



**Government  
eProcurement  
System**

## eProcurement System Government of India

### Tender Details

Date : 01-Jan-2025 05:19 PM

Print

#### Basic Details

<b>Organisation Chain</b>	Indian Institute of Technology Ropar		
<b>Tender Reference Number</b>	15-24/HOUSEKEEPING		
<b>Tender ID</b>	2025_IITRP_842215_1	<b>Withdrawal Allowed</b>	Yes
<b>Tender Type</b>	Open Tender	<b>Form of contract</b>	Works
<b>Tender Category</b>	Services	<b>No. of Covers</b>	2
<b>General Technical Evaluation Allowed</b>	No	<b>ItemWise Technical Evaluation Allowed</b>	No
<b>Payment Mode</b>	Offline	<b>Is Multi Currency Allowed For BOQ</b>	No
<b>Is Multi Currency Allowed For Fee</b>	No	<b>Allow Two Stage Bidding</b>	No

#### Payment Instruments

Offline	<b>S.No</b>	<b>Instrument Type</b>
	1	R-T-G-S
	2	NEFT

#### Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Tender Document for Outsourcing of Housekeeping and Garbage and Waste Management Services
2	Finance	.xls	Tender Document for Outsourcing of Housekeeping and Garbage and Waste Management Services

#### Tender Fee Details, [Total Fee in ₹ \* - 0.00]

<b>Tender Fee in ₹</b>	0.00		
<b>Fee Payable To</b>	Nil	<b>Fee Payable At</b>	Nil
<b>Tender Fee Exemption Allowed</b>	No		

#### EMD Fee Details

<b>EMD Amount in ₹</b>	8,00,000	<b>EMD Exemption Allowed</b>	Yes
<b>EMD Fee Type</b>	fixed	<b>EMD Percentage</b>	NA
<b>EMD Payable To</b>	IIT Ropar Revenue Account	<b>EMD Payable At</b>	Ropar/Rupnagar

#### Work /Item(s)

<b>Title</b>	Tender Document for Outsourcing of Housekeeping and Garbage and Waste Management Services				
<b>Work Description</b>	Tender Document for Outsourcing of Housekeeping and Garbage and Waste Management Services				
<b>Pre Qualification Details</b>	Please refer Tender documents.				
<b>Independent External Monitor/Remarks</b>	Details given in the tender document				
<b>Tender Value in ₹</b>	NA	<b>Product Category</b>	Miscellaneous Services	<b>Sub category</b>	NA
<b>Contract Type</b>	Tender	<b>Bid Validity(Days)</b>	180	<b>Period Of Work(Days)</b>	NA
<b>Location</b>	Indian Institute of Technology Ropar	<b>Pincode</b>	140001	<b>Pre Bid Meeting Place</b>	NA

<b>Pre Bid Meeting Address</b>	NA	<b>Pre Bid Meeting Date</b>	NA	<b>Bid Opening Place</b>	Facilities Section, M. Visvesvaraya Building
<b>Should Allow NDA Tender</b>	No	<b>Allow Preferential Bidder</b>	No		

**Critical Dates**

<b>Publish Date</b>	01-Jan-2025 05:15 PM	<b>Bid Opening Date</b>	15-Jan-2025 03:30 PM
<b>Document Download / Sale Start Date</b>	01-Jan-2025 05:15 PM	<b>Document Download / Sale End Date</b>	15-Jan-2025 03:00 PM
<b>Clarification Start Date</b>	01-Jan-2025 05:15 PM	<b>Clarification End Date</b>	13-Jan-2025 11:00 AM
<b>Bid Submission Start Date</b>	01-Jan-2025 05:15 PM	<b>Bid Submission End Date</b>	15-Jan-2025 03:00 PM

**Tender Documents**

NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	Tender Document for Outsourcing of Housekeeping and Garbage and Waste Management Services	1886.95	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	Housekeepingtender25.01.pdf	Tender Document for Outsourcing of Housekeeping and Garbage and Waste Management Services	1871.48
	2	BOQ	BOQ_885276.xls	BOQ-Tender Document for Outsourcing of Housekeeping and Garbage and Waste Management Services	281.00

**Tender Inviting Authority**

<b>Name</b>	Registrar
<b>Address</b>	Facilities Section, M. Visvesvaraya Building, IIT Ropar,Rupnagar,Punjab,140001



**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](mailto:facilities.office@iitrpr.ac.in)**

भारतीय प्रौद्योगिकी संस्थान रोपड़  
INDIAN INSTITUTE OF TECHNOLOGY ROPAR

Dated: 01/01/2025

**Tender Notice No: 15-24/HOUSEKEEPING/FAC/IITRPR**

भारतीय प्रौद्योगिकी संस्थान रोपड़ नीचे दिए गए विवरण के अनुसार निम्नलिखित सेवाओं को आउटसोर्स करने की प्रक्रिया में है:

Indian Institute of Technology Ropar is in the process of Outsourcing the following services(s) as detailed below:-

<b>Details of the Service</b>	Outsourcing of Housekeeping and Garbage & Waste Management Services at IIT Ropar.
<b>Bid Security (Earnest Money Deposit)</b>	Rs. 8,00,000/-
<b>Performance Security</b>	5% (Five percent) of the tendered amount.
<b>Delivery Schedule</b>	As mutually decided or as mentioned in the LOI

निविदा दस्तावेज केंद्रीय सार्वजनिक खरीद पोर्टल <http://eprocure.gov.in/eprocure/app> से डाउनलोड कर सकते हैं। इच्छुक बोलीदाता जिन्होंने ई-प्रोक्योरमेंट में नामांकन/पंजीकरण नहीं किया वे वेबसाइट <http://eprocure.gov.in/eprocure/app> के माध्यम से भाग लेने से पहले पंजीकरण कर ले। पोर्टल में नामांकन मुफ्त है। बोलीदाताओं को सलाह दी जाती है कि वे 'ऑनलाइन बोली जमा करने के निर्देश' में दिए गए निर्देशों का पालन करें।

Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission'.

निविदाकर्ता वेबसाइट पर निविदा दस्तावेज का उपयोग कर सकते हैं। एनआईसी साइट में खोज के लिए, कृपया निविदा खोज विकल्प और 'आईआईटी' टाइप करें। उसके बाद, सभी आईआईटी रोपड़ निविदाओं को देखने के लिए "गो" बटन पर क्लिक करें (उपयुक्त निविदा का चयन करें और उन्हें सभी प्रासंगिक सूचनाओं से भरें और वेबसाइट पर <http://eprocure.gov.in/eprocure/app> पूरा निविदा दस्तावेज अगले पृष्ठ में दिए गए कार्यक्रम के अनुसार आनलाइन जमा करें।

Tenderers can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type 'IIT'. Thereafter, Click on "GO" button to view all IIT Ropar tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in the next page.

कोई मैन्युअल बोली स्वीकार नहीं की जाएगी। सभी कोटेशन (दरसूची) (तकनीकी और वित्तीय दोनों को ई-प्रोक्योरमेंट पोर्टल में जमा करनी चाहिए।)

No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E-procurement portal).

(Registrar)

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	15.01.2025 (15:00 Hrs)
Date and Time of Opening of Technical Bids	15.01.2025 (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	Deputy 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, dr.facilities@iitrpr.ac.in
IEM Details	1.Shri C D Balaji E-mail- cdbalaji@gmail.com
	2.Shri Vechatbhai Motibhai Pargi E-mail- vmpargi1659@gmail.com

#### आनलाइन बोली (बिड) के लिए निर्देश / INSTRUCTIONS FOR ONLINE BID SUBMISSION

व्यय विभाग के निर्देशों के अनुसार, यह निविदा दस्तावेज केंद्रीय सार्वजनिक प्रापण पोर्टल (यूआरएल:URL:<http://eprocure.gov.in/eprocure/app>) पर प्रकाशित किया गया है। बोलीदाताओं को मान्य डिजिटल हस्ताक्षर प्रमाणपत्र का उपयोग करते हुए सीपीपी पोर्टल पर इलेक्ट्रॉनिक रूप से अपनी बोलियों की सॉफ्ट प्रतियां जमा करना आवश्यक है। सीपीपी पोर्टल पर पंजीकरण करने के लिए निविदाकर्ताओं की सहायता करने के लिए नीचे दिए गए निर्देशों तात्पर्य हैं, सीपीपी पोर्टल पर आवश्यकताओं के अनुसार

अपनी बोलियां तैयार करें और अपनी बोलियां आनलाइन जमा करें।

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

अधिक जानकारी सीपीपी पोर्टल पर आनलाइन बोलियां जमा करने के लिए उपयोगी हो सकती है।

More information useful for submitting online bids on the CPP Portal may be obtained at: <http://eprocure.gov.in/eprocure/app>

#### पंजीकरण / REGISTRATION

1) बोलिदाताओं को “नामांकन के लिए यहां क्लिक करें” लिंक पर क्लिक करके सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल (यूआरएल:<http://eprocure.gov.in/eprocure/app>) के ई-प्रोक्योरमेंट मोड्यूल पर भर्ती करना आवश्यक है। सीपीपी पोर्टल पर नामांकन निःशुल्क है।

Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.

2) नामांकन प्रक्रिया के भाग के रूप में, बोलीदाताओं को अपने खाते के लिए एक अद्वितीय उपयोगकर्ता नाम चुनना होगा और एक पासवर्ड प्रदान करना होगा।

As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) बोलीदाताओं को सलाह दी जाती है कि पंजीकरण प्रक्रिया के भाग के रूप में अपना वैध ईमेल पता और मोबाइल नंबर पंजीकृत करें। इनका उपयोग सीपीपी पोर्टल से किसी भी संचार के लिए किया जाएगा।

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) नामांकन पर, बोलीदाताओं को सीसीए इंडिया द्वारा मान्यता प्राप्त किसी प्रमाणन प्राधिकरण द्वारा जारी किए गए अपने मान्य डिजिटल हस्ताक्षर प्रमाण पत्र (कक्षा द्वितीय या कक्षा III प्रमाण पत्र के साथ महत्वपूर्ण उपयोग पर हस्ताक्षर करने) की आवश्यकता होगी। (जैसे सीफी/टीसीएस/एनकोड/ई-मुद्रा आदि), इनके प्रोफाइल के साथ

Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

5) केवल एक मान्य डीएससी एक बोलीदाता द्वारा पंजीकृत होना चाहिए। कृपया ध्यान दें कि निविदाकर्ता यह सुनिश्चित करने के लिए जिम्मेदार है कि वे अपने डीएससी को दूसरों को उधार नहीं देते हैं जिससे दुरुपयोग हो सकता है।

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible

to ensure that they do not lend their DSCs to others which may lead to misuse.

6) बोलीदाता फिर अपने यूजर आईडी / पासवर्ड और डीएससी/ईटीकेन के पासवर्ड को दर्ज करके सुरक्षित लॉग-इन के माध्यम से साइट पर लॉग आन करता है।

Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

#### निविदा दस्तावेजों के लिए खोजना / SEARCHING FOR TENDER DOCUMENTS

1) सीपीपी पोर्टल में निर्मित विभिन्न खोज विकल्प हैं, ताकि बोलीदाताओं को कई मापदंडों से सक्रिय निविदाएं खोज सकें। इन मापदंडों में निविदा आईडी, संगठन का नाम, स्थान, तिथि, मूल्य आदि शामिल हो सकते हैं। निविदाओं के लिए उन्नत खोज का एक विकल्प भी है, जिसमें बोलीदाता कई नामों को जोड़ सकते हैं जैसे संगठन का नाम, अनुबंध का स्थान, स्थान, सीपीपी पोर्टल पर प्रकाशित निविदा की खोज के लिए तारीख, अन्य कीवर्ड आदि।

There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.

2) बोलीदाताओं ने एक बार निविदाएं चुनी हैं जिसमें वे रुचि रखते हैं, उसका वे आवश्यक दस्तावेज / निविदा कार्यक्रम डाउनलोड कर सकते हैं। ये निविदाएं “मेरी निविदाएं” फोल्डर में ले जाई जा सकती हैं। इससे सीपीपी पोर्टल को बोलीदाताओं को एसएमएस / ई-मेल के माध्यम से सूचित किया जा सकता है, यदि निविदा दस्तावेज में कोई शुद्धि जारी की गई है।

Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3) बोलीदाता को प्रत्येक निविदा को निर्दिष्ट अद्वितीय निविदा आईडी का नोट बनाना चाहिए, अगर वे हेल्पडेस्क से कोई स्पष्टीकरण / सहायता प्राप्त करना चाहते हैं।

The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### बोली की तैयारी / PREPARATION OF BIDS

1) बोलीदाता को अपनी बोलियां जमा करने से पहले निविदा दस्तावेज पर प्रकाशित किसी भी शुद्धि को ध्यान में रखना चाहिए।

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) कृपया बोली के भाग के रूप में जमा किए जाने वाले दस्तावेजों को समझन के लिए निविदा विज्ञापन और निविदा दस्तावेज ध्यान से देखें। कृपया उन अंकों की संख्या पर ध्यान दें जिन में बोली दस्तावेज जमा करना है, दस्तावेजों की संख्या- जिसमें प्रत्येक दस्तावेज के नाम और सामग्री शामिल हैं, जिन्हें

प्रस्तुत करने की आवश्यकता है। इनमें से कोई भी विचलन बोली को अस्वीकार कर सकता है।

Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) बोलीदाता, अग्रिम में, निविदा दस्तावेज/ अनुसूची में बताए अनुसार प्रस्तुत करने के लिए बोली दस्तावेज तैयार करना चाहिए और आम तौर पर, वे पीडीएफ/एक्सएलएस/आरएआर/डीडब्ल्यूएफ स्वरूपों में हो सकते हैं। बोली दस्तावेजों को 100 डीपीआई के साथ काले और सफेद विकल्प स्कैन किया जा सकता है।

Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

4) मानक दस्तावेजों के एक ही सेट को अपलोड करने के लिए आवश्यक समय और प्रयास से बचने के लिए जो प्रत्येक बोली के भाग के रूप में जमा करने के लिए आवश्यक हैं, ऐसे मानक दस्तावेज अपलोड करने का प्रावधान (जैसे पैन कार्ड कॉपी, वार्षिक रिपोर्ट, लेखा परीक्षक प्रमाणपत्र आदि) बोलीदाताओं को प्रदान किया गया है। ऐसे दस्तावेजों को अपलोड करने के लिए बोलीकर्ता उनके लिए उपलब्ध “मेरा स्पेस” क्षेत्र उपयोग कर सकते हैं। बोली जमा करते समय ये दस्तावेज सीधे “मेरा स्पेस” क्षेत्र में जमा किए जा सकते हैं, और उन्हें बार-बार अपलोड करने की आवश्यकता नहीं है इससे बोली जमा प्रक्रिया के लिए आवश्यक समय में कमी आएगी।

To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

#### बोली जमा करना / SUBMISSION OF BIDS

1) बोलीदाता को बोली प्रस्तुति के लिए अच्छी तरह से साइट पर लॉग इन रना चाहिए ताकि वह समय पर बोली अपलोड कर सके अथवा फिर बोली प्रस्तुत करने के समय से पहले। अन्य मुद्दों के कारण किसी भी देरी के लिए बोलीदाता जिम्मेदार होगा।

Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) बोलीदाता को निविदा दस्तावेज में दर्शाए अनुसार एक-एक करके आवश्यक बोली दस्तावेजों को डिजिटल हस्ताक्षर और अपलोड करना होगा।

The bidder has to digitally sign the bid document and upload the required bid documents one by one as indicated in the tender document.

3) बोलीदाता को निविदा शुल्क/ ईएमडी को भुगतान के लिए “आन लाइन” के रूप में भुगतान विकल्प



चुनना होगा और उपकरण का विवरण दर्ज करना होगा। जब भी, ईएमडी /निविदा शुल्क की मांग की जाती है, बोलीदाताओं को टेंडर शुल्क और ईएमडी अलग-अलग आरटीजीएस के माध्यम से आन लाइन पर भुगतान करने की आवश्यकता होती है।

Bidder has to select the payment option as “on-line” to pay the tender fee / EMD as applicable and enter details of the instrument. Whenever, an EMD / Tender fee is sought, bidders need to pay the tender fee and EMD separately on-line through RTGS.

4) एक मानक BoQ प्रारूप को सभी बोलीदाताओं द्वारा भरने के लिए निविदा दस्तावेज प्रदान किया गया है। बोलीदाताओं को इस बात का ध्यान रखना चाहिए कि उन्हें आवश्यक प्रारूप में अपनी वित्तीय बोली जमा करनी चाहिए और कोई अन्य प्रारूप स्वीकार्य नहीं है। बोलीकर्ताओं को BoQफाइल को डाउनलोड करने, इसे खोलने और अपने संबंधित वित्तीय उद्धरण और अन्य विवरण (जैसे बोलीदाता का नाम) के साथ सफेद रंगीन (असुरक्षित) कोशिकाओं को पूरा करना आवश्यक है। कोई भी अन्य कक्ष नहीं बदला जाना चाहिए। एक बार विवरण पूरा हो जाने पर, बोलीदाता को इसे सहेजना होगा और इसे आनलाइन जमा करना होगा, बिना फाइल नाम बदले। यदि BoQफाइल को बोलीदाता द्वारा संशोधित किया गया है, तो बोली को खारिज कर दिया जाएगा।

A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

5) सर्वर का समय (जो बोलीदाताओं के डैशबोर्ड पर प्रदर्शित होता है) बोलीदाताओं द्वारा बोलियों को खोलने के लिए समय सीमा को संदर्भित करने के लिए मानक समय के रूप में माना जाएगा। बोलीदाताओं को खोलना आदि। बोलीदाताओं को बोली प्रस्तुत करने के दौरान इस समय का पालन करना चाहिए।

The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

6) बोलीदाताओं द्वारा प्रस्तुत सभी दस्तावेज पीकेआई एन्क्रिप्शन तकनीकों का उपयोग करके एन्क्रिप्ट किया जाएगा जिससे डेटा की गोपनीयता सुनिश्चित हो सके। दर्ज किए गए डेटा को अनाधिकृत व्यक्तियों द्वारा बोली खोलने के समय तक नहीं देखा जा सकता है। बोलियों की गोपनीयता को सुरक्षित सॉकेट लेयर 128 बिट एन्क्रिप्शन तकनीक का उपयोग कर रखा जाता है। संवेदनशील क्षेत्रों का डेटा संग्रहण एन्क्रिप्शन किया जाता है।

All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

7) अपलोड किए गए निविदा दस्तावेज केवल अधिकृत बोलीदाता द्वारा निविदा खोलने के बाद ही पठनीय हो सकते हैं।

The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) बोलियों के सफल और समय पर जमा होने पर, पोर्टल सभी प्रासंगिक विवरणों के साथ बोली संख्या, बोली जमा करने की तारीख और समय के साथ बोली सफलतापूर्वक जमा करने का संदेश एवं बोली सारांश प्रदर्शित करेगा।

Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

9) कृपया अनुपालन पत्रक की एक पीडीएफ फाइल में सभी प्रासंगिक दस्तावेजों के स्कैन किए गए पीडीएफ को जोड़ दें।

Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

बोलीदाताओं को सहायता / ASSISTANCE TO BIDDERS

1) निविदा दस्तावेज से संबंधित कोई भी प्रश्न और इसमें निहित नियमों और शर्तों को निविदा आमंत्रण प्राधिकरण को निविदा के लिए अथवा निविदा में वर्णित प्रासंगिक संपर्क व्यक्ति से संबोधित किया जाना चाहिए।

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) आनलाइन बोली प्रस्तुत करने अथवा सामान्य में सीपीपी पोर्टल से संबंधित प्रश्नों की प्रक्रिया से संबंधित कोई भी प्रश्न 24x7सीपीपी पोर्टल हैल्पडेस्क पर निर्देशित किया जा सकता है। हैल्पडेस्क के लिए संपर्क संख्या 1800 233 7315 हैं।

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

बोलीदाताओं के लिए सामान्य निर्देश / General Instructions to the Bidders

1) निविदाएं पोर्टल <http://eprocure.gov.in/eprocure/app> के माध्यम से आनलाइन प्राप्त होगी। तकनीकी बोलियों में, बोलीदाताओं को सभी दस्तावेजों को पीडीएफ प्रारूप में अपलोड करना होगा।

The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.

2) कंपनी के नाम में स्मार्ट कार्ड/ई-टोकन के रूप में मान्य क्लास II/III डिजिटल हस्ताक्षर प्रमाणपत्र (डीएससी) के पंजीकरण के लिए एक शर्त है और <https://eprocure.gov.in/eprocure/app> के माध्यम से बोली प्रस्तुत करने की गतिविधियों में भाग ले सकते हैं। डिजिटल हस्ताक्षर प्रमाणपत्र पर अधिकृत प्रमाणित एजेंसियों से प्राप्त की जा सकती है, जिनमें से जानकारी “डीएससी के बारे में सूचना” लिंक के तहत वेब साइट <https://eprocure.gov.in/eprocure/app> पर उपलब्ध है।

Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".

3) निविदाकर्ता को सलाह दी जाती है कि <https://eprocure.gov.in/eprocure/app> पर ई-प्रोक्योरमेंट के लिए सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल माध्यम से आनलाइन बोली के जमा करते समय निविदाकार हेतु निर्देशों में उपलब्ध निर्देशों का अनुगमन करें।

Tenderer are advised to follow the instructions provided in the 'Instructions to the Tenderer the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

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## **TERMS & CONDITIONS:**

### **A. 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.

### **B. 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.

### **C. 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 what so ever. 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 and other 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**.

**D. 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 and PAN.
4. Bidders should have a minimum of three years of experience in providing housekeeping during the last 3 years, experience to be reckoned from the bid submission deadline.
5. Bidders should have an Average Annual Financial Turnover of Rs. 4.00 crore or more 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..
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/MNCs/Reputed organisation with a manpower of at least 150 persons in each contract. (Satisfactorily performance along with number of manpower deployed, to be uploaded).
7. Bidders should not have incurred any loss (profit after tax should be positive) in more than two years during the last five years ending 31<sup>st</sup> March, 2024.

8. 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.**
9. The bidder must submit the details of scanned documents uploaded as per Annexure-4.

**E. 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
		<b>Max marks:100</b>
(A)	The bidder must have a minimum of 3 years of relevant experience during the last 3 years, the experience to be reckoned from the bid submission deadline. <b>For every additional year of experience - 02 mark will be awarded (up to a maximum of 20 marks)</b> (Date of Incorporation of firm and oldest Work order of supply of Housekeeping manpower to be submitted with the technical bid)	20
(B)	Average Annual Financial Turnover of Rs. 4.00 crore or more during the last three years 2021-22, 2022-23, 2023-2024 <b>2 Mark for each additional 1 Crore of the average annual turnover over and above the minimum required Turnover of Rs.4 Cr. (up to a maximum of 40 marks)</b>	40
(C)	Bidders should also have satisfactorily completed/executed at least <b>three</b> similar works during the last <b>three</b> years in a Central/State Govt. Organization/Central/State Autonomous Body/Central/State Public Sector Undertaking/ Centrally/State Funded Higher Educational Institute/University / MNCs/ Reputed organisation with a manpower of at least 150 persons). <b>4 marks for each additional eligible contract of Housekeeping Services with minimum of 150 Manpower. (up to a maximum of 40 marks)</b>	40

- a. Quality Assessment carries 30% weightage in the total score.
- b. 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. There is no mark for minimum eligibility criteria. The marks will be awarded for over and above the minimum eligibility criteria.
- 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.

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 tripper formed for garbage & food waste collection and their disposal.
  - Copies of authenticated documents of monthly consumption of consumables/materials.
- 1.9. The Agency shall also prepare a Digital register indicating all payments/dues in respect of all the employees.
  - 1.10. 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.
  - 1.11. 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.

1.12. 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.

1.13. 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 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 7<sup>th</sup> 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 labor 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.

3.4 The contractor would be required to ensure the payment of its workers by 7<sup>th</sup> of every month and there should be no linkage between this payment and settlement of the contractor's bill from IIT Ropar.



- 3.6 The contractor should arrange to deposit the wages of his workers into 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 10<sup>th</sup> 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:

<b>Sr. No.</b>	<b>Reasons For Penalty</b>	<b>Penalty amount in Rs.</b>
1	For not wearing proper uniform	200/- per worker per day
2	For failure to lift garbage from dustbins	1,000/-per day
3	For harsh/ rude behavior of staff/workers deployed/ in case found drunken on duty/ not separating on duty hours/ non-compliance of duty assigned/ absent without information	1,000/- on each occasion with warning letter or as decided by the Institute
4	Housekeeping staff /supervisors found sleeping/missing from the place of duty 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	1,000/-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.1,000/-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 from 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 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 work man 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.
- 6.3 Whatsoever arising out of or in connection with the contractor 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 their quest of either of the parties.

- 6.4 All disputes or difference of any kind whatsoever arising out of or in connection with the contractor 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 afore mentioned (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, lock outs or acts of god (here in after 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. Termination of Contract:**

The contract may be terminated in any of the following contingencies: -

- a. On the expiry of the contract
- b. By giving one month notice by Institute on account of:
  - i) Assigning the contract or any part thereof to any Sub Bidder;
  - ii) On Bidder being declared insolvent by competent Court of Law.
- c. During the notice period for termination of the contract, in the situation contemplated above, the Bidder shall keep on discharging his duties as before till the expiry of notice period.
- d. Immediate termination of the contract under the following circumstances
  - i) On account of unsatisfactory performance
  - ii) Committing breach in Terms and Conditions of this agreement by the Bidder
  - iii) Persistently neglected to carry out his obligations under the contract.
- e. Failure of the Successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for forfeiture of performance security.

## **9. SECRECY:**

- 9.1 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.
- 9.2 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.

## **10. LABOUR AND SECURITY:**

- 10.1 Agency has to follow the security requirements of the campus and obtain necessary entry passes for the manpower.
- 10.2 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 workpeople concerned & shall satisfy as to the bonafide of such people.
- 10.3 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.
- 10.4 Agency shall take all precautionary safety measures to avoid any damage to adjoining property and safety of the manpower while carrying out special task.

## **11. SPECIAL CONDITIONS OF CONTRACT**

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

- 11.1 The work in general shall be carried out in accordance with the Specifications and as per directions of the Housekeeping Incharge, IIT Ropar.
- 11.2 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.

- 11.3 The Agency is required to execute all the items of Mechanized Housekeeping work for all the areas mentioned in the scope of work.
- 11.4 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.
- 11.5 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 breakdown, 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.
- 11.6 The Agency shall exercise adequate supervision to reasonably ensure proper performance of overall Housekeeping Services in accordance with the Scope of Work.
- 11.7 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.
- 11.8 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.
- 11.9 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.

## **12. 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.

### **13. EXECUTION OF WORK: AGENCY'S RESPONSIBILITIES**

- 13.1 The Agency shall ensure best quality work in a planned and time bound manner. Any substandard material or work beyond set out tolerance limits shall be summarily rejected by the Housekeeping Incharge.
- 13.2 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.
- 13.3 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.
- 13.4 The Agency shall execute its work in such manner that no damage is made to the existing structure or any property of the Institute.
- 13.5 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.
- 13.6 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.
- 13.7 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.

- 13.8 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.
- 13.9 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.
- 13.10 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
- 13.11 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.
- 13.12 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.
- 13.13 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.
- 13.14 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.
- 13.15 Equipment and tools mandated in this tender (**Annexure-2**) shall be maintained by the Agency in serviceable condition all the time.

- 13.16 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.
- 13.17 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 / almirah/ 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**.
- 13.18 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 Housekeeping incharge of institute 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.
- 13.19 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 <sup>th</sup> 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 Hhousekeeping 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.

- 13.20 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.
- 13.21 Upto 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.
- 13.22 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.
- 13.23 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.
- 13.24 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.
- 13.25 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.
- 13.26 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.
- 13.27 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.
- 13.28 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.

- 13.29 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.
- 13.30 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.
- 13.31 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.
- 13.32 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.
- 13.33 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.

#### **14. COMMENCEMENT OF WORK:**

The Contractor is required to start the works of Housekeeping 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, 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.

### **15. Integrity Pact**

The Bidder shall be required to submit the Integrity Pact as per the Annexure -6, failure the bid shall stands rejected.

### **16.CANCELLATION OF CONTRACT:**

Not with standing any other provisions in this contract, 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 contract or 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 Contract or are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to Institute shall be forfeited without any claim whatsoever on IIT Ropar and the contractor is liable for action as appropriate under the extant laws.

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**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 odor 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 odor 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. Thorough 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:

<b>Sr. No.</b>	<b>CATEGORY OF STAFF TO BE PROVIDED</b>	<b>NUMBERS</b>	<b>QUALIFICATION AND EXPERIENCE</b>
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 <sup>th</sup> 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. 1,000/- 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**

- I. 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	05	-
10	Tricycle carts with capacity	02	-

- II. 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 Scrubbing	09
5	Wet & Dry Vacuum Cleaner	11
6	Jet Pressure Floor Cleaning	06
7	Back Pack Vacuum Cleaner	06
<b>Total Machines</b>		<b>52</b>

**The agency shall be responsible for efficient operations of the above machines provided by 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
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 (Wonder fresh, 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	Hand wash (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 500ml )	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 (10cmx15cm) (Scotch-Brite or equivalent)	100	PCS
33	Toilet Roll 25 mtr Indian Paper	300	ROLL
34	Urinal Cubes 300 gm (Dabur, Saini Fresh, 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)	<b>50</b>	BOX (Containing 20 pieces each)
38	Phynel White Concentrated (Trishul, or equivalent)	<b>150</b>	LTR
39	Garbage Bag Black (Big) (High Quality)	<b>100</b>	K.G
40	Surf (FENA, WHEEL or equivalent)	<b>50</b>	K.G
41	Naphthalene Balls	<b>5</b>	K.G
42	Glass Cleaner (Colin) 750 ml	<b>25</b>	PCS
43	Spray Bottle (500 ml bottle) (High Quality)	<b>30</b>	PCS
44	Brush Hand Scrubbing (10x15) (High Quality)	<b>10</b>	PCS
45	Gloves Hand (Rubber) LATEX (Standard Size)	<b>75</b>	PCS
46	Wet and Dry Cotton Pad Cleaning Mop Refill of High Quality (24" Blue Color)	<b>20</b>	PCS
47	Garbage Bag Black (SMALL for 6 ltr dustbins) (High Quality)	<b>20</b>	K.G
48	PVC Buckets (18 Ltr)	<b>5</b>	LTR
48	BROOM RING (4" inch)	<b>20</b>	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 disqualified. 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 of the Tenderer with seal & date)**

**Check List (Mandatory)****Name of the Firm:** \_\_\_\_\_

<b>Sr. No.</b>	<b>Documents to be attached</b>	<b>Whether attached Yes/No</b>	<b>If attached- Mention Page no. of submitted document</b>
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/PAN registration certificate		
5	Bidders should have a minimum of three years of experience in providing housekeeping during the last 3 years, experience to be reckoned from the bid submission deadline.		
6	Bidders should have an Average Annual Financial Turnover of Rs. 4.00 crore or more 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.		
7	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/MNCs/Reputed organization with a manpower of at least 150 persons in each contract. (Satisfactorily performance along with number of manpower deployed, to be uploaded).		
8	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		
9	An affidavit certifying that the firm has not been black listed 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**

(Price bid should be uploaded in given BOQ\_XXXX.xls format online and not in the technical bid failing which your bid shall stand rejected. However, the price bid is as follows for your reference)

**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.526/- per day for 26 days in a month)	200				
	ii) Supervisors @ Rs.614/- per day for 26 days in a month)	5				
	iii) Facility Manager @ Rs.739/- per day for 26 days in a month)	1				
<b>Total (A)</b>						
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)					
<b>Total(B)</b>						
<b>Total(C) = GST @18%</b>						
<b>Total (D) = (A+B+C)</b>						
e	Charges for machinery/equipment/tools to be provided by the Agency as per Annexure-2 (Inclusive of GST) (E)					
f	Cost of Consumables/Material mentioned 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)					
<b>Grand Total (H) in figures (D+E+F+G)</b>						
<b>Grand Total (H) in words</b>						

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 prices are to be quoted in the above format and uploaded on the CPP portal mandatorily.

(Signature of the Tenderer with seal & date)

**INTEGRITY PACT**

To,

.....  
.....  
.....

**Subject: Tender No. .... for the .....**

Dear Sir,

It is here by declared that Indian Institute of Technology Ropar is committed to follow the principle of transparency, equity and competitiveness in public procurement. The subject Tender is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the Indian Institute of Technology Ropar.

**Yours faithfully,**

**(Duly authorized signatory of the Bidder)**

**INTEGRITY PACT**

To,

The Registrar  
Indian Institute of Technology Ropar  
Rupnagar.

**Subject: Submission of Tender for the \_\_\_\_\_.**

Dear Sir,

I/We acknowledge that Indian Institute of Technology Ropar is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document. I/We agree that the Tender is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the Tender. I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by Indian Institute of Technology Ropar. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement. I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, Indian Institute of Technology Ropar shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/ bid.

**Yours faithfully,**

**(Duly authorized signatory of the Bidder)**

## INTEGRITY PACT

This **INTEGRITY PACT** is made and executed at.....on this day of.....20.....

BY AND BETWEEN

**IIT ROPAR** represented through its Registrar, (Hereinafter referred to as "**Principal/Owner**" which terms or expression shall, unless excluded by or repugnant to the meaning or context hereof include its successors and permitted assignees)

**AND**

M/s..... a company incorporated under the Companies Act..... through its representative/authorized signatory (insert name and designation of the officer) vide resolution dated ..... passed by the Board of Directors, having its office at... (hereinafter referred to as "**The Bidder/Contractor**" which term or expression shall, unless excluded by or repugnant to the subject or context, mean and include its successor-in-office, administrators or permitted assignees) of the **Second Part**.

### Preamble

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

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

### **Section 1-Commitments of the Principal**

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

### **Section 2-Commitments of the Bidder(s)/ Contractor(s)**

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

- d. The Bidder(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian. Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at (page no. 6)
  - e. The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
  - f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter. The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- (2) The bidder(s)/Contractor(s) will not instigate third person to commit offences outlined above or be an accessory to such offences.

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

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings". Copy of the "Guidelines on Banning of business dealings" is placed at (page nos. 7-13).

### **Section 4-Compensation for Damages**

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

### **Section 5-Previous transgression**

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

### **Section 6 - Equal treatment of all Bidders / Contractors/Subcontractors**

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

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

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

### **Section 8- Independent External Monitor**



- (1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to Secretary, MoE.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) Contractor(s) Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Secretary, D/o Higher Education.
- (5) The Principal will provide to the Monitor sufficient information about all meeting among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (7) The Monitor will submit a written report to the Secretary, D/o Higher Education within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- (8) If the Monitor has reported to the Secretary, D/o Higher Education, a substantiated suspicion of an offence under relevant IPC / F Act and the Secretary, MoE has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word '**Monitor**' would include both singular and plural.

#### **Section 9-Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealing.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Secretary, D/o Higher Education.

#### **Section 10 - Other provisions**

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Office of the Principal, i.e. New Delhi.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty / Guarantee etc. shall be outside the purview of IEMS.

- (6) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
- (7) The actions stipulated in this Integrity Pact are without prejudice to any other legal action(s) that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

**IN WITNESS WHEREOF**, the parties hereunto set their hands and seals and executed this **INTEGRITY PACT** as of the day/month/year first above written:

For and on behalf of

**THE REGISTRAR, IIT ROPAR (First Party)**

SIGNED, SEALED AND DELIVERED by

Name:.....

Designation:.....

Address:

Authorized Signatory

For and on behalf of

M/s.....**(Second party)**

SIGNED, SEALED AND DELIVERED by

Name\_\_\_\_\_

Designation:.....

Address:.....

Representative/authorized signatory

Vide resolution dated ..... passed by the Board of Directors

**In the presence of Witness:**

1.

2.