



Bid Number/बोली क्रमांक (बिड संख्या):

GEM/2024/B/5024077

Dated/दिनांक : 10-06-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	01-07-2024 13:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	01-07-2024 13:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Education
Department Name/विभाग का नाम	Department Of Higher Education
Organisation Name/संगठन का नाम	Indian Institute Of Technology (iit)
Office Name/कार्यालय का नाम	Ropar
Item Category/मद केटेगरी	Hiring of Sanitation Service - Sweeper; 6; All Areas; All Areas; Daily; 2 , Hiring of Sanitation Service - Supervisor; 6; All Areas; All Areas; Daily; 2 , Hiring of Sanitation Service - Facility Manager; 6; All Areas; All Areas; Daily; 2
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	300 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

Bid Details/बिड विवरण	
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	41884257
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	800000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	15

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Registrar
Ropar, Department of Higher Education, Indian Institute of Technology (IIT), Ministry of Education
(Registrar Indian Institute Of Technology Ropar)

Splitting/विभाजन

Bid splitting not applied./बोली विभाजन लागू नहीं किया गया

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

Financial Bid - [1718002016.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Additional Scope of Work and Size of Areas to be Serviced:[1718000813.pdf](#)

Machinery,Cleaning Agent and equipment requirements to be indicated if it is to be supplied by the service provider:[1718000817.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Average Annual Financial Turnover of more than Rs. 3.00 crore during the last three years 2021-22, 2022-23, 2023-2024 Annual Financial Turnover of more than Rs. 3.00 crore during the last three years 2021-22, 2022-23, 2023-2024	20	12	View File

Bidders should have satisfactorily completed/executed at least three similar works during the last three years with a manpower of at least 150 persons	20	12	View File
Out of these three contracts, one contract should be of annual worth of more than Rs. 3.00 Crore	20	12	View File
The agency shall have at least 250 employees on its roll in the preceding year ending March 2024. An EPF statement indicating the number of employees from the Govt. EPFO website shall be submitted to substantiate the same	20	12	View File
Out of these 250 employees, 150 should be a part of a single contract	20	12	View File

Total Minimum Qualifying Marks for Technical Score: 60

QCBS Weightage(Technical:Financial):30:70

Hiring Of Sanitation Service - Sweeper; 6; All Areas; All Areas; Daily; 2 (200)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Category of Resource	Sweeper
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	2
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Addon(s)/एडऑन	
Garbage Lifting and Disposal (Per Ton Cost)	Yes
Consumables/Equipments and cleaning agents to be provided by Service Provider	Yes
Machineries to be provider by service provider	Yes

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources	Additional Requirement/अतिरिक्त आवश्यकता
1	Vijay Kumar	140001,M. Visvesvaraya Block, Indian Institute of Technology Ropar	200	<ul style="list-style-type: none">Monthly Volume of Garbage (In Tons) : 30Approx Area in Sq.Ft : 2523500Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 13572

Hiring Of Sanitation Service - Supervisor; 6; All Areas; All Areas; Daily; 2 (5)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Category of Resource	Supervisor
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	2
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Addon(s)/एडऑन	
Consumables/Equipments and cleaning agents to be provided by Service Provider	NA
Machineries to be provider by service provider	NA

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources	Additional Requirement/अतिरिक्त आवश्यकता
1	Vijay Kumar	140001,M. Visvesvaraya Block, Indian Institute of Technology Ropar	5	<ul style="list-style-type: none">• Approx Area in Sq.Ft : 2523500• Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 15860

Hiring Of Sanitation Service - Facility Manager; 6; All Areas; All Areas; Daily; 2 (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Category of Resource	Facility Manager
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	2
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Addon(s)/एडऑन	
Consumables/Equipments and cleaning agents to be provided by Service Provider	NA
Machineries to be provider by service provider	NA

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेपिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources	Additional Requirement/अतिरिक्त आवश्यकता
1	Vijay Kumar	140001,M. Visvesvaraya Block, Indian Institute of Technology Ropar	1	<ul style="list-style-type: none"> • Approx Area in Sq.Ft : 2523500 • Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 19084

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.

13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---



**Tender Document for Outsourcing of
Housekeeping and Garbage & Waste
Management Services**

**Indian Institute of Technology Ropar,
Rupnagar, Punjab - 140001
Tel: 01881-231283, E-mail:
facilities.office@iitrpr.ac.in**

E-TENDER NOTICE

Online bids are invited by IIT Ropar through GeM portal <http://gem.gov.in> from reputed, well established & professional Housekeeping agencies, capable of providing manpower, equipment and materials/consumables for Housekeeping Services and Garbage & Waste Management at IIT Ropar Campus according to terms and conditions given in tender document.

SCHEDULE	
Name of Organization	Indian Institute of Technology Ropar
Tender Type (Open/Limited/EOI/Auction/Single/Global)	Open
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/Service/Buy/Empanelment)	Services
Last Date and Time for Uploading of Bids	28/06/2024 (15:00 Hrs)
Date and Time of Opening of Technical Bids	28/06/2024 (15:30 Hrs)
Tender Fee/EMD	Rs. _____ NIL _____ (For Tender Fee) Rs. 8,00,000/- (For EMD)
	(To be paid through RTGS/NEFT. IIT Ropar Revenue Account Bank details are as under:
	Name of the Bank A/C : IIT Ropar Revenue Account
	SBI A/C No. : 37360100716
	Name of the Bank : State Bank of India
	IFSC Code : SBIN0013181
	MICR Code : 140002008
	It is mandatory that UTR Number is provided in the check-list at Annexure-4.
No. of Covers (1/2/3/4)	2
Bid Validity days (180/120/90/60/30)	180 days (From last date of opening of tender)
Address for Communication	Assistant Registrar, Facilities Section, M. Visvesvaraya Building, Indian Institute of Technology Ropar, Rupnagar – 140001
Contact No.	01881-231283, 232651
Email Address	facilities.office@iitrpr.ac.in, ar.facilities@iitrpr.ac.in

A. Instructions to Bidder:

1. The bid document is available on the Institute website: www.iitrpr.ac.in under Tenders webpage for ready reference of the bid published. However only online bids through the GeM portal will be entertained for this purpose. Bids received through other means shall not be considered and will be rejected.
2. Corrigendum/Addendum (if any) shall be published on the Institute website i.e. www.iitrpr.ac.in and www.gem.gov.in. The prospective bidders are advised to keep visiting the websites for any such update and ensure the compliance before submitting their bids. Failing which the bid may lead to rejection/disqualification and no communication shall be made by the Institute in this regard.
3. Please go through the entire tender document / relevant corrigendum / addendum (if any) carefully to understand the same and enclose relevant documents required to be submitted along with the bid to claim technical eligibility.
4. Kindly add scanned PDF of all relevant documents in a single legible PDF file like eligibility documents etc.
5. Bidders should log into the GeM portal well within the time (before the bid closing time) for bid submission to avoid last hour rush. Requests for Non- submission of bids due to any technical failure will not be considered by the institute.
6. Complete technical details must be provided with the technical bid to verify the eligibility of the bidders. The bidders should submit copies of suitable documents in support of their reputation, credentials and past performance in pdf format.
7. The rates should be quoted in figures (typed or printed) and cutting/overwriting should be avoided. The final amount should be in figures as well as in words. If there are cuttings, they should be duly initialized, failing which the bids are liable to be rejected.

B. Return of EMD:

- The earnest money of unsuccessful bidders will be returned to them without any interest within 30 working days after awarding the contract.
- The earnest money of the successful bidder will be returned to them without any interest within 30 Days after receipt of performance security against the contract awarded to such bidder.

C. EMD Exemption:

The bidders who are registered with the Central Purchase Organization, National

Small Industries Corporation (NSIC) or the concerned Ministry of MSME are exempted from payment of EMD. To claim the exemption, the bidder must be a service provider of such services for which bid is invited. The exemption shall not be provided to the bidders who are acting as an agent / trader for some other vendor.

D. General Terms & Conditions:

1. All tenders in which any of the prescribed conditions is not fulfilled or any condition is put forth by the tender shall be summarily rejected.

Note: Price bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose. In exceptional situations, the designated committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

However, if a tenderer quotes nil rates against each item in item rate tender or does not quote any percentage above or below on the total value of tender, the tender shall be treated as invalid and will not be considered as lowest tender.

2. **Validity:**

The bid should be valid for acceptance up to a period of 180 Days. The Bidders should be ready to extend the validity, if required.

3. **Right To Accept Or Reject The Bids:**

IIT Ropar Reserves the right to accept/reject any or all the bids received without assigning any reason whatsoever. The bids in which any of the particulars and prescribed information is missing or is incomplete in any respect and/or the prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be rejected. Bids, not meeting the eligibility criteria as stipulated in the document shall be summarily rejected.

4. **Site Survey:**

Before quoting, the bidder in his own interest shall carry out the site visit to know the site conditions and full implications of the assignment. This will also help the bidder in proper assessment of the work. Failure to do so will not absolve the bidder of his responsibility to carry out the work as specified in the Tender Documents.

5. **Taxes, Duties Another statutory levies:**

All taxes, duties, and statutory levies etc. applicable by the State, Central Government and Local Bodies w.r.t. this contract shall be borne by the **Agency/Contractor**.

E. Eligibility Criteria:

Agency who fulfills the following requirements shall be eligible for bidding:

1. The bidder must have valid labour license under 'Contract Labour (Regulation & Abolition) Act issued by the concerned authority.
2. The bidder should be ISO certified for housekeeping services. Proof of the same shall be attached/uploaded with the tender.
3. Bidders should have a valid GST registration.
4. Bidders should have a minimum of five years of experience in providing housekeeping and and garbage & waste management services as on the last date of receipt of bids.
5. Bidders should have an Average Annual Financial Turnover of more than Rs. 3.00 crore during the last three years 2021-22, 2022-23, 2023-2024 for providing similar nature of work (Scanned copy of Certificate from CA to be uploaded). "Similar work" shall mean works of Housekeeping services. *Provisional details for the FY 2023-24 will also be accepted.*
6. Bidders should also have satisfactorily completed/executed at least three similar works during the last three years in a Central/State Govt. Organization/Central/State Autonomous Body/Central/State Public Sector Undertaking/ Centrally/State Funded Higher Educational Institute/University with a manpower of at least 150 persons. Out of these three contracts, one contract should be of annual worth of more than Rs. 3.00 crore or more. "Similar work" shall mean works of house keeping and and garbage & waste management services. (Scanned copies of experience certificates including details of annual contract value along with number of manpower deployed, to be uploaded).
7. Bidders should have at least 250 employees on its roll in the preceding year ending March, 2024. Out of these 250 employees, 150 should be a part of a single contract.
8. Bidders should not have incurred any loss (profit after tax should be positive) in more than two years during the last five years ending 31st March, 2024.
9. Bidders should not **have been blacklisted** by any Govt./Semi Govt./Deptt. or any other organization in the last three years. **An Affidavit to this effect shall be given by the firm along with technical bid, failing which the bid shall be rejected.**
10. **The bidder must submit the details of scanned documents uploaded as per Annexure-4.**

F. Evaluation of bids:

The Committee constituted for the purpose will first check the eligibility related documents and those bidders who will fulfill the eligibility criteria will only be considered for award of marks. The marks will be awarded as per the method mentioned below:

1. Quality Assessment: 100 marks

	Attributes	Evaluation
		Maximum marks: 100
(A)	Average Annual Financial Turnover of more than Rs. 3.00 crore during the last three years 2021-22, 2022-23, 2023-2024	Average annual turnover a) Turnover between 3 cr to 5 cr :- 12 marks b) Turnover between 5 cr to 7 cr :- 16 marks c) Turnover above 7 cr :- 20 marks
(B)	Bidders should also have satisfactorily completed/executed at least three similar works during the last three years in a Central/State Govt. Organization/Central/State Autonomous Body/Central/State Public Sector Undertaking/ Centrally/State Funded Higher Educational Institute/University with a manpower of at least 150 persons.	a) 03 to 05 Contracts :- 12 marks b) 06 to 08 Contracts :- 16 marks c) More than 08 contracts :- 20 marks
(C)	Out of these three contracts, one contract should be of annual worth of more than Rs. 3.00 Crore	a) 01 contract is more than Rs. 3 Cr. :- 12 marks b) 02 contracts are more than 3 Cr :- 16 marks c) 03 contracts are more than 3 Cr :- 20 marks
(D)	The agency shall have at least 250 employees on its roll in the preceding year ending March 2024. An EPF statement indicating the number of employees from the Govt. EPFO website shall be submitted to substantiate the same.	a) 250 to 300 employees :- 12 marks b) 301 to 400 employees :- 16 Marks c) 401 to 500 employees :- 18 marks d) More than 500 employees :-20 marks

(E)	Out of these 250 employees, 150 should be a part of a single contract.	a) Having minimum 150 employees in a single contract :- 12 marks b) Two separate contracts having minimum 150 or more employees in each :- 16 marks c) Three separate contracts having minimum 150 or more employees in each :- 18 marks d) Four or more separate contracts having minimum 150 or more employees in each :-20 marks
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- a. Quality Assessment carries 30% weightage in the total score.
- b. To become eligible for short listing, the bidder must secure at least 60 marks in aggregate. In case the number of qualified bidders remains less than three, the Committee may relax the minimum score criteria to make at least three bidders eligible for further evaluation.
- c. The bidders who secure minimum 60 marks will be considered eligible in the quality assessment by the Committee and further considered for financial bid evaluation.
- d. The marks obtained in the quality assessment will be normalized to 30 %.

2. Financial Bid Evaluation: 100 Marks

- a. Financial Bid carries 70% weightage in total score. The tenderer who quotes the lowest price as per Annexure-5 (H) will be given a score of 100 for price bid.
- b. The bidders will be allotted score relative to the score of the lowest bidder, as below:

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

Where: FS = Financial Score (Marks for the Financial bid).

L1 = Total price of the lowest bidder ('H' as per Annexure-5).

L = Total price quoted by the bidder under evaluation ('H' as per Annexure-5).

- c. The marks obtained in the Financial Bid evaluation will be normalized to 70%.

3. Award of tender:

- a. Marks obtained in Quality Assessment and Financial Bid Evaluation will be added.
- b. Tender would be awarded to the bidder who scores the highest total marks in Quality Assessment as well as Financial Bid Evaluation.
- c. In case two or more tenders are equal in marks, work will be awarded to the contractor who has executed contracts in Centrally Funded Institutes or of higher values based on the certificates of experience submitted along with tender papers. The decision of the Director, IIT Ropar shall be final in this regard.

OTHER CONDITIONS OF THE CONTRACT

1. AGENCY'S LIABILITY WITH RESPECT TO LABOUR/WORKMEN LAWS/ACTS/RULES & REGULATIONS ETC:

- 1.1. The successful bidder now onwards will be termed as 'Agency'. The Agency shall comply with all applicable laws, Ordinance, Rules & Regulations prescribed in Contract Labour (Regulation & Abolition) Act from time to time and all other applicable Labour laws in respect of this contract and shall pay at his own cost all charges and levies and deposits in connection therewith and shall continue to have valid PF Account No. and ESI Registration No. till actual completion of the contract. The Agency shall comply with all the provisions of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act,, Employee Provident Fund & Misc. Provision Act, 1952 and ESI Act, 1948, amended from time to time and rules framed there under and other Labour laws affecting contract Labour that may be brought into force from time to time.
- 1.2. The requirements of housekeeping manpower are tentative and may increase or decrease at the sole discretion of the Competent Authority, IIT Ropar.
- 1.3. The Institute shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Agency reserves the right to remove any personnel with prior intimation to the Institute.
- 1.4. The Agency shall cover its personnel under Insurance for personal accident and death whilst performing the duty and the Institute shall own no liability and obligation in this regard.
- 1.5. The Agency shall mandatorily issue identity cards / identification documents and attendance sheets to the Housekeeping Incharge (within a month from the date of award of tender) to all its employees who will be instructed by the Agency to display the same.
- 1.6. Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
- 1.7. All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Institute.
- 1.8. The Agency shall submit a copy of the wages sheet & attendance sheet to the Housekeeping Incharge showing monthly wages paid to its personnel.

1.9. Each monthly bill must accompany the:

- The amount of wages (The Agency shall ensure that minimum wages are paid to all the employees with all the benefits (such as ESIC/EPF etc.).
- Copies of authenticated documents of payments of such contributions to EPFO/ESIC.
- Declaration of the Agency regarding compliance of EPF/ESIC and other laws as applicable from time to time.
- Duly Certified copies of per day trip performed for garbage & food waste collection and their disposal.
- Copies of authenticated documents of monthly consumption of consumables/materials.

1.10. The Agency shall also prepare a Digital register indicating all payments / dues in respect of all the employees.

1.11. The workers will not enter into any kind of private work during working hours and will do all the needful services as directed from the concerned.

1.12. Any other issue not included in the agreement if needed as per the circumstances, can be added later in the agreement and will be part of this agreement.

1.13. The IIT Ropar will not be responsible or any obligations or liability whatsoever arises from any act and conduct of the workers of the Agency for which the Agency shall be solely responsible.

1.14. The agency will provide an effective mechanism to respond to the complaints by students/staff/faculty/guest etc. lodged through the complaint management mechanisms of the institute and will resolve the complaints within 2 hours of receipt of complaint.

2. PERFORMANCE GUARANTEE:

The Agency whose bid is accepted will be required to furnish performance guarantee of 5% (Five percent) of the tendered amount in the shape of FDR/DD/PBG from scheduled bank of India within the 15 days of the issuance of letter of acceptance. In case the Agency fails to deposit the said performance guarantee within the period including the extended period if any, the Earnest Money deposited by the Agency shall be forfeited automatically without any notice to the Agency. Performance Bank Guarantee should be valid for a period of ninety days beyond the date of completion of the contract.

3. PAYMENT OF BILLS TO THE AGENCY:

- 3.1 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 Housekeeping-in charge of the Institute for certification for further processing of payment. The officer on the receipt of the bill will check the work record and thereafter accordingly certify the bill for payment.
- 3.2 All bills should be submitted on printed forms, duly signed and pre-receipted in triplicate along with soft copy of the detailed calculation.
- 3.3 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 IIT Ropar. 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.
- 3.4 Applicable taxes and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor.
- 3.5 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 IIT Ropar.
- 3.6 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.
- 3.7 The Agency shall submit bill of the previous month to the Institute latest by 10th of the on-going month and after verification, the same will be processed for release of payment.

4. PENALTY CLAUSE:

Penalties as per following details would be levied in case of non-compliance of the terms & conditions mentioned in the tender:

Sr. no.	Reasons For Penalty	Penalty amount in Rs.
1	For not wearing proper uniform	200/- per worker per day

2	For failure to lift garbage from dustbins	1000/- per day
3	For misbehavior/harsh/rude behavior/in case found drunken on duty / not separating on duty hours/non- compliance of duty assigned/absent without information	1000/- on each occasion with warning letter or as decided by the Institute
4	Housekeeping staff / supervisors found sleeping/missing from the place of duty for without any reason during duty hours	500/- on each occasion
5	Per person per day absence or without any replacement worker	200/- per person/per day
6	For failure to lift dry & food waste from Mess, canteens, shops, vegetable shops, recreation center	1000/- per day
7	Non-supply of Material & Consumables	a) 10% of total amount of monthly material consumption if not delivered within a week. b) After one week, purchases will be done by the Institute and the amount will be claimed/adjusted from the wages bill.
8	Penalty will be imposed on any pending complaints beyond 24 hours	Rs. 1000/-per day
9	Non compliance of statutory obligations like deposit of EPF/ESI into the respective accounts of the manpower/any other default	Rs. 5,000/- per default
10	Any other failure by the Agency	To be decided by the Committee on case to case basis.

The Housekeeping Incharge may conduct a surprise check at any time at any location specified in the scope of work and would recommend the penalty to be levied to the Housekeeping Committee. The Housekeeping Committee would take a decision on the matter considering the relevant documentary evidence. The recommendations of the committee for levying of penalty would be approved by the Competent Authority and the same would be deducted form the monthly payment of the Agency.

5. INDEMNIFICATION:

5.1. The Agency shall comply with all relevant Labour laws as applicable or as may be mentioned during the contract period and shall indemnify Institute against all acts or omissions, fault, breaches and or any claim or demand, loss; injury and

expenses to which Institute may be party or involved as a result of Agency's failure to comply and of the obligation under the relevant act / law which the Agency is bound to follow.

5.2 The Agency shall also be directly responsible to indemnify the Institute against all charges, dues, claims, etc. arising out of the disputes relating to the dues and employment of the personnel deployed and further for any claim / compensation against all damages and accidents caused due to negligence on the part of the agents, employees and other personnel of the tenderer.

5.3 IIT Ropar shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workman and other person in employment of the contract. The agency shall indemnify and keep indemnified the office against all such damage and compensation whatsoever in respect or in relation thereto. Workmen should be insured against personal accidents arising out of the course of their duties.

6. DISPUTE RESOLUTION CLAUSE & ARBITRATION:

6.1 The Parties agree to negotiate in good faith to resolve any dispute between them regarding this Agreement. If the negotiations do not resolve the dispute to the reasonable satisfaction of the Parties, then each Party shall nominate a person as its Representative. These representatives shall, within 30 days of a written request by any Party to call such a meeting, meet in person and shall attempt in good faith to resolve the dispute.

6.2 If the Parties are unable to resolve the disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract, in such meeting as aforesaid, in such event, the disputes or differences shall be referred to Dispute Redressal Committee. If the Dispute Redressal Committee fails to resolve the issue, the dispute will be referred to arbitration at the request of either of the parties.

6.3 All disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract shall be referred to by either party on failure of reconciliation as aforementioned (Institute or the Agency) for arbitration by sole arbitrator nominated by the Director, Indian Institute of Technology, Ropar. The arbitration shall be governed

by the provisions of ARBITRATION AND CONCILIATION ACT, 1996 or any statutory amendment/modification thereof. All disputes shall be subject to Ropar Jurisdiction only. The venue for arbitration will be decided by the arbitrator. The arbitration award rendered by the Arbitrator shall be final and binding on both parties.

7. FORCE MAJEURE:

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosion, epidemics/quarantine restriction, strikes, lockouts or acts of god (hereinafter referred to as events) provided notice of happenings of any such event, is served by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof. Provided the Party satisfies Institute adequately of the measures taken by it. Neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance. Further, the services under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of Institute as to whether the services have to resumed or not shall be final and conclusive, provided further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, Institute may at his option, terminate the contract.

8. SECRECY:

- 8.1 The agency shall take all steps necessary that all persons employed on any work in connection with the contract have notice that the Indian Official Secrets Act 1923 applies to them & will continue to apply even after the execution of such works under the contract. The contract is confidential and must be strictly confined to the agency's own use (except so far as confidential disclosure to Sub-Agencies or suppliers as necessary) and to the purpose of the contract.
- 8.2 The Agency shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Institute business or security arrangements (including but not limited to the Assignment instructions, Schedules and other subsequent Arrangements) and/or business of the Institute. The obligation is not limited to any scope and the Agency shall be held responsible in case of the confidentiality of Institute's information.

9. LABOUR AND SECURITY:

- 9.1 Agency has to follow the security requirements of the campus and obtain

necessary entry passes for the manpower.

- 9.2 The Agency shall employ only Indian Nationals after verifying their antecedents and loyalty. The Agency shall, on demand, submit a list of his agents, employees and work people concerned & shall satisfy as to the bonafide of such people.
- 9.3 The Agency, his representatives, workmen shall be allowed to enter through specified gates & timing as laid down by the IIT Ropar. They shall be issued an identity card or an individual pass in accordance with the standing rules & regulations & they should possess the same while working. The bidder shall be responsible for the conduct & actions of his workmen, agents / representatives.
- 9.4 Agency shall take all precautionary safety measures to avoid any damage to adjoining property and safety of the manpower while carrying out special task.

10. SPECIAL CONDITIONS OF CONTRACT

To ensure high standard housekeeping services, the following shall be ensured:-

- 10.1 The work in general shall be carried out in accordance with the Specifications and as per directions of the Housekeeping Incharge, IIT Ropar.
- 10.2 The Agency shall thoroughly acquaint and study carefully site conditions, working conditions, the materials, machines, equipment, specifications, frequencies of different operations and conditions of the tender documents and to get clarifications and explanations, if required, from the Housekeeping Incharge to fully appreciate the scope of work before quoting his rates.
- 10.3 The Agency is required to execute all the items of Mechanized Housekeeping work for all the areas mentioned in the scope of work.
- 10.4 The information mentioned in the tender documents is being furnished for general information & guidance only. The Officer-Incharge in no case shall be held responsible for the accuracy thereof or interpretations or conclusion drawn there from. The Agency shall verify such data to his entire satisfaction before quoting the rates and the interpretation by Institute in respect of all matters shall be final and binding.
- 10.5 The Agency shall ensure that all the machinery that is provided to the Institute by the Agency along with the machinery provided by the Institute in accordance with the terms and conditions of the tender document are always in running condition. There will be no down time acceptable and hence one machinery should always be available as standby. However, in cases of machine break-

down, it shall be the responsibility of the Agency to provide immediate replacement of the machinery with the similar technical specifications/ brand, not doing so will lead to financial penalties on a pro rata basis.

- 10.6 The Agency shall exercise adequate supervision to reasonably ensure proper performance of overall Housekeeping Services in accordance with the Scope of Work.
- 10.7 The Agency shall ensure that trained housekeeping staff is deployed for operating the machinery for cleaning, vacuuming etc. The Agency shall also ensure that the annual maintenance of the machinery is appropriately awarded by them to the authorized agencies for maintenance of the machinery in IIT Ropar. After expiry of the initial period of Contract of one year, if the Contract may be renewed for its first term, mutually on the existing terms and conditions, rates etc., the Agency shall be required to provide workable machinery with the updated models / brand in force at that time on the consent of the Institute.
- 10.8 The Agency shall not Subcontract or Sub-let, transfer or assign the contract or any other part thereof. In the event of the agency contravening this condition, Institute shall be entitled to place the contract elsewhere on the agency's risk and cost and the agency shall be liable for any loss or damage, which the Institute may sustain in consequence or arising out of such replacing of the contract.
- 10.9 IIT Ropar shall not be responsible to provide any type of transport facility for housekeeping staff/workers. Individual (housekeeping staff/workers) have to arrange transport at their own cost.

11. PERIOD OF CONTRACT

The Contract would be awarded for an initial period of one year which may be extended further for a period of two more years on annual basis after evaluating the performance of the agency. If the contract is renewed by the Institute based on the performance of the Agency, the Agency shall not claim an increase in the services charges. Only an increase in the minimum wage, as and when increased by the Government will be payable. The Agency shall apply for Labour License so as to receive the same from the office of Assistant Labour Commissioner. The Labour License will be deposited before commencement of Housekeeping & Waste Management Services at the Institute. The same shall be renewed well before expiry date.

12. EXECUTION OF WORK: AGENCY'S RESPONSIBILITIES

- 12.1 The Agency shall ensure best quality work in a planned and time bound manner. Any substandard material work beyond set out tolerance limits shall be

summarily rejected by the Housekeeping Incharge.

- 12.2 The work shall be carried out in the manner complying in all respects with the requirements of relevant bye laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Housekeeping Incharge and nothing extra shall be paid on this account. The Agency shall comply with all orders and directions, of the local or public Institute or Municipality, issued in accordance in law and abide by their rules and regulations and pay all fees and charges, which he may be liable.
- 12.3 Existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the Agency at its own expense. The Agency shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operations of such services.
- 12.4 The Agency shall execute its work in such manner that no damage is made to the existing structure or any property of the Institute.
- 12.5 The Agency shall be responsible to arrange at his own cost all necessary tools, plants & machinery and all other materials etc. required for execution of the work as per IIT conditions and also enlisted at Annexure-2. In addition, the Institute would also provide the equipment/machinery as per list attached as Annexure-2. The Agency shall also be responsible for operation, maintenance and upkeep of the Institute's equipment.
- 12.6 No assistance of any kind shall be made available by Institute for the purchase of equipment, plants, machinery, sanitary items of any kind or any other items required to be carried out in execution of work.
- 12.7 Work shall be carried out on all working days. The Agency shall attend complaints received in connection with the services immediately. Also the agency shall be responsible to provide the relievers in the place of absentee workers.
- 12.8 The Agency shall appoint a Manager / Supervisor(s) as per manpower deployment exclusively who shall attend the site daily and be at site of work at the time the work is being carried out.
- 12.9 The authorized Supervisor of the Agency shall report on all matters concerning the above work to the Housekeeping Incharge. The Supervisor deputed by the Agency will act as a liaison officer between the Agency and the Institute and will be responsible for the day to day working of the staff deputed by the Agency, their attendance and other relevant jobs.

- 12.10 The Agency has to ensure that the services are not disturbed either due to absenteeism or due to the willful act of his staff. Maximum care and precautions shall be taken to avoid any system breakdown. In case workforce deployed by the Agency resort to any kind of industrial action, the Agency shall arrange to deploy alternate work force of sufficient strength and competence to maintain the normal operations
- 12.11 Institute reserves the right to immediately step in and to carry out a part or whole of the work entrusted under this contract in case of any default or unsatisfactory performance by the Agency without resorting to the formalities of issuing notices, etc., for rescinding the contract and the Agency would have no claim for compensation in such cases.
- 12.12 The Agency shall provide the Housekeeping Services through trained housekeepers to IIT Ropar. Number of housekeepers deployed will be decided by IIT Ropar and as per requirement additional housekeeping staff may also be provided, their deployment at various buildings and sites will be decided by the IIT Ropar. For the details of activities of Housekeeping Services to be performed in various types of buildings and their frequency will be decided by the institute, refer **Annexure-1** for tentative schedule.
- 12.13 The Agency shall employ housekeepers to ensure door to door collection of garbage & waste from all the buildings in a segregated manner and ensure disposal of the same inside/outside the campus as directed by the Housekeeping Incharge. The garbage bins shall be cleaned/washed properly from time to time by the agency workers and also the disposal of garbage at the approved municipal dumping site of Ropar shall be done every day by the agency on priority basis.³
- 12.14 The agency will be responsible to ensure adequate training regarding safety of individual housekeepers and others during performance of housekeeping services and use of equipment necessary so that quality of service is satisfactory.
- 12.15 Equipment and tools mandated in this tender (**Annexure-2**) shall be maintained by the Agency in serviceable condition all the time.
- 12.16 The Agency should also keep a standby quantity in case of non functioning of any equipment/tool. If the agency fails to provide requisite quantity of equipment and tools, recovery per day will be made from each running bill.
- 12.17 All consumable materials/chemicals required for housekeeping as given in **Annexure-3** will be procured by the agency and will be issued as per the requirement to maintain the hygiene and cleanliness at IIT campus. The agency

has to make its own necessary arrangements for storing of the consumables/chemicals at the place designated by the Institute. The storage facility should be easily accessible and the material should be kept properly in racks / almiras / containers / cabinets. If the agency fails to provide requisite quantity of materials/chemicals, recovery per day per item will be imposed and recovered from each running bill as per the rates prescribed in **Annexure-3**.

12.18 Duty Timings for the Housekeepers are 8:30 hrs including half an hour break. This includes General duty, Collection of garbage and Night duty. Timings of the Housekeeping staff will be decided by the Competent Authority of IIT Ropar. The same may be changed by the institute supervisor if there is a need to further improve hygiene and sanitation. Entry regarding cleaning services performed shall be made in a register kept for the purpose for each building and countersigned by the occupant of the office/ lab. Cleaning services will be provided round the year, without any holidays and manpower is to be planned accordingly by the Agency.

12.19 Following staff is required for overall coordination of the satisfactory performance of housekeeping service as well as documentation:

Sr. No.	CATEGORY OF STAFF TO BE PROVIDED	NUMBERS	QUALIFICATION AND EXPERIENCE
1	Facility Manager	01 (One)	Graduate in any discipline with knowledge of computers having a minimum experience of five years in supervising housekeeping & related activities.
2.	Supervisor	Male: 04 (Four) Female: 01 (One)	12 th Pass and he/she need to be well conversant in Hindi / Punjabi / English language with basic knowledge of computers. He should have experience of three years as Housekeeping Supervisor.
3.	Sweeper	200 (Two Hundred)	-

Facility Manager and Supervisors shall always be available on phone during working hours and physically present in the campus to ensure that housekeeping services are effectively monitored, and all complaints both pertaining to housekeeping works as well as manpower are expeditiously addressed in satisfactory manner. Nobody from Labour designation will supervise the

housekeeping related work in the IIT Ropar campus, if someone is found guilty; a penalty may be imposed on the housekeeping service provider agency.

- 12.20 The Agency will maintain a minimum of four biometric attendance facilities (with face & fingerprint recognition) with latest advanced features at the designated places and attendance register as a backup in the campus. Daily attendance and occasional surprise checks to penalize absenteeism of the housekeepers shall be carried out by the institute staff.
- 12.21 Up to date duty roster along with mobile contact numbers of the housekeepers and supervisors responsible for each building shall be prepared by the Agency's supervisor and submitted to the institute staff, as well as displayed on the notice boards of various buildings without fail. The Agency shall maintain a record of leave granted to each of the housekeeper/ supervisor in the attendance register to ensure that all housekeepers are provided leave as per the Labour laws. Even during public holidays/ festivals, the housekeeping service shall be provided without failure and the Agency will make necessary arrangements accordingly.
- 12.22 With mutual consent between the IIT Ropar and the Agency, any other point can be included in the agreement at the time of its execution.
- 12.23 The Agency will provide an updated list of housekeepers with full particulars such as age, parentage, address, etc. at the commencement and during operation of the contract.
- 12.24 The Agency may be required to increase/decrease manpower at agreed terms and conditions as and when required by the IIT Ropar as per the changes in infrastructure requirement of IIT Ropar.
- 12.25 The Agency shall employ only adult trained, efficient and responsible staff with good health and sound mind for relevant services. The workers should not be below 18 years. Further safety markers for wet floor and notices outside washrooms while cleaning is in progress shall be placed. It will ensure that wastage of water and other material is avoided, failing which penalty may be imposed.
- 12.26 The Agency shall be responsible for proper maintenance of decorum, punctuality, discipline and work output from each housekeeper and ensure equitable distribution of work. In the washrooms for men, women shall not be made to work and vice-versa.
- 12.27 Smoking and consumption of alcohol within the entire area of IIT Ropar is strictly prohibited. Violations of this rule shall be prosecuted as per law and the culprit will be discharged immediately.
- 12.28 The Agency's staff shall not be treated as the staff of IIT Ropar for any purpose

whatsoever. The Agency shall be responsible for strict compliance of all statutory provisions of relevant Labour laws applicable from time to time in carrying out the above job.

12.29 The Agency shall periodically hold seminars/training to educate housekeepers about their entitlements. Further, every month, the Agency supervisor shall organize a meeting with all housekeepers and address their grievances if any, and a written intimation of the same shall be given to IIT Ropar. Agency shall display relevant information and notices as required under the above- mentioned rules and regulations. IIT Ropar representatives shall be entitled to inspect all such records at any time.

12.30 The Agency shall disburse the wages to the workers through cheque/bank transfer and Non-payment of wages by and any malpractice if noticed, will invite a penalty which may lead to termination of contract & blacklisting of the firm or any other decision deemed fit by the Competent Authority. The Agency will also be liable to pay the disputed outstanding amount. The IIT, Ropar shall not be directly responsible for the payment of wages to the employees. It will be the responsibility of the Agency to make regular payment to the workers engaged by him as per the minimum wages applicable to the Central Govt.

12.31 Forming or joining of any Union/Association by the workers of the Agency (Second Party) and making any representation to the First Party (IIT) is strictly prohibited. Personnel found doing so will be expelled without assigning any reason.

12.32 If and when any of the Agency's employee deployed for housekeeping service in IIT Ropar is found guilty of any misconduct, found incompetent or negligent in the performance of his/her duties, or is found to absent himself/ herself during duty hours or is found undesirable due to administrative/ disciplinary reason or any other reason, the agency when so directed shall remove such person/persons from IIT Ropar premises forthwith. Any person/persons so removed from the works shall not again be employed in IIT Ropar in connection with the works without written permission of IIT Ropar. It will be the responsibility of the contractor to deal with legal implications/ Labour office in such cases. The agency shall furnish necessary certificates about police verification of character and antecedents of all the personnel to be engaged.

12.33 The area shall be divided equally among the supervisors, any negligence in the service found at the designated areas of the assistant supervisors shall be the sole responsibility of the agency or their employees. Strict action shall need to be taken against the responsible person and a copy of the correspondence shall be

shared with the office in-charge.

13. 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 IIT Ropar at its sole discretion may cancel the work order and the EMD Security Deposit shall be forfeited without any further reference to the Contractor.

14. CANCELLATION OF CONTRACT:

Notwithstanding any other provisions in this contract, the IIT Ropar 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.

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 IIT Ropar shall be forfeited without any claim whatsoever on IIT Ropar and the contractor is liable for action as appropriate under the extant laws.

SCOPE OF WORK

1. In brief the job function is to maintain the aesthetic looks in the IIT Ropar Campus (Approx. Area: 25,23,500 sq. ft.) including all Hostel Buildings, all Academic buildings, all Residences, Admin Block, SAB, CRF, all Hostel Mess, Library, Auditorium, Food Court, Utility, Medical Center, Guest House, KV School, Central Workshops and 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 Agency'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 Agency 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 Housekeeping Incharge for perusal and signature on daily basis.
5. The Agency staff is not allowed to eat in the hostel mess at any point of time.
6. The Agency will provide uniform (both for Summer & Winter) to all the staff of the agency (without any cost to staff) as per following details:

For Men

Sr. No.	Detail of Uniform	Quantity	Period
1	Shirts	02	Every Six Months
2	Trouser	02	Every Six Months
3	Turban (7.5 meters, for Sikh staff)	02	Every Six Months
4	Cap	01	Every Six Months
5	Belt Web	01	Every Six Months
6	Shoes	01	Every Six Months
7	Jacket	01	Once in a year

For Women

Sr. No.	Detail of Uniform	Quantity	Period
1	Suit - salwar with 2.5 meters dupatta	02	Every Six Months
2	Cap	01	Every Six Months
3	Belt Web	01	Every Six Months
4	Shoes	01	Every Six Months
5	Jacket	01	Once in a year

Quality & colour of the uniforms shall be decided by contractor in consultation with the Officer-in Charge. Any default in providing the uniforms shall lead to penalty as decided by the Competent Authority.

7. The frequency of cleaning process is as under:-

(a) DAILY:

- i. **Twice daily:** proper sweeping and mopping of all floors in the buildings.
- ii. **Thrice daily:** Cleaning of main staircases, entrance lobby area. Cleaning of Waste Paper Baskets, Sanitation Bin & Spittoon set & disposing of garbage.
- iii. Dusting and cleaning glasses of windows, doors, partitions etc and removal of cob-webs.
- iv. 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.
- v. To place naphthalene balls, toilet rolls, liquid soap, air-fresheners, etc.
- vi. To spray room fresheners/ perfume to maintain pleasant odour as and when required at important locations.
- vii. 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/Housekeeping Incharge.
- viii. Thorough cleaning of rooms with disinfectants etc. as may be required and as directed by Manager/Supervisor/Housekeeping Incharge.
- ix. Through cleaning of dirty passages, all outer areas/approach road, and entrances of buildings.
- x. Daily collection of waste from the IIT Ropar and proper dumping in specified place as per instruction of the Housekeeping Incharge.

(b) WEEKLY:

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

(c) FORTNIGHTLY:

- i. Cleaning of ceiling with electrical fitting & roofs.
- ii. Washing and scrubbing of floor with automatic machines with required cleaning material.
- iii. Cleaning storm water drains, water pipes, and overhead tanks.

(d) MONTHLY:

- i. Sweeping and cleaning of service ducts, Service Rooms, Service Shafts and all drainage pipes including those of toilets.
- ii. Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.
- iii. Washing of building from outside with prior permission from Supervisor / Housekeeping Incharge.

(e) SUPERVISING:

- i. The Facility Manager and Supervisor employed by the Contractor shall be responsible to

extract work, manage work, maintenance of accounts of cleaning items, and for interaction with Housekeeping Incharge for the upkeep of the campus. The Facility Manager and Supervisor shall also be responsible to allocate duties and extract the work from the workers.

(f) MANPOWER:

- i. Following staff is required for overall coordination of the satisfactory performance of housekeeping service as well as documentation:

Sr. No.	CATEGORY OF STAFF TO BE PROVIDED	NUMBERS	QUALIFICATION AND EXPERIENCE
1	Facility Manager	01 (One)	Graduate in any discipline with knowledge of computers having a minimum experience of five years in supervising housekeeping & related activities.
2	Supervisor	Male: 04 (Four) Female: 01 (One)	12 th Pass and he/she need to be well conversant in Hindi / Punjabi / English language with basic knowledge of computers. He should have experience of three years as Housekeeping Supervisor.
3	Sweeper	200 (Two Hundred)	-

(g) WASTE MANAGEMENT

- i. Collection of Garbage (Dry/Solid waste) on daily basis from all the outdoor/indoor dustbins placed at various locations at our campus of IIT Ropar and disposal of the same at the approved municipal site is the responsibility of the agency providing these services on a daily basis. Bidders are advised to consult the municipal corporation Ropar for proper execution.
- ii. Agency should ensure the segregation of wet/dry waste and dump the waste according to the above mentioned locations. Agency will also ensure that dustbins should not be overflowed one-third of the waste bins capacity. In the event of failure to carry the garbage in terms of non – lifting or partial lifting on any day, a penalty of Rs. 10,000 per day for this lapse will be imposed.
- iii. Agency should ensure to provide the garbage bags in all the dustbins and change the garbage bags on daily basis.
- iv. The agency should get the dustbins cleaned twice in a week. The frequency of cleaning the dustbins may be increased as per the directions of the Institute.
- v. The agency should ensure proper maintenance of the all the outdoor dustbins and Greasing/Oiling of all the outdoor dustbins stands on monthly basis.
- vi. Collection of food waste from canteens/mess/vegetable shops/recreation center/residence areas located within the campuses of IIT Ropar and disposal of same at the approved dry

and wet waste processing site provided by IIT Ropar is the responsibility of the agency on daily basis so as to ensure the cleanliness of the above mentioned sites, in case if the institute does have their own provision of Waste Processing. The approximate weight of the waste would be 30 tonnes per month.

A. Machinery/Equipment to be provided by the Agency

The agency shall have to provide the following specialized equipment at its own cost for providing the Housekeeping Services:-

Sr. No.	Equipment	Qty.	Specification
1	Single Disc Scrubber balanced with wheel for buffing and polishing purpose	03	Working Width – Minimum 430mm, Brush Speed- minimum 1400 oscillation/min, Motor –Minimum 1100 Watt, Transmission- Direct Drive, Tank – Minimum 15 Ltrs.
2	Wet & Dry Vacuum Cleaner	02	Motor – Minimum 1350W Ametek, Airflow–Minimum 54Litre/sec, Suction-Mini.22 KPa, Tank – Minimum 35 Ltrs.
3	High Pressure Jet Cleaner	02	Min. Pressure –150 bar, Minimum RPM-2800, Water Flow – Minimum 600 Ltrs./hr, Power – Minimum 2.9 KW, Detergent Tank-Minimum 4 litre
4	Carpet Cleaning Machine	02	TASKI Ergo disc 165 Single Disc Machine or Equivalent (COMAC/Godrej – Tennant)
5	Electric Extension Boards	12	With minimum 15 meter double insulated electric cord
6	Ladder 5 Ft	05	-
7	Ladder 10 Ft	05	-
8	Ladder 20 Ft	05	-
9	Telescopic pole for High rise Buildings with height range up to 30 Ft	05	-
10	Tricycle carts with capacity up to 50kg	02	-

A. Machinery/Equipment to be provided by IIT Ropar to the Agency

S.NO	MACHINE NAME	Quantity
1	HEAVY DUTY RIDE ON SCRUBBER DRIER	02
2	RIDE ON AUTO SCRUBBER DRIVER	05
3	WALK BEHIND CARPET CLEANER	13
4	SINGLE DISC FLOOR SCRUBING	09
5	WET & DRY VACCUM CLEANER	11
6	JET PRESSURE FLOOR CLEANING	06
7	BACK PACK VACCUM CLEANER	06
TOTAL MACHINES		52

he agency shall be responsible for efficient operations of the above given machines of IIT Ropar. These machines are covered under AMC/CAMC by the OEM.

Annexure-3

List of Consumables and Materials to be provided at IIT Ropar (monthly basis)

Sr. No	Items Name	Total Quantity For a month	Unit	Rates offered (inclusive of GST)
1	R1 Taski /Crew (Washroom Cleaner)	150	(LTRS)	
2	R2 Taski /Crew (Multipurpose Cleaner)	150	(LTRS)	
3	R3 Taski /Crew (Glass Cleaner)	100	(LTRS)	
4	R4 Taski /Crew (Wooden Polish)	25	(LTRS)	
5	R5 Taski /Crew (Air Freshner)	100	(LTRS)	
6	R6 Taski /Crew (W.C Cleaner)	150	(LTRS)	
7	R9 Taski /Crew (Heavy Dirt Cleaner)	25	(LTRS)	
8	D7 Taski /Crew (S.S Metal Polish)	20	(LTRS)	
9	Taski TR -101/Crew (Carpet Clean Shampoo)	20	(LTRS)	
10	Taski TR – 103/Crew (Stain Remover)	10	(LTRS)	
11	Taski Soft Care Star /Crew (Liquid Hand Wash)	150	(LTRS)	
12	Air Freshener (Wonderfresh, Airwick, Godrej, Odonil)	250	PCS	
13	Room Freshener 300 ml Bottle (Wonderfresh, Airwick, Godrej, Rose/Orange/Lemon)	30	PCS	
14	Broom Hard (High Quality)	30	PCS	
15	Broom Soft (Scotch-Brite or equivalent)	30	PCS	
16	Brush Cobweb with Telescopic Rod (High Quality)	10	PCS	
17	Brush Toilet (Round) 42-45 cm in length	25	PCS	
18	Choke Pump (Drain pump, High Quality)	10	PCS	
19	Handwash (215 ml , Dettol, Lifebuoy)	30	PCS	
20	Duster Glass (20x20, High Quality)	100	PCS	
21	Duster Check-(18x18, High Quality)	200	PCS	
22	Duster Floor (36X36, High Quality)	200	PCS	
23	Duster Red Border (Standard Size, High Quality)	100	PCS	
24	Duster Blue Border (Standard Size, High Quality)	100	PCS	
25	Dust Pan Plastic (Scotch-Brite, Cello, or equivalent)	20	PCS	
26	Dust Pan Plastic With Brush (Scotch-Brite, Cello, Kuber or equivalent)	20	PCS	
27	Hand Gloves (Puncture Proof) (High Quality)	25	PCS	
28	Toilet Cleaner (Harpic 500 ml)	25	PCS	
29	Iron Patti (POP BLADE) (High Quality)	150	PCS	
30	Kitchen Wiper (Scotch-Brite, Cello, Kuber or equivalent)	15	PCS	

31	Wet and Dry Cotton Pad Cleaning Mop with 4 feet long handle of High Quality (24" BLUE with Rod)	30	PCS	
32	Scrub Pad (10cm x 15cm) (Scotch-Brite or equivalent)	100	PCS	
33	Toilet Roll 25 mtr Indian Paper	300	ROLL	
34	Urinal Cubes 300 gm (Dabur, SainiFresh, or equivalent)	75	PKT	
35	Wiper Rod (Scotch-Brite, Cello, or equivalent)	30	PCS	
36	Wiper big (High Quality)	30	PCS	
37	M Fold Paper Napkin (High Quality)	50	BOX (Containing 20 pieces each)	
38	Phynel White Concentrated (Trishul, or equivalent)	150	LTR	
39	Garbage Bag Black (Big) (High Quality)	100	K.G	
40	Surf (FENA, WHEEL or equivalent)	50	K.G	
41	Naphthalene Balls	5	K.G	
42	Glass Cleaner (Colin) 750 ml	25	PCS	
43	Spray Bottle (500 ml bottle) (High Quality)	30	PCS	
44	Brush Hand Scrubbing (10x15) (High Quality)	10	PCS	
45	Gloves Hand (Rubber) LATEX (Standard Size)	75	PCS	
46	Wet and Dry Cotton Pad Cleaning Mop Refill of High Quality (24" Blue Color)	20	PCS	
47	Garbage Bag Black (SMALL for 6 ltr dustbins) (High Quality)	20	K.G	
48	PVC Buckets (18 Ltr)	5	LTR	
48	BROOM RING (4" inch)	20	PCS	

Note: The bidders should note that the rates quoted should be viable. In case the bidder fails to justify the viability of quoted rates, their bid shall stand qualified. Tenderer has the right to evaluate the consumption of consumables during the contract and can increase or decrease the same according to their evaluation and usage as actual. Cost of Material should be inclusive of all applicable taxes. The payment of monthly consumption of the above mentioned items would be made as per actual quantity used/provided by the agency duly verified by the Housekeeping Incharge.

Signature
Stamp

Check List (Mandatory)**Name of the Firm:** _____

Sr. No.	Documents to be attached	Whether attached Yes/No	If attached - Mention Page no. of submitted document
1	Proof of payment of EMD (UTR NO. With date of payment) or Proof of Exemption from payment of EMD		
2	The bidder must have valid labour license under 'Contract Labour (Regulation & Abolition) Act issued by the concerned authority		
3	Proof of being an ISO certified company for Housekeeping and Garbage & Waste Management services		
4	Copy of GST registration certificate		
5	Proof of having five years' experience in providing housekeeping and and garbage & waste management services		
6	Certificates from the competent authorities of having completed/executed 03 (three) similar works in Central/State Govt. Organization/Central/State Autonomous Body/Central/State Public Sector Undertaking/ Centrally/State Funded Higher Educational Institute/University with a manpower of at least 150 persons. Out of these three contracts, one contract should be of annual worth of Rs. 3.00 crore or more. "Similar work" shall mean works of house keeping and and garbage & waste management services. Bidder(s) must upload the copies of the agreements/contracts awarded/successful completion of the contract(s) etc.		
7	Certificate from a CA certifying the Average Annual Financial Turnover of Rs. 3.00 crore or more during the last three years 2021-22, 2022-23, 2023-		

	2024 for providing similar works. “Similar work” shall mean works of house keeping and and garbage & waste management services		
8	Document(s) showing at least 250 employees on its roll in the preceding year ending March, 2024. Out of these 250 employees, 150 should be a part of a single contract.		
9	Certificate from a CA for not having incurred any loss (Profit after tax should be positive) in more than two years during the last five consecutive balance sheets ending March 2024		
10	An affidavit certifying that the firm has not been blacklisted or debarred in the last three years by any Govt./Semi Govt./Dept. or any other organization		

Signature of the Tenderer with seal & date

Financial Bid Document

Name of work:- Outsourcing of Housekeeping and Garbage & Waste Management Services at IIT Ropar

(Amount in Rs.)

Sr. No	Description of item	Qty	Rate per day	Rate per Month	Amount per month	Amount per Year
1	2	3	4	5	6	7
a	Providing housekeeping services by engaging Sweepers, Supervisors, Facility Manager to perform various services as per terms and conditions of agreement and as per the directions of IIT Ropar					
	(i) Sweepers @ Rs. 522/-perday for 26 days in a month)	200				
	(ii) Supervisors @ Rs. 610/-per day for 26 days in a month)	5				
	(iii) Facility Manager @ Rs.734/- per day for 26 days in a month)	1				
Total(A)						
b	Agency Commission in percentage, X % on (A) 1. X is to be decided by the bidder. 2. Agency Commission should be converted and mentioned in Rupees. 3. Agency commission should include cost of Labour, uniform & other incidental expenses.					
c	Add EPF @13% on (A)					
d	Add ESI @3.25% on (A)					
Total (B)						
Total (C) = GST @18%						
Total D = (A+B+C)						
e	Price for machinery/equipment/tools to be provided by the Agency as per Annexure-2 (Inclusive of GST) (E)					
f	Cost of Material quoted in Annexure-3 (Inclusive of GST) (F)					

g	Charges for waste management & disposal for the (Rates shall be inclusive of all the taxes, GST, Municipal Corporation taxes etc., if any) (G)		
	Grand Total (H) in figures (D+E+F+G)		
	Grand Total (H) in words		

Certified that I/We have read the instructions given in the tender documents. I/We undertake to supply the required categories and number of manpower on the rates of basic/minimum wages and shall be solely responsible to discharge the liabilities as mentioned in the tender document and the administrative charges proposed by me/us above are inclusive of all charges within the specified period as per requirements of the IIT Ropar. I/We have understood the contents of the terms and conditions and undertake to abide by the same as laid down in these documents.

Note:

1. The bidder who will quote the overall lowest price (as per 'H' above) for complete scope of work will be declared as the lowest bidder.
2. **The prices are to be quoted in the above format and uploaded on the GeM portal mandatorily.**

Signature of the Tenderer with seal & date



भारतीय प्रौद्योगिकी संस्थान रोपड़
INDIAN INSTITUTE OF TECHNOLOGY ROPAR

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No. 535-17/AD-FUR/PS/

Dated 11.06.2024

CORRIGENDUM

With reference to tender notice No. GEM/2024/B/5024077 due on 01.07.2024 for Outsourcing of Housekeeping and Garbage & Waste Management Services. The closing date in the tender document may be read as 01.07.2024 instead of 28.06.2024

Rest remains same.

Registrar