.
3. Washing of building from outside with prior permission from Supervisor/Officer –in-charge.

G. SUPERVISING – House Keeping:

1. The Supervisor employed by the Contractor shall be responsible to extract work, manage work, maintenance of accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the campus. He should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of Officer In-charge or higher authorities. The Supervisor shall also be responsible to allocate duties and extract the work from the workers. The Supervisor shall be of a graduate level person having qualified in cosmetic maintenance course, fluent in English and regional language, both writing and spoken. Knowledge of Hindi is preferred.

H. REQUIREMENT OF WORKERS/MAN POWER:

The present requirement of manpower is as follows. The requirement may vary by $\pm 20\%$ during the currency of this tender.

1. Skilled Supervisors: 07 (Seven)
2. Semi-skilled worker: 01 (One)
3. Unskilled workers: 254 (Two Hundred Fifty Four)

I. PENALTY FOR INADEQUATE PERFORMANCE:

Sl. No.	Type of lapse	Penalty in Rupees
1	Worker not in Uniform (per person)	100 per person per day
2	Wrong attendance record	500 per day
3	Lapse in maintaining wash room (per wash room)	200 per day
4	Shortfall in staff by more than 10% in a day	200 per person per day
5	Rude and unpleasant behavior of contractor's personnel with Faculty/Staff/Visitor	200 per person per incident
6	Rowdiness and/or rioting in campus	500 per person
7	Theft and/or carrying of items unauthorizedly	500 per person
8	Inaction of supervisor to complaint	100 per complaint
9	Damage to the Institute property due to negligence	Book value
10	Delay in payment of wages to workers within prescribed period	100 per person per day

Note:

The penalty shall be deducted from the Service Charge of the Contractor from the monthly Bills or from the Security Deposit.

For any act of inadequate performance of contract not specifically stated herein, the person authorized by the Institute will determine the penalty based on the merits of each act after providing an opportunity to the contractor.

In case of Sl.No.5 the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should be discontinued from the workforce of the Institute.

In case of Sl.No.6, the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should be discontinued from the workforce of the Institute.

In case of Sl.No.7, the person in involved in theft and/or carrying item unauthorizedly should be discontinued from the workforce of the Institute.

J. PAYMENT TERMS:

- 1. The Contractor will be responsible for making the payment of wages directly to its workers by 7th of each month from his own sources and subsequently raise the bill for reimbursement which will be verified on the basis of actual amount disbursed and attendance etc. The Contractor shall make payment to the workers by depositing the payment towards the wages in their bank accounts and submit the bank details/ECS statement duly certified by the bank, to the office with the bill for verification. The bill shall also carry the duly certified copy of EPF and ESI challans for the same month for which the bill has been raised for payment. The claim bill shall be submitted to the Officer-in charge of the Institute for certification for pro-rata payment. The officer on the receipt of the bill will check the work record and there after accordingly certify the bill for payment.**
2. All bills should be submitted on printed forms, duly signed and pre-receipted in triplicate.
3. Payment will be made by the Institute to the contractor on monthly basis on submission of bills in triplicate along with the attendance sheets and certificate of satisfactory performance of work from the concerned officer of the IITH. A certificate to the effect that all labour laws including EPF, ESIC payments, etc., are being followed has to be furnished with proof along with the bill for payment.
4. Income Tax and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor.
5. The contractor would be required to ensure the payment of its workers by 7th of every month and there should be no linkage between this payment and settlement of the contractor's bill from the IITH.
6. The contractor should arrange to deposit the wages of his workers in to their respective bank accounts preferably through ECS and tender a copy of the ECS

statement to the Institute as proof of payment of wages failing which the bill of the current month will not be paid. The contractor shall facilitate his workers in opening bank accounts. Under no circumstances, payment of wages in cash shall be made.

K. COMMENCEMENT OF WORK:

The Contractor is required to start the works of House Keeping with effect from the date indicated by the Institute. In case it is found that the work has not been taken up from the date as indicated, the IITH at its sole discretion may cancel the work order and the EMD Security Deposit shall be forfeited without any further reference to the Contractor.

L. CANCELLATION OF CONTRACT:

1. Notwithstanding any other provisions in this contract, the IITH reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in public interest. The contractor is not eligible for any compensation or claim in the event of such cancellation.
2. If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to the IITH shall be forfeited without any claim whatsoever on IITH and the contractor is liable for action as appropriate under the extant laws.

Technical Bid

A. Documents/details to be mandatorily submitted:-

S. No.	Particulars	Fill in the details	Submitted? (Y/N)	Pg. No.
1	Name of Firm/Tenderer/Company (in block letters) <i>[Firm registration certificate to be attached]</i>			
2	Permanent Address & Telephone No.			
3	Full Postal Address, Telephone/Fax No. E-mail:			
4	Details of infrastructure, persons employed, and number of offices/branches available <i>[Attach separate sheet]</i>			
5	Name of the bank, address, account number, IFSC code			
6	PAN No. <i>[copy to be attached]</i>			
7	TAN No. <i>[copy to be attached]</i>			
8	GST No. <i>[copy to be attached]</i>			
9	Valid labour license issued by the State/Central Labour Department under Contract Labour Act duly attested by the Contractor. <i>[copy to be attached]</i>			
10	EPF Registration <i>[copy to be attached]</i>			
11	ESI Registration <i>[copy to be attached]</i>			
12	Professional Tax <i>[copy to be attached]</i>			
13	Tender Processing Fee (Transaction ID and Date) <i>[copy to be attached]</i>			
14	EMD (Transaction ID and Date) <i>[copy to be attached]</i>			
15	Annual turnover during last 3 financial years i.e. FY 18-19, 19-20 and 20-21 <i>[CA certificate to be attached]</i>			
16	Experience as per Eligibility criteria <i>[Experience certificates to be attached]</i>			
17	Quality Assessment Certificates <i>[copies to be attached]</i>			
18	An affidavit duly certified by a Notary for the declarations mentioned in Eligibility criteria <i>[to be submitted in original]</i>			
19	Income Tax Returns (for the last three Financial years) FY 18-19, 19-20 and 20-21 <i>[copies to be attached]</i>			
20	Tender document with bidders sign & seal on each page <i>[to be attached]</i>			
21	Any other relevant information			

I/We certify that the above information is true to the best of my/our knowledge and I/We do not have any relative of the rank of Under Secretary or equivalent working in IITH.

Signature of the Bidder
along with Seal

B. Details of Experience: Should be furnished in the following format-

Experience during the period 01.01.2017 to 31.12.2021 only:

S.No.	Name of the client and full address	Telephone and Official e-mail id of the client	Period of contract	Value of contract	Pg. No.
1					
2					
3					
4					
5					
6					

Important: Only certificates issued by the clients in letter head with date of issue and containing requisite details will be considered. Copies of work orders, agreements, extension letters and bills will not be considered.

Signature of the Bidder
along with seal

Date:

QUALITY ASSESSMENT SHEET

**(to be printed on the official letterhead of the Client)
(to be submitted along with technical bid)**

Important: This carries 30% marks and the marks scored in this will be used for evaluation of tender.

Name of the Agency: _____

Period of service availed from Agency: _____ to _____

(Please tick \checkmark numerical assessment – 5 being the maximum score)

Sl. No.	Description	1	2	3	4	5	Remarks/ Justification
01	The Agency's response has been prompt and as required by the administration						
02	All the workers were professionally trained.						
03	The agency ensured proper dawning of uniform by workers to protect the image of organisation						
04	Supervisors employed by the agency have been competent and ensured proper service by workers						
05	All the workers have been punctual and performed their duties with complete responsibility						
06	There have been no removals/ replacements of workers on the grounds of indiscipline, negligence etc.						
07	Agency has been prompt in taking action against any complaints or suggestions of the management.						
08	All the workers employed have been as per the age prescribed by the organization.						
09	All the workers employed have possessed the required educational qualification as prescribed by the organisation						
10	The agency did comply with labour laws by ensuring timely contributions to EPF, ESI etc and provided salary slips, PF slips, ESI cards etc to individuals and the confirmation data on the same to organization on a regular basis.						

Signature of Head of Organization, Seal & address

Date:

(on the official letterhead of the firm)**ANNEXURE-II****PART – II
PRICE BID**

Tender Ref. No. IITH/103/MS/Tender/HKS/2022, dated.12.03.2022

Minimum Number of workers to be engaged as assessed by IITH for Housekeeping and other works:

Skilled Supervisor: 07 (seven), Semi-skilled Worker-1 (one), and Unskilled workers: 254 (Two hundred and fifty Four).

TO BE FILLED BY THE CONTRACTOR: Please refer to rates pertaining to 'A' Area as contained in Order No.1/26(3)/2021-LS-II dated 28.10.2021 (in building operations) issued by Govt. of India, Ministry of Labour & Employment, Office of the Chief Commissioner (C), New Delhi.**RATE PER PERSON PER MONTH:**

Contractor's Service Charge to be mentioned in percentage (%) on total monthly gross wages	_____ %
	In words _____ Percentage

Note:

1. Rate of Basic Wage shall not be less than the rate notified in Memorandum cited above.
2. Contractor's Service Charges should not be less than TDS and should include uniform and footwear to be issued to the workmen. **Separate rate or amount should not be quoted for uniform and footwear failing which the tender stands automatically disqualified.**
3. Contractor's Service Charges should be quoted only in percentage failing which the tender stands automatically rejected as invalid.
4. GST will be reimbursed by the Institute after actual payment by the contractor, and on production of documentary evidence.

Signature of the Tenderer with Seal &Address

Date:

(on the official letterhead of the firm)

To be submitted along with Price bid

ANNEXURE-III**PART - II****Statement of details of expenditure**

Details of Expenditure like uniform, footwear, ID card etc.

[a] Two sets of uniform and [b] two pairs of footwear for all workers :

<i>Description</i>	<i>Material</i>	<i>Estimated Cost (Rs.)</i>	<i>No. of workers</i>	<i>Total Estimated Cost (Rs.)</i>
Male Supervisors	Cloth for 2 pairs of pants			
	Stitching charges for 2 pairs of pants			
	Cloth for 2 pairs of shirts			
	Stitching charges for 2 pairs of shirts			
	2 pairs of footwear			
Female Supervisors	Cloth for 2 pairs of sarees			
	Cloth for 2 blouses			
	Petticoats 2 No's			
	Stitching charges for 2 blouses			
	2 pairs of Footwear			
Male Workers	Cloth for 2 pairs of pants			
	Stitching charges for 2 pairs of pants			
	Cloth for 2 pairs of shirts			
	Stitching charges for 2 pairs of shirts			
	2 pairs of footwear			
Female Workers	Cloth for 2 pairs of sarees			
	Cloth for 2 blouses			
	Petticoats 2 No's			
	Stitching charges for 2 blouses			
	2 pairs of Footwear			

In addition to the above – Safety shoes are to be provided for the workers deployed for Gardening work

[b] Identity Card (ID card)

<i>No. of workers</i>	<i>Estimated cost per ID card (Rs.)</i>	<i>Total cost for ID card (Rs.)</i>

Note: Estimates from suppliers for each of the item in [a] and [b] has to be enclosed with this statement.

Signature of the Tenderer with Seal and Address

Date:

(on the official letterhead of the bidder)
UNDERTAKING BY CONTRACTOR

I/We hereby certify that:

Full manpower will be engaged on daily basis for the Services sought under this contract on rotation basis (if required) as per given schedule or as per instructions issued by IITH. On holidays, Saturdays and Sundays the deployment will be restricted to fifty percent of the strength.

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

I/We have specified the number of persons to be engaged daily (man-power) to execute all the works as mentioned above at IITH.

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

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

I/We agree to pay minimum wages, EPF, ESI, bonus, and other statutory payments on or before 7th day of every month. Further, I/We agree to submit proof of payment of wages i.e. ECS statement, ESI and EPF contributions along with the bill for the current month.

Substitute workers/Supervisor will be made available as and when required. Extra manpower if any called during conference/meetings, shifting of materials from one location to another, etc. will be provided at short notice.

Two sets of Uniforms, Identity Card, and 2 pairs of footwear will be issued to all the workers within 15 days of engagement of workers and it will be replaced as and when required and all the expenditure will be borne by me/us.

Contractor's Signature and seal

Place:

Date:

(on the official letterhead of the bidder)

LETTER OF CONSENT

Date: _____

To
The Director
IIT Hyderabad

Tender Ref. No. IITH/103/MS/Tender/HKS/2022, dated.12.03.2022

Name of Work: Providing Housekeeping Services at IITH premises.

Sir,

I/We understand the nature and quantum of work to be carried out. I/we have read the various conditions to tender including general conditions and hereby agree to abide by the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 90 (Sixty) days from the date fixed for opening the Part II and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted, I/We understand that my/our "Earnest Money Deposit" submitted along with the tender will be liable for forfeiture. The rate quoted is firm and I/we will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract. I/We also hereby agree to abide by the rules and regulations of the IITH, general conditions of the contract as amended from time to time and to carry out the work according to the conditions of the contract laid down by IITH.

The full value of the Earnest Money Deposit (EMD) shall stand forfeited without prejudice to any other right to remedies if:-

I /We do not execute the contract documents within 7 (seven) days after getting information from IITH, or

I / We do not commence the work within 15 (fifteen) days after getting information from IITH.

Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Tenderer(s) with Stamp, Address:

Note: The formats for Technical bid i.e. Annexure-I, Quality Assessment sheet and for price bid i.e. Annexure-II, Annexure-III have been made available for the convenience of tenderers in word format along with the tender. The formats may also be downloaded. No change should be made by the tenderers except filling-up details. In case any change is made in the content of the formats, except filling-up details, it shall be treated as unauthorized and such tender will stand automatically disqualified.