

TENDER DOCUMENT
FOR
HOUSEKEEPING SERVICES AT IIT JODHPUR
PERMANENT CAMPUS (KARWAD)

NIT No. - IITJ/SPS/PC/HKS/17-18/09

NIT Issue Date and Time : **06 Jun 2017**
Pre-bid Meeting : **12 Jun 2017 at 1500 Hrs**
Tender Submission Date and Time : **15 Jun 2017 by 1500 Hrs**
Tender Opening Date & Time : **15 Jun 2017 at 1530 Hrs**
(Technical Bid)
Tender Opening Date & Time : ...
(Financial Bid) (Date Later)



॥ त्वं ज्ञानमयो विज्ञानमयोऽसि ॥

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Note: Tenderers should confirm that they have received all the above papers. Tenderers should confirm that they have seen the place of work & they know the nature of the work.

RECEIPT NO..... BOOK NO..... DATED.....

Signature of Tenderer with the seal of the firm

Tender issued to:-

M/s

..... Telephone No. (If any)

Tender cost deposited with Cashier IIT Jodhpur vide receipt No. dated or details of Demand Draft/ pay

(Signature of Issuing Officer)

Signature of the Tenderer with seal & date

TENDER FOR HOUSEKEEPING SERVICES AT IIT JODHPUR
PERMANENT CAMPUS (KARWAD)

NOTICE INVITING TENDER

General

1. The work relating to Housekeeping activities of IIT Jodhpur at Permanent Campus (Karwad) is proposed to be organized through reputed agencies using mechanized equipments, gadgets and trained manpower. The work is required to be carried out on monthly payment basis as per Central Govt Daily Wages.

Estimated Cost of Tender

2. The estimated cost as indicated in the Appendices is based on the following components :
- (a) Wages for Unskilled labour
 - (b) Wages for Graduates Non-technical (Semi Skilled) Supervisor (Rate for Labour & Supervisor based on the current minimum wages as approved by the Ministry of Labour Commissioner (Central), Area-C, Other locality) revised wef 01.04.2017.
 - (c) Cost of Machinery.
 - (d) Cost of Tool & Tackles.
 - (e) EPF and ESI
 - (f) Service Tax- when applicable.
 - (g) Materials cost based on current market rates.
 - (h) Service charges of the Vendor

Scope of Work

3. IIT Jodhpur requires services from an established agency having expertise and experience in Housekeeping Services at the Permanent Campus (Karwad) approximately 25 Km from Jodhpur on NH-65. The scope of work encompasses the following tasks at all three sectors (Sector A, B & C) of Permanent Campus (Karwad) :-

- (a) House Keeping Service include machine enabled cleaning, sweeping, wiping, dusting, moping, freshening, solar plates washing, painting, garbage collection, segregation & disposal, Vacuum cleaning, disinfecting, polishing, scrubbing and such other tasks.
- (b) Areas & premises to be cleaned are students Hostels, Academic Complex, Offices, Labs, Berms, Married Accommodation, Library, Mess, Cafeteria/Food Court Gates, Roads, Tracks, Gardens, Path Ways, GSS (Grid Sub Stations), Project Offices, Play Fields, Circles/ Chowks, Roof tops, Water tanks, Sewerage Lines, Security barracks, Institute entrances, surrounding area within 50 m of each entity.
- (c) Within any building, House Keeping Services shall include Toilets, Furniture, Fixtures, ACs, PCs, Fans, Almirahs, Drawers, Chairs, Doors, Windows, Phones, Lab equipment, Machines, Desert coolers, Drinking Water coolers with purifiers, Curtains, blinds, foot mats, dustbins, Flag posts and Underground water tanks.
- (d) Frequency of House Keeping Services will be different for various category of segments i.e. thrice, twice or once a day, weekly, biweekly, fortnightly, monthly, quarterly, Biannual and annual tasks as described in succeeding paras for each segment.

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Financial Pre-requisites

4. Following drafts would be required to be enclosed alongwith Tender documents :-

- (a) Tender Fee : Rs 1,000/- (Rupees One Thousand only).
- (b) Earnest Money Deposit (EMD) : Rs 1,50,000/- (Rupees One Lakh Fifty Thousand only). Refundable without interest.
- (c) Performance Security Deposit (PSD) : Rs 5,00,000/- (Rupees Five Lakh only). All demand drafts be drawn in favour of "Director, IIT Jodhpur" payable at Jodhpur. Refundable 60 days after conclusion of the Work Order without interest.

Eligibility Criteria

5. Bidders should have following eligibility criteria :-

- (a) **EPF & ESI Registration.** The firm should be registered with EPF and ESI authorities. It should have EPF code and comply with labour laws / guidelines issued by Govt from time to time. If the applicant is exempted then it should submit EPF and ESI exemption certificates. The corresponding document should be submitted along with tender.
- (b) **Experience.** Bidder should have at least Five (05) years experience in providing housekeeping services and must have worked with Govt. organizations / PSUs / Corporate bodies. Experience certificate be attached with Tender documents.
- (c) **Average Turn Over (ATR).** The bidder should submit the copies of Average Turn Over in Housekeeping Services of last three years which should not be less than Rs 40,00,000/- (Rupees Forty Lakh only) each year.
- (d) Bidder should submit satisfactory work completion certificate from existing clients.
- (e) The bidder should have successfully carried out similar works in nature & quantum in Govt. /Semi Govt. /Autonomous Bodies & Private Sector of repute in last Five (05) years.
- (f) Other particulars asked for in the Technical details format be submitted.

Institute Related Information

6. Following information essential for defining the scope of work is furnished as under :-

(a) Carpet Area (For cleaning and up-keeping purpose)	Sqm	81,505
(b) Road Area (For sweeping purpose)	Sqm	1,16,044
(c) Number of Buildings & Structures	Nos	30
(d) Permanent Campus Master Plan Zones	Nos	07

List of Machines, Tools and Tackles

7. To execute an automated machine enabled Housekeeping Services, machines and equipment be possessed by the Vendor and the same be in functional condition.

Schedule of Work

Schedule of work as per succeeding paras is required to be adopted :

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8. Daily Tasks

- (a) Cleaning of general/common toilets and attached toilets at least **thrice daily** with phenol and detergent etc and maintain the toilets floors dry the whole day. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Checking of flush system of toilets every day. Naphthelene balls, air freshener and liquid soap/hand wash and paper rolls are **to be provided by the agency regularly**.
- (b) Cleaning of corridors, passages, staircases, common area, pantries and other rooms with phenol in the morning and with plain water continuously.
- (c) Cleaning of office/classrooms/conference halls removing dust from floors, windows, doors, furniture, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass pans, computers etc **with dry/wet** duster and or with suitable cleaning agent. Moping of floors with phenol will be done by Mechanical means.
- (d) Cleaning of carpets by soft brush followed by vacuum cleaner.
- (e) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- (f) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc
- (g) Collection of garbage/waste from dust bins and disposal at the designated location.
- (h) Room fresheners in all living rooms to be used daily in the morning & afternoon.
- (j) Machinery enabled daily road cleaning.
- (k) Sweeping of Road, Pathways, Garden and other such areas.
- (l) All floors in common area including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc after cleaning the floors with soap and water. The floors shall be properly polished.
- (m) On completion of daily task, Housekeeping staff will obtain signature of user on Checklist. Format of check list for various tasks is attached as **Appendix 'K'**.

9. Weekly Tasks.

- (a) Cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.
- (b) Cleaning of all drains in basement, outside premises, etc
- (c) Cleaning of all Roof on the ceiling.
- (d) Cleaning all the Solar plates.
- (e) Garbage disposal to designated point.
- (f) Grass cutting and general area maintenance.

10. Monthly Tasks:

- (a) Cleaning of water coolers, disinfecting and painting once a year.
- (b) Cleaning/washing/dusting door foot mats.
- (c) Cleaning of fans and ACs by Mechanical means.

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11. Quarterly/Half Yearly Tasks.

- (a) Cleaning of sewerage lines to be done quarterly or earlier wherever necessary.
- (b) Cleaning of underground & other water tanks and disinfecting.
- (c) Dry cleaning of sofa sets twice a year.
- (d) Cleaning of false ceiling.
- (e) Cleaning of venetian/vertical/any other blinds, curtains, etc quarterly.
- (f) Cleaning roof top/terrace/Rain water spouts quarterly.
- (g) Cleaning of Overhead/underground water storage tanks and disinfecting.
- (h) Painting of Flag Poles.

12. Yearly Tasks

- (a) Painting Works (Water Coolers etc).
- (b) Tree Trimming/Top Dressing.

Procedure for Work Execution

13. Procedure for work execution will be as under :-

- (a) All the stains on walls as well as floor of toilets, corridors, rooms including glass panes, stair cases, railings, lift lobby passage/walkway etc shall be removed by scrubbing with brush and by suitable acid/chemical wherever required by Officer-In-Charge.
- (b) First dirt shall be removed from the floor then the floor shall be cleaned with plain water. After that soap water solution of proper strength shall be spread on the floor and rubbed by Mechanical scrubbers wherever it is not possible to rub with mechanical scrubbers/hand brush shall be used to clean the floor. After sufficient scrubbing the floor shall be properly washed with plain water and dried with cloth.
- (c) Carpet shall be cleaned with proper vacuum cleaner/soft brush to the satisfaction of In-Charge without damaging the texture/surface body of the carpet.
- (d) All the rooms having no carpet shall also be cleaned thoroughly with soap and water.
- (e) All projections/balconies shall also be cleaned thoroughly. Also the opening of choked drains, wherever required, shall be taken up.
- (f) Finally polish shall be applied on floor and rubbed thoroughly to leave the floor dry and shining.
- (g) All windows, their glasses, doors and its glasses and their knobs shall be cleaned and kept free from stains and spots, venetian blinds/ other type of blinds are to be cleaned with feather brushes/vacuum cleaner.
- (h) The garbage will be segregated and dustbins are to be emptied daily, cleaned and washed every day. Buckets and Mugs to be cleaned with soap and water every week. Chinaware/sanitary ware/washbasin/sinks/flush tanks to be cleaned twice daily. It shall be acid cleaned/liquid cleaner used every 3rd (third) day without fail.
- (j) Door to door collection of garbage/waste from all locations should be organized on daily basis, segregated and disposed off at the designated location(s) under the arrangements of Vendor at his own cost.
- (k) Dry cleaning/dusting of sofa sets and other furniture items will be carried out by your staff periodically every fortnight. However, all carpets shall be vacuum cleaned every week. Telephone computers, FAX to be cleaned with wet cloth every fortnight (on Saturdays) and by dry cloth daily. Furniture's including drawers should be cleaned properly.

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- (l) Proper dusting of all the office premises, corridors and table fixtures have to be done daily and perfectly. Fan, tube lights and fixtures, false ceiling/ceiling roof and walls to be dusted with broom or vacuum cleaned, including doors, panels, fixtures etc cleaned every fortnightly.
- (m) Cleaning of underground/overhead water storage tanks must be done quarterly.
- (n) Cleaning of water coolers must be done monthly and painting yearly.
- (o) Schedule of work for daily, weekly, monthly, quarterly/half yearly will be provided to contractor during award of work.

Solid Waste Management

14. Solid waste disposal is the responsibility of the Vendor providing Housekeeping Services. This will involve daily segregation and timely disposal of the undermentioned category of Solid Waste at predesignated place inside the Campus :

- (a) Biodegradable Kitchen waste.
- (b) Plastics, Glass, Tins and Rubber.
- (c) Paper and Cloth.
- (d) Iron and Steel, and
- (e) Electronic Waste.

15. Procedure : Solid Waste Management

- (a) All solid waste should be taken from a common earmarked location in a building from dustbins with separate dustbin codes as per rules.
- (b) Solid waste so collected should be segregated properly both at site and dumping yard.
- (c) Bio-degradable solid waste should be taken in the earmarked location for further composting and vermicomposting.
- (d) Bio-degradable solid waste (not used for composting and vermin composting) should be taken away by local municipality. The contractor should be responsible for the same including the cost, if any.
- (e) Non-Bio-degradable solid waste should be taken away by enlisted (by Govt of India) Central Pollution Control Board(CPCB) Vendors. The contractor will be responsible for execution of this task including bearing the cost.

Latest Technologies to be employed for abovementioned purpose, shall be briefed to the IITJ Committee by the bidders during the pre-bid meeting. Cost of Garbage segregation and transportation shall be borne by the Vendor and same be included in his Service Charges.

Manpower and Manpower Schedule

16. Man power and Manpower schedule are required as per following schedule :-

- (a) The agency has to provide manpower in sufficient numbers to manage the work as required and of quality to ensure workmanship of the degree specified in the work order as per work schedule, to the satisfaction of the Officer-In-Charge.
- (b) The contractor shall engage the following minimum unskilled manpower from 0700 h to 1900 h.
 - (i) 40 Nos - From 0700 h to 1500 h.
 - (ii) 10 Nos - From 1000 h to 1800 h.
 - (iii) Graduates Non-technical Semi-skilled Supervisor-02 Nos (0900 h to 1800 h)
- (c) Please refer **Appendix 'B'** attached for detailed description of the requirement.

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Material and Consumables

17. Following material and consumables required to be supplied by the Vendor :-

(a) All materials/consumables and other related items are to be provided by the Agency. Items shall be of ISI mark and in conformity with the specification/makes keeping in view quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used at Institute premises and supply them in advance and store them at Institute on monthly basis. The stores are to be replenished timely.

(b) IIT Jodhpur on the basis of experience has also assessed certain minimum quantity of consumables required. The quantity of supplied items in no way shall be less than the minimum quantity specified. Items consumed over and above the minimum specified quantity shall also be supplied by the firm with **no extra cost**. Equipment such as Vacuum cleaners, Heavy duty scrubbers etc shall also be arranged by the firm as per requirement and list at **Appendix 'H'**.

(c) Please refer **Appendix 'C'** (list of material) & **Appendix 'D'** (Rate of recovery towards short supply of man power and material - **Penalty Clause**).

Instructions to Bidder

18. Following are the instructions for the Bidder :-

(a) Tenders should be submitted in double sealed envelopes ('X' and 'Y') super scribed with the name of the work, date & time of opening written both on the inner and outer envelopes. Bids will be received and opened as per the dates and timings shown on cover page. Tenders should be dropped in the tender box before the closing date and time indicated. In case these are sent by post these should be sent by Regd Post / Speed post / Courier addressed to Director IIT Jodhpur, Old Residency Road Ratanada Jodhpur, Rajasthan- 342011. Tenderers are to ensure that they post the tender well in advance so as to reach before the closing date and time indicated.

(b) The Earnest Money Deposit (EMD) and Tender Fee as specified in Para 4 of this document be enclosed in **Envelope 'X'**. Demand Draft or pay order of a scheduled bank, drawn in favour of Director, IIT Jodhpur payable at Jodhpur should accompany the tender. Tenders received without EMD and Tender Fee will be invalid.

(c) Incomplete offers, quotations, conditional tenders or offers received without Bids, EMD or Tender fee will be rejected.

(d) Each page of the tender document is to be signed and stamped by the bidder as proof of having read and conditions accepted. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing, cutting or over-writings are permissible.

(e) The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required. The rates shall be filled in the schedule of quantity in the tender document.

(f) EMD will be forfeited if the contractor fails to commence the work as per award of work. If any Bidder withdraws his Tender within the validity period or makes any modification in Tender Terms and Conditions will not be acceptable to the Institute. In that case and then "Indian Institute of

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Technology, Jodhpur" shall without prejudice to any right or remedy, be at liberty to absolutely forfeit the EMD. Scope of work, General conditions of contract applicable to this work are reflected in the Tender document. Vendors are requested to study thoroughly all Terms and Conditions therein before submitting comprehensive offer/quotation.

(g) Tender submitted by bidder shall remain valid for a period of three months (90 days) from the tender opening date. The bidder shall not be entitled during the above period, without written consent of owner to revoke or cancel his tender or to vary any term thereof. In case any bidder removes or cancels his tender or varies any terms in regard thereof without the prior consent of Director, IIT Jodhpur in writing, EMD will be forfeited. Canvassing in connection with the tenders is prohibited and the tenders submitted by the Bidder who resort to canvassing are liable for rejection.

(h) The right to accept or reject the tenders rests with Director, IIT Jodhpur. It does not bind itself to accept the lowest tender and reserves to himself the authority to reject any or all the tenders received without assigning any reason thereof. The whole work may be split up between two or more contractors or accepted in part and not entirely if considered essential.

(j) **Duration of Contract.** Duration of contract shall be initially for one year. However, based upon the performance of the firm, the contract can be further extended for two years on mutually agreed Terms and Conditions. The work must commence within 30 days of issue of Work Order and must not get disrupted at all. Any disruption of more than 15 days after work is commenced, shall invite heavy penalty and may lead to termination of Contract and forfeiture of Performance Security.

(k) Successful bidder will submit a Bank Guarantee for Performance Security Deposit as specified above to IIT Jodhpur against loss/damage of any Institute property, at the time of award of work. The validity of Performance Security/Bank Guarantee shall be at least 60 days beyond the date of Contract Completion.

GENERAL CONDITIONS OF CONTRACT

19. General Conditions

(a) The persons deployed by the contractor for the services shall be the employees of the contractor for all intents and purposes. Also, the persons so deployed shall remain under the control and supervision of the contractor. In no case, shall a relationship of employer and employee between the said persons and the Institute shall accrue/arise implicitly or explicitly.

(b) On taking over the responsibility of the work assigned the Contractor shall formulate the mechanism and duty assignment of work to its personnel in consultation with the Institute nominee. Subsequently, the contractor shall review the work assigned from time to time and advise the Institute for further streamlining their system. The contractor shall further be bound by and carry out the directions/instruction given to him by the Institute in this respect from time to time.

(c) Director of the Institute or any person authorized by the Director shall be at liberty to carry out surprise check on the persons as deployed by the Contractor. This would be required in order to ensure that persons deployed by him are doing their duties in accordance with the Institute requirement.

(d) In case any of the persons so deployed by the Contractor does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful riot or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such persons immediately on the report of the Institute. Further, the Contractor shall immediately replace the

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defaulter so deployed on the demand of the Director/Nominee of the Institute due to the aforesaid act on the part of the said person.

(e) This being an automated Housekeeping Service, use of machines to include Pressure Waterjet, Automatic (Walk behind) scrubber, Vacuum Cleaner, Road Sweeping Machine, Floor Cleaning Machine, Carpet/Chair Cleaning Machine, Glass Wiping Machine, Hand Scrubber Machine etc shall be extensively made use of where ever necessary.

20. Contractor's Obligations

(a) The contractor shall carefully and diligently perform the work assigned to him as mentioned, as deemed fit by him in consultation with the lab/Department.

(b) For performing the assigned work, the Contractor shall deploy medically and physically fit, police verified persons. The Contractor shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duty.

(c) The Contractor shall submit details, such as names, parentage, residential address, age, Police Verification etc of the persons deployed by him in the premises of the Institute. For the purpose of proper identification of the employees of the Contractor deployed for the work, he shall issue identity cards bearing their photographs/identification, etc and such employees shall display their identity cards at the time of duty.

(d) The Contractor shall ensure that all employees are in proper Uniform/Dress. Penalty will be imposed @ Rs 200/- per man per day for those not in uniform.

(e) The Contractor shall be liable for payment of wages and all other dues which they are entitled to receive under various labour laws and other statutory provisions.

(f) The Contractor shall at his own cost, if required, take necessary insurance cover in respect of the aforesaid services rendered to Institute and shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970, Employees State Insurance Act, Workman's Compensation Act, 1923, Payment of Wages Act, 1936, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965, The Minimum Wages Act, 1948, Employer's Liability Act, 1938, Employment of Children Act, 1938, Maternity Benefit Act and / or any other Rules/regulations and / or statutes that may be applicable to them.

(g) The Contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the Institute indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out from non-compliance of aforesaid statutory provisions. Contractor's failure to fulfill any of the obligations hereunder and /or under the said Acts, rules/regulations and/or any bye-law or rules framed under or any of these, the Institute shall be entitled to recover any of such claims, demand, loss or injury, from the Contractor's monthly payments.

(h) The Contractor shall be required to maintain permanent attendance register/roll /muster within the building premises which will be open for inspection and checking by the authorized officers of Institute.

(j) **Record Register.** The Vendor shall maintain a Record Register towards various work done (specific in nature) for RTI purpose like cleaning of Water Tanks, Mainholes and such other tasks. Format of Record Register is as under :-

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MAINTENANCE RECORD REGISTER : HOUSEKEEPING SERVICES

Ser	Nature of Task & Location	Cleaned on	Due Date	Sign	Remarks
(1)	Manholes				
(2)	Water Tanks				
(3)	Solar Plates				
(4)	Water Coolers				
(5)	Desert Coolers				

(k) **Complaint Book**. He will also provision a Complaint Book and Time Frame for the solution of complaints will be strictly followed. Format for Complaint book is attached as **Appendix 'L'**.

(l) The Contractor shall make the payment of wages; as per latest rates, etc to the persons so deployed in the presence of Institute representative. He shall on demand furnish copies of wage register/muster roll, pay slip, etc to the Institute for having paid all the dues to the persons deployed by him for the work under the Agreement. This obligation is imposed on the Contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various laws, having regard to the duties of Institute in this respect as per the provisions of Contract Labour (Regulation and Abolition) Act, 1970. The Contractor shall comply with or cause to be complied with Labour regulations from time to time in regard to payment of wages, wage period, deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wages book, wages slip, publication of scale of wages and terms of employment, inspection and submission of periodical returns.

(m) The Contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at Institute in their respective names before submitting the bill for the subsequent month. In case the Contractor fails to do so, the payment of next month's regular bill will be withheld till submission of required documents.

(n) The Contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and Institute property.

(o) The Contractor shall deploy his persons in such a way that they get **weekly rest**. The working hours/leave, for which the work is taken from them, do not violate relevant provisions of labour laws and shops and Establishment Act. The Contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs. In the event of the Contractor committing a default or breach of any of the provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of

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the said regulations and rules which is materially incorrect, he shall without prejudice to any other liability pay to the Institute a penalty which may be imposed upon.

(p) The Contractor shall remove all workers deployed by him on termination/ expiry of the contract from the Institute premises. He will ensure that no such person creates any disruption/hindrance/problem of any nature in Institute either explicitly or implicitly.

(q) The security money so deposited shall be liable to be forfeited or appropriate in the event of unsatisfactory performance of the Contractor and / or loss / damage if any sustained by the Institute on account of failure or negligence of workers deployed by the Vendor or in the event breach of the agreement by the Contractor.

(r) The security Deposit will be refunded to the Contractor within a month of contract expiry only on satisfactory contract performance.

(s) The Contractor shall keep the Institute indemnified against all claims whatsoever in respect of the employees deployed by the Contractor. In case any employee of the Contractor enters in dispute of any nature, it will be the primary responsibility of the Contractor to contest the same. In case Institute is made party and is supposed to contest the case, the Institute will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the Contractor to Institute on demand. Further, the Contractor shall ensure that no financial or any other liability comes on Institute in this respect of any nature whatsoever and shall keep Institute indemnified in this respect.

(t) The Contractor shall further keep the Institute indemnified against any loss to the Institute property and assets. The Institute shall have further right to adjust and / or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.

21. Institute's Obligations

(a) In consideration of the services rendered by the Contractor as stated above, he shall be paid a lump sum on monthly basis. Such payment shall be made by the 7th day of each month on the basis of the bills raised by the Contractor and duly certified by the officer designated by Institute.

(b) Institute shall reimburse the amount of service tax, if any paid by the Contractor to the authorities on account of the services rendered by him. This reimbursement shall be admissible on production of proof of deposit by the Contractor.

(c) The payment on account of enhancement/escalation charges of revision in wages by the appropriate Govt from time to time shall be payable by Institute to the contractor.

22. Penalties / Liabilities

(a) The Contractor shall be responsible for faithful compliance of the Terms and Conditions of this agreement. In the event of any breach of the agreement, the same may be terminated and the security deposit will be forfeited. Further, the work may be got executed from another agency at his risk and cost.

(b) If the Contractor violates any of the Terms and Conditions of this agreement or commits any fault or his services are not to the entire satisfaction of officer authorized by the Director, a penalty will be imposed and amount shall be deducted from regular monthly bill.

(c) Penalty on account of faulty and/or less supply of consumable/materials and less deployment of manpower shall be imposed as per **Appendix 'D'**.

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23. Commencement and Termination. This agreement may be terminated on any of the following contingencies:-

- (a) On the expiry of the contract period as stated above
- (b) By giving one month's notice by Institute on account of:
 - (i) Committing breach Terms and Conditions of this agreement by the Contractor.
 - (ii) Assigning the contract or any part thereof to any Sub Contractor by the main Contractor without written permission of the Institute.
 - (iii) On Contractor being declared insolvent by competent Court of Law.
- (c) During the notice period for termination of the contract, in the situation contemplated above, the Contractor shall keep on discharging his duties as before till the expiry of notice period.

24. Arbitration

- (a) In the event of any question, dispute / difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the sole Arbitration to Director IIT Jodhpur or his nominee.
- (b) The award of the Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Director IIT Jodhpur shall appoint another person to act as Arbitrator in place of the out-going Arbitrator in accordance with the terms of this agreement and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his Predecessor.
- (c) The Arbitrator may give interim award(s) and/or directions, as may be required.
- (d) Subject to the aforesaid provisions, the Arbitration & Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

List of Appendices

25. Following appendices have been enclosed for reference :-

(a)	Technical Details of Applicant	Appendix 'A'
(b)	Labour Requirement	Appendix 'B'
(c)	Material Requirement	Appendix 'C'
(d)	Rate of Recovery towards short supply of Manpower and Material	Appendix 'D'
(e)	Approved material Brands	Appendix 'E'
(f)	Schedule of Quantities (Financial Bid)	Appendix 'F'
(g)	Estimate & Rate Analysis	Appendix 'G'
(h)	Daily Work (Operation) Chart	Appendix 'H'
(j)	Sample Check List	Appendix 'J'
(k)	Complaint Register	Appendix 'K'

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TECHNICAL DETAILS OF APPLICANT

(a)	Name of the firm/ Company :	
(b)	Address of the firm/ applicant with Telephone No. and E-mail	
(c)	Year of Establishment :	
(d)	Average Turnover of the company for the last 3 financial years (Enclose certificate/ audited Profit & Loss accounts)	
(e)	PAN No.	
(f)	Copy of the balance sheet of last 3 financial years.	
(g)	Status: Proprietorship/Partnership/ Pvt. Ltd. / Public Ltd.	
(h)	Profiles of the owners	
(j)	Since when undertaking Housekeeping service (year):	
(k)	Total manpower employed in house-keeping service (Nos.)	
(l)	EPF/ESI/Service Tax certificates (Enclose copies)	
(m)	Has the applicant ever been required to suspend the project for a period of more than six months continuously after commencement of work? If so give the name of the project and reasons of suspension of project.	
(n)	Has the applicant, ever been debarred/blacklisted for competing in any organization at any time? If so, give details.(Attach Affidavit on Rs 100/- Non Judicial Stamp paper duly Notarized)	
(o)	Has the applicant ever been convicted by a court of law? If so give details of	

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	the case, if any.	
(p)	Details of any litigation in which the applicant is/was involved.	
(q)	List of Clients (please attach list of clients serviced and photocopies of work orders of Govt. / PSUs / Corporate bodies and certificates from existing clients regarding satisfactory work done).	
(r)	Details of gadgets/equipments/ tools owned and proposed to be used for House- keeping services in IIT Jodhpur	
(s)	Whether ISO certified. If so enclose the copy of relevant certificate.	
(t)	EMD and Tender Fee DD Nos	
(u)	Any other information considered necessary but not included above	
(v)	Labour License No, Issuing authority and validity, if held	

Certified that the information given above (from Para (a) to (v) is true and correct to the best of my knowledge and belief.

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LABOUR REQUIREMENT

S. No.	Description	Unit	Qty/Day	Qty/Month	Qty/Year
(a)	Supplying and Engaging Un-Skilled labour for cleaning of all Buildings, Roads within the Campus and Compounds, Guest Houses, Hostels, Classrooms, Offices, Labs, GSS (Grid Sub Stns), Play Fields, Residential area, Tree top dressing, Tree trimming, all the toilets floors and walls, shifting of materials, cleaning the sanitary and sewer line wherever blockage occurs, cleaning the roof top, Solar Plates etc as per the direction of Officer-in-Charge. Also, Garbage disposal including its segregation & transportation at location specified by Competent Authority	Man days	50 (Un-skilled)	1500	18000
(b)	Supplying and engaging Supervisor (Graduate Non-Technical Semi-skilled) to supervise the labours, quality and quantity of the work and the job assigned time to time etc	Man days	2 (Semi-skilled)	60	720

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MATERIAL REQUIRED TO BE SUPPLIED BY THE CONTRACTOR
ONCE IN A MONTH

Sr. No.	Description	Unit	Quantity per month	Qty to be supplied in a year
1	Duster White(Wet) (550mm X 550mm) Complete	Nos	40	
2	Mob (Pochhaa) (550mm x 550mm) complete	Nos	40	
3	Washing Powder	Kg	12	
4	Napthalene balls (200 gm Pack)	Kg	20	
5	Air Freshener (50 gm Pack) (Odonil)	Packets	60	
6	Liquid Toilet Cleaner (500 ml)	Bottle	50	
7	Liquid Cleaner (500 ml Colin)	Bottle	20	
8	Tissue Paper Roll/ Toilet Paper (2 Ply 350 Pulls)	Nos	30	
9	Phenyl Black (500 ml)	Litre	40	
10	Room Freshner 300 ml bottle (park avenue/ Charlee/Yarley)	Nos	14	
11	Urinal cubes (50 gm)	Nos	50	
12	Liquid Handwash (215 ml)	Nos	30	
13	Dusting Cloth (Yellow/White)	Pkts	20	
14	Garbage Polybags (Bio-degradable)	Kgs	05	

SCHEDULE OF MATERIAL TO BE SUPPLIED BY THE CONTRACTOR
ONCE IN 3 MONTHS

Sr. No.	Description	Unit	Quantity to be Supplied once in 3 months	Quantity to be Supplied in a year
1	Broom Stick (Phool Jhadu)	Nos	30	
2	Coconut Broom	Nos	45	
3	Floor Wiper	Nos	20	
4	Toilet Cleaning Brush	Nos	30	

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**PENALTY CLAUSE : RATE OF RECOVERY TOWARDS SHORT SUPPLY OF
MANPOWER AND MATERIAL**

Sr No	Shortage/ Defaults	Penalty	Remarks
1	Shortage in Housekeeping Staff (HKS)	Number of HKS x Daily wage rate x 2	
2	Shortage of Material	1.5 times the cost price	
3	Improperly Dressed Housekeeping Staff	Number of improperly Dressed HKS x Rs 200/-	
4	Using unbranded/Substandard material	Twice the quantity x rate	
5	Unserviceable Machinery	Rs 500/Day/Machine	

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APPROVED MATERIAL BRAND

Sr. No.	Description	Brand
1	Washing Powder	Surf, Ariel, Tide
2	Naphthelene ball	Wonderfresh, Airwick, Odonil
3	Air Freshener	Wonderfresh, Airwick, Odonil
4	Liquid toilet cleaner	Harpic, Mr. Muscle, Helix
5	Liquid cleaner (Colin)	Collin, Dr. Clean, Wonderfresh
6	Phenyl Black	Cross or equivalent
7	Room freshener 300 ml bottle	Wonderfresh, Airwick, Odonil
8	Urinal cubes	Wonderfresh, Airwick, Odonil
9	Liquid hand wash	Dettol, Lifebouy or equivalent

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SCHEDULE OF QUANTITY

S. No.	Description	Unit	Amount Rs.
(1)	<u>LABOUR PART</u>		
(a)	(i) Supplying and Engaging Un-Skilled labour for cleaning of all Buildings, Roads within the Campus and Compounds, Circles/Roundels, Guest Houses, Hostels, Offices, all the Toilets, Floors and Walls, Shifting of Materials, cleaning the Sanitary and Sever line where blocked, cleaning the Roof tops, Stair cases, railingsGardens, Tree trimming, Fence Repairing etc as per the direction of Officer-in-Charge (50 Nos per day) . (ii)Supplying and engaging Supervisor (Semi skilled) to supervise the labour, quality and quantity to ensure the work and the job assigned time to time etc (02 Nos per day) . <i>(Rate should be based on the current minimum wages as approved by the Ministry of Labour Commissioner Central, Area-C,(Other locality), EPF and ESI)</i>	Per Month	In Figures: Rs. In Words: Rupees
(2)	<u>SERVICE CHARGES</u> (inclusive of Machinery also, Garbage disposal Transportation Tractor etc)	Per Month	In Figures: Rs. In Words: Rupees
(3)	<u>MATERIAL PART</u>		
(b)	Supplying materials for above-mentioned tasks	Per Month	In Figures: Rs. In Words: Rupees
	Total	Per Month	In Figures: Rs. In Words: Rupees
	Total	Per Year	In Figures: Rs. In Words: Rupees

Note

- (a) L-1 shall be worked out based on Service Charge Percentage and Monthly Material cost. Agency standing L-1 in Service Charge has to accept lowest quoted material cost.
- (b) The rates quoted for Service Charge shall be inclusive of all taxes. Prevailing TDS rates must be kept in mind while quoting the Service Charge.
- (c) Service Charges quoted should be realistic and unrealistic bids will be liable to be cancelled.

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ESTIMATE AND RATE ANALYSIS**PART - A**

ITEM NO.	DESCRIPTION	RATE	UNIT	QTY. (Days)	AMOUNT
	Cost for 1 year				
	Labour				
1	Un-skilled labour (50 Nos)	359.00	per day	30.00	5,38,500.00
2	Semi-Skilled Supervisor (2 Nos)	420.00	per day	30.00	25,200.00
3	Total (May vary based on numbers of workers present)				5,63,700.00
4	EPF (On Item 3)	13.36%			75,310.00
5	ESI (On Item 3)	4.75%			26,776.00
6	Total (Item 3 + Item 4 + Item 5 + Item 6)				6,65,786.00
7	Cost for 1 Month (Item 7)				6,65,786.00
8	Cost for 1 Year (Item 8 x 12 Months)				79,89,432.00
9	Total of Part A				79,89,432.00

PART - B

CODE	DESCRIPTION	RATE	UNIT	QTY.	AMOUNT
	Cost for 1 year				
	Material (Monthly)				
1	Duster white (Wet) (550mm X 550mm) complete		Nos	40	
2	Mop (Pochhaa) (550mm x 550mm) complete		Nos	40	
3	Washing powder		Kg	12	
4	Napthalene ball (200gm Pack)		Kg	20	
5	Air freshener (50gm Pack)(Odonil)		Packets	60	
6	Liquid Toilet Cleaner (500ml)		Bottle	50	
7	Liquid Cleaner (500ml Colin)		Bottle	20	
8	Tissue Paper Roll / Toilet Paper (2 Ply 350 Pulls)		Roll	30	
9	Phenyl black (500ml)		Litre	40	
10	Room freshner 300 ml bottle (park avenue/ charlee / Yarley)		Nos	14	
11	Urinal cubes (50gm)		Nos	50	
12	Liquid Handwash (215ml)		Nos	30	
13	Dusting Cloth(Yellow/White)		Pkts	20	
14	Garbage Polybags (Bio-degradable)		Kgs	05	
15	Total (Item 1 + - - - - + Item 14)				
16	Cost for 1 Month (Item 15)				
17	Cost for 1 Year (Item 16 x 12 Months)				
18	Total of Part B				

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PART - C

CODE	DESCRIPTION	RATE	UNIT	QTY.	AMOUNT
	Cost for 1 year				
	Material (Quarterly)				
1	Broom Stick (Phool Jadhu)		Nos	30	
2	Coconut Broom/ Long Broom		Nos	45	
3	Floor Wiper		Nos	20	
4	Toilet Cleaning Brush		Nos	30	
5	Total (Item 1 + ----- + Item 5)				
6	Cost for 3 Month (Item 5)				
7	Cost for 1 Year (Item 5 x 4 quarter)				
8	Total of Part C				

TOTAL COST OF THE WORK					
A	Total of Part A				79,89,432.00
B	Total of Part B				
C	Total of Part C				
D	Total of Part A + Part B + Part C				
E	Contractor's Profit (Item D)				
F	Gross Total (Item D + Item E)				
	Say Rs.				

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HOUSE KEEPING SERVICES : DAILY WORK (OPERATION) CHART

Ser	Timings	Tasks with Locations	Number of Housekeepers	Remarks
1.	0700-0900 h	Cleaning of Offices, Classrooms, Bathrooms, Corridors Passes, Staircases, Railings and Common area with Phenyl.	15	
2.	0900-1100 h	Cleaning of Faculty rooms, Conference Hall, Labs and Watercoolers. Dusting of Furniture, Windows, Computer, Carpets and Glass panes.	12	
3.	1100-1230 h	Dusting of Almirahs, Doors & Windows. Sweeping & wiping of floor and Rooftop. Cleaning of ACs & Glass panes	08	
4.	1230-1330 h	Lunch Break		
5.	1330-1500 h	Cleaning of Open area, Grass cutting, clearing of Garbage/waste from dustbins. Shifting of store/Classrooms as and when required.	10	
6.	1500-1730 h	Cleaning of Bathrooms, Roof Top, Solar Plates and General area maintenance.	05	

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SAMPLECHECK LIST : HOUSE KEEPING SERVICES

Name of House Keeper _____ Dress Code _____ Dated : _____

1.	Admin Block		Time		Dustbin Cleaning	Corridor Cleaning	Washroom Cleaning	Waterpoint Cleaning	Name & Sign	Remarks
			1 st Cleaning	2 nd Cleaning						
	(a)	Room Nos								
	(b)	Water Point								
	(c)	Wash Rooms								
	(d)	Corridor								
	(e)	Surrounding Area								
	(f)	Roof Top								
	(g)	Front Area								
	(h)	Play fields								
	(j)	Parking Area								
	(k)	Roads								

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COMPLAINT REGISTER

Ser	Date	Description of Work/Complaint	Location of work	Name of Requestors	Date of work done	Signature	Remarks

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