



Bid Number/बोली क्रमांक (बिड संख्या): GEM/2023/B/396

Dated/दिनांक : 06-10-

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	20-10-2023 12:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	20-10-2023 12:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	60 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Education
Department Name/विभाग का नाम	Department Of Higher Education
Organisation Name/संगठन का नाम	Indian Institute Of Technology (iit)
Office Name/कार्यालय का नाम	Abv-iitm Gwalior, Madhya Pradesh
Item Category/मद केटेगरी	Custom Bid for Services - manpower
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	1000 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	50000000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	Bank of India
EMD Amount/ईएमडी राशि	1000000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	8.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	26

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

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

Beneficiary/लाभार्थी :

Director ABV IIITM, Gwalior
ABV-Indian Institute of Information Technology and Management Gwalior
(Director Abv-iiitm,gwalior)

Splitting/विभाजन

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

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
-------------------------------	-----

MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid support of having provided services during each of the Financial year.

5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If the bidder is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which will be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

GEM Availability Report (GAR):[1696332940.pdf](#)

Introduction about the project /services being proposed for procurement using custom bid functionality:[1696507259.pdf](#)

Scope of Work:[1696507268.pdf](#)

Service Level Agreement (SLA):[1696507286.pdf](#)

Payment Terms:[1696507305.pdf](#)

Custom Bid For Services - Manpower (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Value
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	manpov
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र.सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Sandeep Kumar Upadhyay	474015,ABV-IIITM Gwalior, Morena Link Road, NH #92, Gwalior, Madhya Pradesh Pin - 474010	1	N/A

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

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 perc at the time of issue of the contract. However, once the contract is issued, contract quantity or contract durati can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

Director ABV-IIITM, Gwalior

Account No.

945210110000969

IFSC Code

BKID0009462

Bank Name

Bank of India

Branch address

ABV-Indian Institute of Information Technology & Management, Gwalior Morena Link Road, Gwalior - 474015

. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

3. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Director ABV-IIITM, Gwalior

Account No.

945210110000969

IFSC Code

BKID0009462

Bank Name

Bank of India

Branch address

ABV-Indian Institute of Information Technology & Management, Gwalior Morena Link Road, Gwalior - 474015

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of within 15 days of award of contract.

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

TENDER DOCUMENT FOR

HOUSEKEEPING AND MANPOWER SERVICES AT ABV- IIITM GWALIOR MORENA LINK ROAD, GWALIOR - 474015 (Madhya Pradesh)

**Atal Bihari Vajpayee Indian Institute of Information Technology
Management Morena Link Road, Gwalior - 474 015, Madhya Pradesh**

TEL: 0751-2449816

FAX: 0751-2460313

Website: www.iiitm.ac.in

CONTENTS

**NAME OF WORK: HOUSEKEEPING AND MANPOWER SERVICES AT
-IIITM GWALIOR**

Section No.	Description	Page No.
1	Notice Inviting Tender	3
2	Scope of Work	4
3	Bidder Instruction for Submission of Online Tender	8
4	Schedule of Work	9
5	Procedure for Execution of Work	10
6	Manpower & Manpower Schedule	12
7	Material & Consumables	12
8	General Conditions of Contract	13
9	General Conditions	14
10	Contractor's Obligations	21
11	Institute's Obligations	26
12	Evaluation Criteria	26
13	Penalties/Liabilities	27
14	Arbitration	28
15	Annexures	28
16	Annexure A (Technical Details of Applicant)	29
17	Annexure B (Labor Requirement)	31
18	Annexure C (Materials Requirement)	32
19	Annexure D (Rate of Recovery towards short supply of Manpower & Material)	33
20	Annexure E (Approved Material Brands)	34
21	Annexure F (Estimate & Rate Analysis)	35
22	Annexure G (List of Machineries)	36
23	Annexure H (Daily Work (Operation) Chart)	37
24	Annexure I (Sample Check List) of Housekeepers and Supervisor	38
25	Annexure J (Complaint Register)	39
26	Annexure K (Financial Bid (Format))	40

27	Annexure L (Format For Performance Guarantee Bond)	42
----	--	----

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

**TENDER FOR HOUSEKEEPING AND MANPOWER SERVICES AT
ABV-IIITM GWALIOR**

-

Section1. Notice Inviting Tender

Atal Bihari Vajpayee Indian Institute of Information Technology and management (ABV-IIITM) Gwalior invites online Bids through GeM Portal for supply of “HOUSEKEEPING AND MANPOWER SERVICES” at ABV-IIITM Gwalior. All offers should be made in English and should be written in both figures and words. Tender forms can be seen on the GeM Portal (Gem Tender Name) & Institute website www.iiitm.ac.in. The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise. ABV-IIITM Gwalior reserves the right to select the item (in single or multiple units) or to reject any quotation wholly or partly without assigning any reason. Incomplete tenders, amendments and additions to tender after opening or late tenders are liable to be ignored and rejected.

The work relating to Housekeeping and Manpower activities of ABV-IIITM Gwalior is proposed to be organized through reputed agencies using mechanized equipment's, tools, gets and trained manpower. The work is required to be carried out on a monthly periodic basis as per Central Government Daily Wages.

1.1 Estimated Cost of Tender: The estimated cost as indicated in the Annexures is based on the following components:

- a)** Wages for Unskilled labor
- b)** Wages for Graduates Non-technical (Semiskilled) Supervisor (Rate for Labor & Supervisor based on the current minimum wages as approved by the Ministry of Labor and Employment received through Labor Commissioner (Central), Area-B, Other localities)
- c)** Cost of Machinery.
- d)** Cost of Tool & Tackles.
- e)** EPF and ESI
- f)** GST- wherever applicable.

- g) Materials cost based on current market rates.
- h) Service Charges of the Vendor

1.2 Financial Pre-requisites: The following are required to be enclosed as Demand Draft along with Tender documents: -

- a) Earnest Money Deposit (EMD): As mentioned in the bid document.
- b) Performance Security Deposit (PSD): As mentioned in the bid document.

1.3 Eligibility Criteria: The tendering Service Provider Company/Firm/Agency should fulfill the following technical specifications: -

- a) The Registered Office or one of the Branch Offices (Registered) of the Service Provider Company /Firm / Agency should be located within the local limit of Gwalior.
- b) The Service Provider Company/Firm/Agency should be registered with the appropriate registration authority with regard to providing manpower to the Government offices. Service Provider Company/Firm/Agency should have at least five years' experience in providing housekeeping and manpower services to public sector Company/Banks and Government Departments/institute etc.
- c) Service Provider Company/Firm/Agency should have its own Bank Account.
- d) Service Provider Company/Firm/Agency should exist on the records of Income Tax and Service Tax Departments/GST and other government authority.
- e) Service Provider Company/Firm/Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Schemes.
- f) The Service Provider Company/Firm/Agency should have completed at least one single contract of value not less than Rs. 5.0 Crore per annum (as per the manpower requirement of ABV-IIITTM Gwalior) related to providing similar services on a single contract.
- g) The Service Provider Company/Firm/Agency must have gross turnover of Rs. 5.0 Crore per annum during the last three financial years.
- h) The Service Provider Company/Firm/Agency has to submit the Audit Report 44AB of the Income Tax Act, 1961 along with Balance Sheet and Profit & Loss account for the preceding three Assessment Years with UDIN Numbers.
- i) The Service Provider Company/Firm/Agency shall submit affidavit stating that the agency is / has not been blacklisted by Central Government/State - Government/any PSU/Educational Institution.
- j) Attested copy of satisfaction certificate from the present office(s) in which the Service Provider Company/Firm/Agency is providing similar services must be enclosed separately.

- k) Preferably the Agency has ISO 9001:2015, 18001:2007, 14001:2015, 8000:2004 and information security management system 27001:2013.
- l) The agency shall attach last year's EPF /ESI Challans of Manpower for further verification.
- m) further verification.
- n) **Noncompliance with any of the above conditions by the Service Provider Company /Firm/ Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be ignored primarily.**

1.4 Institute Related Information

Bidder should inspect the site before filling in and submitting the tender to get acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.

Section 2: Scope of Work

The details of the scope of **Manpower Support** to be provided is as mentioned below:

- 2.1 The ABV-Indian Institute of Information Technology and Management Gwalior is an autonomous institute under the Ministry of Education, Government of India require services from an established agency having expertise and experience in Housekeeping and Manpower Services. The Scope of Work encompasses the services at its TWO Pockets (Pocket A & B) of the said Campus. This tender document provides for requirement of providing Manpower Support Service at ABV-IIITM Gwalior to the entire satisfaction of the Institute authorities. The scope of work is enumerated in succeeding paragraphs.
- 2.2 It is to be explicitly understood that the manpower deployed shall remain as manpower of the contractor and ABV-IIITM Gwalior shall have no liability whatsoever towards the manpower so engaged. However, it should be noted that ABV-IIITM Gwalior will fix the remuneration payable to the manpower commensurate to their qualification and experience.
- 2.3 The scope of work generally consists of providing **Skilled, Semiskilled, Unskilled and Highly Skilled (Specialized) and consolidated remuneration manpower** on a monthly basis in accordance with the contract and other concerning law. The requirement is approximately 175 numbers. However, in case of additional requirement, the contractor shall supply additional manpower at the quoted rates on prior notice.
- 2.4 **Highly Skilled (Specialized) Manpower:** Persons possessing master's degree, Equivalent degree in Science, Engineering or Engineering, PhD in relevant fields along with suitable experience identified as Specialized skill: ABV-IIITM Gwalior from time to time. The requirement of specialized skilled manpower will be intimated to the contractor as and when required. The scope of work will include the following:
 - a) Academic and administrative work-related activities
 - b) Engineering / infrastructure work related activities
 - c) Engineering administration / management related activities
 - d) Finalization of accounts and statutory compliance
 - e) Lab and equipment maintenance
 - f) Scientific data processing and analysis
 - g) Preparation of detailed project report

- h) Assistance in Clinical / Health Services
- i) Development of Software and application in the activities of the Institute
- j) Arrangements for High Level meetings / Seminars including preparatory work
- k) Student development related activities.
- l) Outreach, extension, public relation activities, etc.
- m) Any other work as defined/assigned from time to time.

2.5 Skilled Manpower: Persons possessing Graduate Degree, Equivalent Diploma of three years in relevant fields along with suitable experience identified as skilled by ABV-IIITM Gwalior from time to time. The requirement of skilled manpower will be intimated to the contractor as and when required. The scope of work will include the following:

- a) Support and supervision in the areas of academics, educational establishment services, secretariat services, infrastructure maintenance and support, health services, scientific and engineering services, Front Office Maintenance computer, and Information Technology / ICT / ITES operations.
- b) Support and supervision in the areas of financial accounting, vendor management, Government purchases including imports, store handling, general administration support etc.
- c) Support and supervision in the areas of liaison, public relations, front office management etc.

2.6 Semi-Skilled Manpower: Persons who have passed 12 standard or equivalent, ITI or Equivalent Diploma of two years in relevant fields along with suitable experience identified as semi-skilled by ABV- IIITM Gwalior from time to time. The requirement of semi-skilled manpower will be intimated to the contractor as and when required. The scope of work will include the following: -

- a) **Civil Works:** All required work of masonry (i.e., tiling, repairs, maintenance of buildings, other brick or stone structures, sewage, carpentry, and related civil works.
- b) **Electrical Works**
 - i. Fixing of fans, lights and attending minor repairs of electrical appliances.
 - ii. Making provision for electrical lines / Supply points wherever required.
 - iii. Routine maintenance of generator set.
 - iv. Attending to minor repairs of all electrical gadgets and appliances.

ces in ABV-IIITM Gwalior

c) **Plumbing Works.**

- i. Rectifying the defects of flush tanks and arresting leakage pipelines, wash basins etc.
- ii. Removal of blockage from PVC/Stoneware pipes (open and cealed) PVC lines and washbasins, urinals, sewerage lines, nahan p, Inspection chamber and SW pipes.
- iii. Maintenance of water pumps, RO plants and sewage pump

d) **Guest House Maintenance:** General upkeep and maintenance of guest houses of the Institute as assigned by the Institute authorities from time to time.

e) **Office Maintenance**

- i. Front Office Reception/Maintenance, EPABX maintenance
- ii. Data entry including Hindi, tally accounting and administrative assistance
- iii. Vendor management, import/export management, stores and purchase activities.
- iv. Secretarial Assistance
- v. Outreach, extension, public relation activities, etc.
- vi. Rendering assistance to various sections
- vii. File/Paper movement internally and externally
- viii. Scanning and photocopying IX. Maintenance of records, filing and clerical work.
- ix. Handing over documents at banks, post office, Income tax department and various other departments.
- x. Making arrangements for meetings, attending to hospitalities in the office.
- xi. Any other work as assigned from time to time by Institute authorities.

***For Consolidated Category:** The Institute reserved the right to classify the manpower in any of the above

2.7 **Unskilled Manpower:** Persons who have passed 10 standard or equivalent

ong with suitable experience identified as unskilled by ABV-IIITM Gwalior from time to time. Persons in this category will be assisting other categories of Manpower and rendering assistance to various functions of ABV-IIITM Gwalior. The scope of work shall be identified and modified by ABV-IIITM Gwalior from time to time.

2.8 **Periodic monitoring of contract:** This document makes provision for periodic monitoring of contract deliverables wherein the contractor / a suitable representative (Authorized by the contractor with power of attorney) shall meet ABV-IIITM Gwalior authorities on a monthly basis to manage the contract. Deviation from this shall attract penalty as per **Appendix 'A'**.

2.9 The manpower shall generally be deployed on all working days (Monday to Saturday) from 0830 hrs to 1730 hrs with variations in shifts as per requirements. One weekly off will be admissible in addition to the national holidays declared by ABV-IIITM Gwalior. The contractor shall provide necessary manpower on closed/public holidays whenever required. In case of unscheduled absenteeism, ABV-IIITM Gwalior shall levy penalty as per **Appendix 'A'**.

2.10 The manpower supplied by the contractor shall be interviewed by the ABV-IIITM Gwalior authorities for suitability/fitness of deployment and authentication. Personal data of the individual is required to be submitted to ABV-IIITM Gwalior along with passport size colour photograph and certificates in support of age, educational qualification and experience at the time of award of work.

2.11 The manpower support so approved by ABV-IIITM Gwalior authorities should not be withdrawn for any reason whatsoever without prior written consent of the authorities. A suitable substitute must be provided with the approval of ABV-IIITM Gwalior authorities.

2.12 If the contractor fails to provide the manpower for a particular period, penalty will be levied as per relevant clause under this document. However, such recoveries shall not liquidate or dissolve other liabilities of the contractor under the agreed terms and conditions of contract. All consequent responsibilities for lapses shall be undertaken only by the contractor.

2.13 The character and antecedents of all the manpower is to be verified from the police by the contractor. Police Verification of the manpower is to be submitted at the time of award of work as per relevant clause in his tender document.

2.14 The contractor shall make all necessary arrangements for the deployed manpower for any medical issues in emergency while at work. In case such arrangements are made by ABV-IIITM Gwalior, the expenditure will be covered from the Contractor.

2.15 The monthly wages payable to the manpower shall be fixed by ABV-IIITM Gwalior Authorities as per

ope of work. There is no scope for any alteration/modification of such wages by the contractor.

2.16 In case of an additional requirement not originally covered in the scope of work, the contractor provide such manpower as and when need arises as per the terms of this tender document.

2.17 The contractor shall have one point of interaction with ABV_IITM Gwalior authorities (i.e. Faculty Large Manpower and Outsourcing). The contractor shall not have any direct dealing with any other official of ABV-IITM Gwalior. Violation of above will be viewed seriously.

2.18 Prior approval is to be obtained from the ABV-IITM Gwalior authorities before sending the personnel on leave.

2.19 In case of objection from ABV-IITM Gwalior, the contractor shall remove any manpower deployed by him who may, in the opinion of the ABV-IITM Gwalior authority of such removal. Any claim by such workmen shall be fully discharged by the contractor. For security reasons, the removal / replacement of personnel should be done within an hour of decision by ABV- IITM Gwalior.

2.20 The successful bidder will be required to enter into an agreement with ABV_IITM Gwalior as per the prescribed format and execute a notarized indemnity bond on non-judicial stamp paper of appropriate value at his own cost to indemnify ABV-IITM Gwalior against possible or unforeseen eventualities arising out of or flowing from the contract awarded. Terms and conditions in this Tender Document will form the Contract agreement.

2.21 The bidders have to make a declaration in writing that they are not related to any employee of ABV-IITM Gwalior, if any relative of the contractor is an employee of ABV- IITM Gwalior, the name, designation and relationship of such employee shall be intimated while submitting the tender.

2.22 Contractor shall not assign or sublet the work in whole or in part to anybody else.

2.23 The manpower deployed by the contractor at ABV-IITM Gwalior will be employees of the contractor and any disputes between contractor and his employees will have no bearing whatsoever on ABV-IITM Gwalior.

2.24 The contractor shall be equally and squarely responsible for discharging of all the legal obligations under various labor legislation / statutory laws/acts/rules and regulations as may be in force from time to time in respect of as the manpower engaged by the contractor is concerned.

2.25 In case of theft or damage to the property and assets (movable and immovable) ABV-IIITM Gwalior the manpower deployed, it shall be the sole responsibility of the contractor to make good the loss caused by such theft or damage. If there is any loss to the ABV-IIITM Gwalior on account of dishonesty, connivance and/or due to any cause attributable to such services, the contractor shall make good the loss to the ABV-IIITM Gwalior on demand.

2.26 ABV-IIITM Gwalior shall be free to cancel the tendering process at any stage without any liability whatsoever and reserves the right of accepting and / or rejecting the whole or any part of the bids without assigning any reason whatsoever.

Section 3: Bidder Instruction for Submission of Tender

3.1 Bidder Instruction for Submission of Online Tender

- a)** Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b)** Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c)** The tenders will be received online through GeM portal.
- d)** The Institute will not be responsible for any type of technical issue regarding uploading of Tender on the GeM portal.

3.2 Bidder Instruction for Submission of Tender: Following are the instructions for the Bidders:

- a) **Duration of Contract.** The duration of contract shall be initially for two years. However, based upon the performance of the firm, the contract can be further extended for another one year on existing 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 commenced, shall invite heavy penalty and may lead to termination of Contract, forfeiture of Performance Security and debar from further participation.
- b) Successful bidder will submit a Performance Security Deposit (PSD) as specified above to ABV-IIITM Gwalior against loss/damage of any Institute property and Labor License, at the time of award of work. The validity of Performance Security/Fixed Deposit Receipt (FDR) shall be at least 60 days beyond the date of Contract Completion.
- c) Successful bidder will submit a Earnest Money Deposit (EMD) as specified above to ABV-IIITM Gwalior

Section 04: Schedule of work

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 as per succeeding paras is required to be adopted:

4.1 Daily Tasks

- a) Cleaning of general/common toilets and attached toilets at least **thrice daily** with phenol and branded floor cleaning material 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, Western Commodes all to be cleaned with branded detergent. Checking of flush system of toilets every day. Naphthalene balls, air freshener, liquid soap/hand wash 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.
- 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 dust and or with suitable cleaning agent. Moping of floors with Phenol will be done by Mechanical means.
- d) Cleaning of carpets (guest houses/ Director's office etc.) by soft brush followed by vacuum cleaner.
- e) To clean glass panes on doors, windows & partitions with branded soiling cleaning agent.
- f) Cleaning, sweeping and wiping of floors, furniture and hand washing etc.
- g) Collection of garbage/waste from dust bins and disposal at the designated location on campus and subsequently to Garbage disposal area designated by Gwalior Municipal Corporation under the arrangements and expenditure of Tenderer.
- h) Sweeping of Road, Pathways, Garden, and other such areas.
- i) All floors in common areas, including staircases shall be cleaned thoroughly with portable floor scrubbing machine with soap water to remove stains etc.
- j) On completion of daily task, housekeeping staff and the Supervisor will obtain signature of users on Checklist. The format of check list for various tasks is attached as **Annexure 'I'**.

4.2 Weekly Tasks: 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 moppper/scrubbing machine be used at least once in a week.

- a) Cleaning of all drains in basement, outside premises, etc.

- b) Cleaning of all Roof on the ceiling.
- c) Cleaning all the Solar plates.
- d) Garbage disposal to designated point inside campus and then to Gark disposal area designated by Gwalior Municipal Corporation. Garbage T eys be arranged by the Tenderer only under his own expenditure.
- e) General area maintenance.

4.3 Monthly Tasks:

- a) Cleaning/washing/dusting door foot mats.
- b) Cleaning of fans and ACs by Mechanical means.
- c) Cleaning of water cooler(s)

4.4 Quarterly/Half Yearly Tasks.

- a) Cleaning of sewerage lines to be done quarterly or earlier wherever n ssary.
- b) Cleaning of water tanks and disinfecting.
- c) Dry cleaning of sofa sets twice a year.
- d) Cleaning of venetian/vertical/any other blinds, curtains, etc. quarterly
- e) Cleaning roof top/terrace/Rain water spouts quarterly.

Section 05: Procedure for Work Execution

5.1 Procedure for work execution will be as under: All the stains on walls as we floor of toilets, corridors, rooms including glass panes, staircases, railings, lift lobl passage/walkway etc. shall be removed by scrubbing with brush and by suitable id/chemical wherever required by Officer-In-Charge.

- a) Floor must be cleaned with soap water solution of proper strength an bbed by Mechanical scrubbers. Wherever it is not possible to rub with hanical scrubbers/hand brush shall be used to clean the floor. The floo all be properly washed with plain water and dried with mop. WET FLOC AUTION STANDS to be used to avoid any accident.
- b) Carpet shall be cleaned with proper vacuum cleaner/soft brush to the sfaction of In-Charge without damaging the texture/surface body of the rpet.
- c) All the rooms having no carpet shall also be cleaned thoroughly with : water.
- d) All projections/balconies shall be cleaned thoroughly. Also, the openin choked drains, wherever required, shall be taken up.
- e) All windows, their glasses, doors and their glasses and their knobs sh e cleaned and kept free from stains and spots, venetian blinds/ other t of blinds are to be cleaned with feather brushes/vacuum cleaner.
- f) The garbage will be segregated, and dustbins are to be emptied daily aned, and washed every day. Buckets and Mugs to be cleaned with so nd water every week. Chinaware/sanitary ware/wash basin/sinks/flush ks to be cleaned twice daily with liquid cleaner used every 3rd (third) c without fail.

- g) Door to door collection of garbage/waste from all locations should be analyzed on daily basis, segregated, and disposed off at the designated location(s) under the arrangements of Vendor at his own cost.
- h) Dry cleaning/dusting of sofa sets, and other furniture items will be carried out by your staff periodically every fortnight. However, all carpets should be vacuum cleaned every week. Telephone, computers, FAX to be cleaned every fortnight (on Saturdays). Furnitures should be cleaned properly.
- i) Proper dusting of all the office premises, corridors and table fixtures like to be done daily and perfectly. Fan, tube lights and fixtures, false ceiling roof and walls to be dusted with broom or vacuum cleaned, including doors, panels, fixtures etc. cleaned every fortnightly.
- j) Cleaning of overhead water storage tanks must be done quarterly.
- k) Schedule of work for daily, weekly, monthly, quarterly/half yearly are to be adhered to by the contractor as per the given schedule under schedule of work. The same must reflect in the work order.

5.2 Solid Waste Management: Solid waste disposal is the responsibility of Vendor providing Housekeeping Services. This will involve daily segregation and timely disposal of the under mentioned category of Solid Waste at pre-designated place inside the Campus followed by weekly disposal to Garbage disposal area designated by Gwalior Municipal Corporation:

- a) Biodegradable Kitchen waste.
- b) Plastics, Glass, Tins and Rubber.
- c) Paper and Cloth.

5.3 Procedure for Solid Waste Management

- a) All solid waste should be taken from a common earmarked location building from dustbins with separate dustbin codes as per rules.
- b) Solid waste so collected should be segregated properly both at site dumping yard.
- c) Bio-degradable solid waste should be taken in the earmarked location campus for further composting and vermicomposting.
- d) Bio-degradable solid waste (not used for composting and vermin composting) should be taken away by the Vendor to Garbage disposal area designated by Gwalior Municipal Corporation. The contractor will be responsible for the same including the cost, if any.
- e) Non-Bio-degradable solid waste will 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 with due approval from concerned Institute authorities.
- f) Latest Technologies to be employed for abovementioned purpose, shall be briefed to the ABV-IIITM Gwalior Committee by the bidders during the re-bid meeting. Cost of Garbage segregation and transportation shall be borne by the Vendor and same be included in his Service Charges.

Section 06: Manpower and Manpower Schedule

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

- a) The agency must 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 unskilled manpower from 06:00 hrs to 20:00 hrs.
- c) Graduates Non-technical Semi-skilled/Skilled/High Skilled Supervisor (06:00 hrs to 20:00 hrs).
- d) Other manpower office staff/Technical staff (e.g., Technical staff –Mechanical Officer, Jr. Engineer (Civil/Electrical), Electrician, Office Assistant, Data Entry operators & Attendants etc. should be provided by the agency as per stipulated requirements (Annexure ‘B’).
- e) Please refer Annexure ‘B’ attached for detailed description of manpower services requirement.

Section 07: Material and Consumables

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 ISI mark (Branded) 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 a monthly basis on 1st of every month. The stores are to be replenished timely. The stock level should never fall below to minimum acceptable limit which is 30%.
- b) ABV-IIITM Gwalior on the basis of experience has also assessed a certain minimum quantity of consumables required. The quantity of supplied items in no way shall be less than the minimum quantity specified. Items consumed in excess and above the minimum specified quantity shall also be supplied by the contractor and shall be reimbursed by the Institute. Equipment such as Vacuum cleaners, Heavy duty scrubbers etc. shall also be arranged by the firm as per requirement and list at Annexure ‘G’.
- c) Please refer Annexure ‘C’ (list of Material) & Annexure ‘D’ (Rate of Recovery towards Short Supply of Man Power and Material) and Penalty Clause).

Section 08: General conditions of the contract

8.1 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

I remain under the control and supervision of the contractor. In no case shall the relationship of employer and employee between the said persons and the Institute shall accrue/arise implicitly or explicitly.

8.2 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.

8.3 Director of the Institute or any person authorized by the Director shall be authorized to carry out surprise checks on the persons as deployed by the Contractor. This would be required in order to ensure that persons deployed by him are discharging their duties in accordance with the Institute requirement.

8.4 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 request of the Institute. Further, the Contractor shall immediately replace the defaulters so deployed on the demand of the Director/Nominee of the Institute due to the aforesaid act on the part of the said person.

8.5 This being an automated Housekeeping Service, use of machines as mentioned in Annexure G shall be extensively made use of:

8.6 Confidentiality: The Contractor and their personnel shall not, either during the term or after expiration of this work order, disclose any proprietary or confidential information relating to the services, agreement or the Institutes business operations without the prior written consent.

8.7 Force Majeure: During the pendency of the service agreement if the performance in total or part thereof by either party is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, floods, explosion, epidemics, non-availability of raw material, and other circumstances, or any other causes including breakdown of equipment beyond their reasonable control neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of the contract provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the contract as soon as possible after the restoration of normalcy.

8.8 Termination for Default: The Institute may, without prejudice to any other

remedy for breach of agreement, may terminate the work order in whole or in part by written notice of default sent to the Contractor and the performance bank guarantee (PBG) shall stand forfeited if:

- a) The Contractor fails to deliver any or all of the obligations within the time period(s) specified in the work order / Agreement, or any extension thereof granted by the Institute.
- b) The Contractor fails to perform any other obligation(s) under the work order/agreement and fails to rectify it within the notice period for the rectification of the same.

8.9 Termination for Insolvency: The Institute may at any time terminate the work order by giving written notice to the Contractor without compensation, if the Contractor becomes bankrupt/insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued thereafter to the Institute.

8.10 Suspension: The Institute may suspend payment of bills under the work order, if the contractor fails to perform any of their obligations under the work order/agreement.

Section 09: Special terms and conditions

9.1 The bidders are advised to study the various clauses contained in the Specifications and Conditions carefully before submitting their bids. Bidders willing to participate in the tender may also visit ABV-IIITM Gwalior and acquaint themselves with the nature and quantum of work involved before submitting the bids.

9.2 TDS as per the Govt rules shall be deducted from the amount payable to the Service Provider. The TDS certificate will be issued by ABV-IIITM Gwalior. Payment of income tax on profits of the bidder is the sole responsibility of the Service Provider.

9.3 **Contract Implementation:**

- a) Sub-contracting of the work will not be allowed otherwise penalty will be imposed as per **Appendix "A"**.
- b) Persons under the age of 18 years shall not be engaged for the work. The contractor will submit medical certificate/any other certificate as age proof of workmen deployed by him. The Contractor will also submit medical certificate to the effect that the workmen deployed by him are fit for work and are suffering from any contagious disease.
- c) Contractor will submit the police verification certificate of the all the staff deployed.
- d) The Contractor will be accountable for any accident, injury, and loss of life of the workers deployed by him and shall be responsible for payment of compensation as per law. If need arises, the institute will recover such amount from the Contractor to effect payment to the affected person(s).
- e) **The Institute reserves the right to terminate the contract at any time without assigning any reason.** However, wherever feasible the institute may consider notification of the annulment in advance to the Service Provider.
- f) The successful agency / Contractor / company will have to deposit a refundable interest free **security deposit** in the form of FD/ DD / Performance Bank Guarantee (PBG) of Rs. (**approx. 08% (Eight Percent) of the contracted value of service**) in favour of **Director, ABV-IIIT Gwalior** at the time of award of work from a scheduled / nationalized bank available at Gwalior. This PBG shall cover the entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. Deductions may also be made from the Service Provider's Security Deposit during the execution of the contract that may become due as **penalties for violation of rules, terms and conditions**, damages, liabilities or for other causes. The format of PBG is given at an **Appendix "B"** to this document.

9.4 Safety & Insurance.

- a) The Bidder shall follow safety procedures in all respects.
- b) The Bidder will adhere to safe working practices and will take all safety measures necessary for safety of his workmen. He will remain responsible for the safety of his engaged persons. The Bidder should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required.
- c) The Bidder shall be liable to bear all expenses/damages/compensation in the event of any injury or loss of life of the personnel engaged by him while on duty.

9.5 Security:

- a) The Bidder shall be bound by all security procedures followed at ABV-II

Gwalior and abide by security instructions for all purposes. Workmen employed by him will be liable for check and search by the security on duty while mustering in and out and also at the other random places and timings. Any breach/violation of security regulations in the work premises by any of the Bidder's employee shall be Bidder's responsibility.

- b) The Bidder will be responsible for good conduct of his workmen. If any workman is found indulging in undesirable activities, he will have to be withdrawn immediately as asked by the institute and replaced with an appropriate person.
- c) Institute reserves right to disallow any or all of the Service Provider's manpower being deployed inside the institute campus without assigning any reason.
- d) In the event of any damage to the property of the institute or the life of employees and/or their dependents the Bidder shall be liable for payment of compensation and/or prosecution in accordance with applicable law and provisions. Compensation for damage to the property of the institute will be assessed by authorized representative(s) of the institute and shall be recoverable from the Bidder at market value.

9.6 Statutory Obligations

- a) The Bidder shall abide by and comply with the provisions of all the Acts, Rules and notifications issued by Central / State Govt. as applicable from time to time in respect of the contracted work and all staff employed by him at his own cost and risk, including the following:
 - (i) Contract Labor (Regulation and Abolition) Act 1970
 - (ii) Contract Labor (Regulation & Abolition) Central Rules 1971
 - (iii) Payment of Wages Act 1936, Payment of Wages (Amendment) Act 2005
 - (iv) Minimum Wages Act 1948
 - (v) Minimum Wages (Central) rules 1950
 - (vi) Employees' Compensation Act 1923
 - (vii) The E.P.F. and Miscellaneous Provisions Act 1952
 - (viii) Employees State Insurance Act 1948
 - (ix) The Child Labor (Prohibition and Regulation) Act 1986
 - (x) Any other labor law applicable or introduced during the contractual period.
 - (xi) GST, If any

b) Liability arising due to failure to adhere to statutory or other legal provisions attributable to the Bidder shall be borne by the Bidder himself.

i. The Bidder shall maintain up to date records required for compliance with the provisions of all the Acts and Rules made by Central/State Government as applicable from time to time in respect of the contracted work.

ii. If a bidder is found violating any statutory provisions concerning contracts or laws or has given incorrect / false / misleading information, affidavits or documents at any stage of tender or contract, necessary action as per the tender document shall be initiated, that may include debarring / Blacklisting of the bidder.

9.7 General

- a) The staff employed by the bidder will have no right whatsoever to claim permanent / temporary employment in this organization. There will be periodical surprise checking of the services provided by the Bidder for the subject job by the representative of the institute. In case of default, the contract will be liable for short closure of supply order forfeiting the security deposit.
- b) If any employee of the Bidder is found to have committed misconduct or misbehavior, the institute at its sole discretion, may direct the Bidder to remove such employee and the Bidder shall remove such employee(s) without questioning the decision of the Institute.
- c) The personnel deployed by the Bidder will not become member of any trade union of the Institute. If the personnel employed by the Bidder indulge in union activities which affect the service obligation of the Bidder or safety and security of the Institute, the contract will be liable for termination. In the event of violation they will be debarred from entering the Institute premises and contract can also be considered for termination.
- d) Further, the personnel deployed by the Bidder shall not engage themselves in any undesirable activities within the institute premises. They shall not indulge in any business dealings with any agency directly or indirectly associated with the Institute or in trade union activities. In the event of violation, they will be debarred from entering the Institute and contract can also be considered for termination and forfeiture of the security deposit.
- e) The personnel deployed by the Bidder shall be available at the place of work assigned for them. They must not visit undesignated places without valid authorization by Institute.

- f) No housing/accommodation will be provided by the institute to the personnel employed by the Contractor unless otherwise specifically provided in the contract.

9.8 Indemnity and agreement clause: The successful bidder will be required to enter into an agreement with ABV-IIITM Gwalior as per the prescribed form and execute a notarized indemnity bond on non-judicial stamp paper of appropriate value at his own cost to indemnify ABV-IIITM Gwalior against possible or unforeseen eventualities arising out of or flowing from the contract awarded. Terms and conditions in this Tender Document will form the Contract agreement.

9.9 Provision of periodic inspection: This document makes provision for joint monitoring of contract deliverables wherein the bidder / a suitable representative (Authorized by the bidder with power of attorney) shall meet ABV-IIITM Gwalior authorities monthly to manage the contract. Deviation from this will attract penalty as per **Appendix 'A'**.

9.10 Minimum Wages Bifurcation

Category	Minimum Wages	PF	ESI
Unskilled	As per Govt Rates		
Semi-Skilled			
Skilled			
Highly Skilled			

- a) The minimum wages are given based on the prevailing rates and the same may increase in case of an increase in Variable Daily Allowances as notified by Chief Labor Commissioner (Central) from time to time.
- b) **Service Charges quoted by the bidder shall be payable on minimum wages only and Service charges are to be quoted on percentage of minimum wages, failing which the bid shall be treated as non-responsive.**
- c) The contributions are payable on maximum wage ceiling of Rs. 15000/
- d) The bidders are hereby clarified that any changes in wage rates, EPF, ESI and statutory taxes etc. as notified by the Govt. from time to time shall be permissible to the Institute. GST is payable as per Govt. Norms. Further, all other incidental expenses such as increase in the prices of material, stationery, printing & administrative charges, training, recruitment costs etc. are to be borne by the service provider and quoted service charges shall include inter-

a all the aforementioned charges.

- e) The successful bidder shall have to comply with minimum wages as stipulated by Central Govt. notification in force and other statutory dues as per rules/notifications etc. with regard to payment of wages to the person employed at duty places for the above work. As and when the rates to minimum wages is increased/decreased by Central Govt., the successful bidder shall inform Institute regarding revision of rates and accordingly raise the bill for the applicable month, to the tune of increase and decrease minimum wages and related statutory dues. A penalty of 10% of total bill will be applicable in case not able to implement the increased VDA order on time till the implementation of increased VDA on pro rata basis.

9.11 Provision of payment of Wages to the staff

- a) The format of wage sheet shall be provided to the service provider at the time of issuing work order which should be sent to ABV-IIITM Gwalior for verification on 1st day of every month. After due verification bidder shall release the payment to the staff.
- b) The bidder will pay the monthly wages to the staff on or before 7th day of the succeeding month irrespective of release of payment to him from ABV-IIITM Gwalior. Absentee payment will be made within 2 days of the scheduled payment day.
- c) The bidder will issue wage slips every month to his staff. The time of payment of wages and the scanned copy of wage slips must be sent to rrar@iiitm.ac.in
- d) ESI & EPF remittance must be made within 15th day of every month with intimation to ABV-IIITM Gwalior without fail. Proof of payment is to be submitted to ABV-IIITM Gwalior in this regard.
- e) The payment of wages shall be made in the respective individual Bank account of the staff. Bank statements duly verified by banker has to be provided while submission of the Bill along with ESIC & EPF vouchers to ABV-IIITM Gwalior. ABV-IIITM Gwalior will verify the payment made by the contractor and received by the workmen before settlement of the monthly wages.
- f) **ESIC / EPF account detail and ESIC card must be issued to all individual staff employed within 30 days of award of contract with a contractor.**

o ABV-IIITM Gwalior along with his bill.

- g) Wages to staff shall be paid without any deductions except those specified by special order or permissible under the Payment of Wages Act.
- h) In case of underpayment and / or non-payment of monthly wages to the employee, ABV-IIITM Gwalior will make the payment / shortcoming in accordance with serial 21(4), Chapter V of the contract labor (Regulation and Abolition Act 1970 which provides that "In case the Contractor fails to make payment of wages within the prescribed period or makes short payment, then the principal employer shall be liable to make payment of wages in full or the unpaid amount due, as the case may be, to the contract labor employed by the Contractor and recover the amount so paid from the Contractor either by deduction from any amount payable to the Contractor under any contract or as a deduction from any amount payable by the Contractor". In such cases penalty will be levied as per **penalty clause under respective section**.
- i) EPF: The *Contractor* shall deposit both employee and employer's contribution of EPF, in the **respective individual** accounts of the staff within 15th of every month without fail.
- j) ESIC: The *Contractor* shall deposit both employee and employer's contribution of ESIC, in the **respective individual** accounts of the staff within 15th of every month without fail.
- k) Any increase/revision in the minimum wages or in the rates of social security provisions during currency of the contract shall be payable to the workmen. The *Contractor* will make payment to his employees at the revised rates without waiting for a formal confirmation from the institute. The difference in payment shall be paid/recovered by/from the institute. The *Contractor* shall submit the necessary supporting documents to claim the variation.
- l) The bidder will maintain all registers as required under the relevant acts, rules and shall get inspected by the authorized representative of the institute every month before payment.
- m) **No separate account of manpower shall be opened by the contractor. The contractor shall pay their wages in their respective existing accounts.**

9.12 Provision of Payment to the service providers.

- i. No advance payment will be made to the *Contractor*.
- ii. Payment for the work completed will be done on monthly basis and on submission of bill/s to the ABV-IIITM Gwalior / Contract services section as per the bill format which will be provided at the time of work order. The bill must contain the GST details and bank details of the *Contractor*.
- iii. The attendance of the manpower must be jointly verified by the authorized representative of the *Contractor* and the Institute officials.
- iv. Payment will be made after deducting the cost of damages and penalties if any and any taxes and dues as applicable.
- v. The duly completed bills will be settled at the earliest. If there are any observations/discrepancies in the bill, then the bill will be returned for corrections & thereafter payment will be released on re-submission with due corrections.
- vi. In case the bill for the month is submitted after 15th day of the month, ESIC & EPF vouchers must be submitted along with bill.
- vii. Payment to the *Contractor* is liable to be held back if he fails to make payment due to the workmen engaged by him within statutory time period. Payment will be held back, if the *Contractor* fails to fulfil any of the contractual obligations.

9.13 Documents required for the verification of the bill prior to settlement.

- a) Bill as per the format given by the authority at the time of issuing work order.
- b) wage calculation sheet / cost breakup format as per the format given by the authority at the time of issuing work order.
- c) EPF voucher along-with challan and TRRN payment details document.

- d) ESIC voucher along-with challan and double challan verification s .
- e) For payment, wage transfer request along-with details of beneficiary (i.e. individual account No. names and payment amount), duly rec d by the banker.
- f) Bank account statements duly verified by the banker.
- g) Individual wage slip must be provided to each employee every m and a copy of wage slip must be submitted along with bill to ABV-Gwalior Authorities. ABV-IIITM Gwalior will verify the same with th individual workmen before release of payment for bills.
- h) Bank account statement of individual for verification of receipt of ment verified by the individual.

9.14 ABV-IIITM Gwalior shall be entitled to verify the individual account ements for verification of the payment made to the individual. Please note that the payment of bill will be withheld till the verification of payment to the individual is completed.

9.15 The bidder should give an undertaking allowing their bankers to ve bank statements and other related documents forwarded by t ontractor on request of ABV-IIITM Gwalior

9.16 Other salient points:

- a) Additional Allowances to be paid, if any, will be intimated at a later ge.
- b) Biometric attendance of the manpower engaged will be required fo e purpose of release of wage on monthly basis.
- c) The Female manpower will be entitled for leave benefits as per the valent labor laws.

Section 10: Contractor's Obligations

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

10.2 For performing the assigned work, the Contractor shall deploy medically physically fit, police verified persons. The Contractor shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duties. Required strength be always maintained and penalty @ 2 times of daily wage will be imposed for deficient strength.

10.3 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, the Contractor shall issue identity cards bearing their photographs/identification, etc. and such employees shall put their identity cards at the time of duty without fail.

10.4 The Contractor shall ensure that all employees are in proper Uniform/Dress. Penalty will be imposed @ Rs 500/- per man per day for those not in uniform.

10.5 The Contractor shall be liable for timely payment of wages and all other benefits which they are entitled to receive under various labor laws and other statutory provisions.

10.6 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 Labor (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.

10.7 The Contractor shall be solely responsible for any violation of provision of labor 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 any of these, the Institute shall be entitled to recover any of such claims, cost, loss or injury, from the Contractor's monthly payments.

10.8 The Contractor shall be required to maintain permanent biometric endance within the campus which will be open for inspection a checking by the authorized officers of Institute.

10.9 The Contractor shall collect Form No III with Work Order from ABV-IIITM Gwalior and apply for Labor License so as to receive the same from e of Assistant Labor Commissioner. The labor license along with PSD (Per mance Security Deposit) will be deposited **before drawing the Agreement and mmencement of housekeeping services.**

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

MAINTENANCE RECORD REGISTER : HOUSEKEEPING SERVICE!

S.N o.	Nature of Task & Location	Cleaned on	Due Date	Sign	Remarks
(1)	Manholes				
(2)	Water Tanks				
(3)	Solar Plates				
(4)	Coolers/ ACs				
(6)	Berms				
(7)	Roof Top				

10.11 TDS will be deducted as per government rules.

10.12 Complaint Book: The Contractor will also provision a Complaint Book. Time Frame for the solution of complaints will be strictly followe ormat for Complaint book is attached as **Annexure 'J'**.

10.13 The Contractor shall make the payment of wages, as per latest rates, to l persons so deployed in their bank account by RTGS/NEFT nsfer and not in Cash/Cards. Contractor shall on demand furnis pies of wage register/muster roll, pay slip, etc. to the Institute for having timely d all the dues to the persons deployed by him for the work under the Agre nt. This obligation is imposed on the Contractor to ensure that he is fulfillin s commitments, towards his employees so deployed, under various laws, having

rd to the duties of Institute in this respect as per the provisions of Contract or (Regulation and Abolition) Act, 1970. The Contractor shall comply with Labor regulations from time to time in regard to payment of wages, wage per 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.

10.14 The Contractor shall submit the proof of having deposited the amount of ESI 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.

10.15 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. A signed declaration for the same must be obtained by the employees and submitted to the Institute.

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

10.17 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 labor laws and shops and establishments 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 Labor Laws including the provisions of Contract Labor (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 the said regulations and rules which is material or incorrect, he shall without prejudice to any other liability pay to the Institute a penalty which may be imposed upon.

10.18 The security money (PSD) 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 of breach of the agreement by the Contractor.

10.19 The security Deposit (PSD) will be refunded to the Contractor within two months of contract expiry only on satisfactory contract performance.

10.20 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 the 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.

10.21 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 payment due to the Contractor under this contract.

10.22 Employment of manpower by Contractor:

- a) Man power shall satisfy any other conditions as may be prescribed in relevant rules.
- b) No person who has been convicted by a competent Court or who has been dismissed or removed on grounds of misconduct, or moral turpitude shall be employed or engaged by the Contractor.
- c) The authority of taking disciplinary action against any employee only by ABV-IIITM Gwalior with respect to any lapses in discharging of duties. - IIITM Gwalior shall have the right, to have any personnel removed who is considered to be undesirable.

10.23 Issue of photo identity card: Every manpower/ person deployed by the Contractor shall be issued with a Photo identity card by the Contractor. ii. Every man power / person shall carry his photo identity card issued under and shall produce it on demand for review by the ABV-IIITM Gwalior or any other officer authorized by same.

10.24 Conduct of the manpower deployed:

- a) The manpower shall not accept any gratitude or reward in any form. Under the terms of their employment agreement with the Contractor the manpower shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor.
- b) The personnel engaged by the Contractor have to be extremely courteous with very pleasant mannerism in dealing with the ABV- IIITM Gwalior staff and should project an image of utmost discipline.
- c) The persons deployed shall, during the course of their work, be privy to certain confidential documents and information which they are not supposed to divulge to third party. In view of this, they shall be required to take utmost care of confidentiality and breach of this condition shall make Contractor as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.

10.25 The identity, character and Antecedents of all personnel/workers employed by the Contractor for the whole job shall be verified by the contractor. The Contractor shall submit a police verification report at the time of start of work. The contractor must furnish the name; address and photograph of the manpower deployed in ABV-IIITM Gwalior and shall inform

y changes

therein to the ABV-IIITM Gwalior authorities.

10.26 In case of injury / loss of life of Contractor's personnel inside or outside the ABV-IIITM Gwalior, it shall be the sole responsibility of Contractor to make payments towards any treatment or compensation of legal matters arising therefrom. All responsibilities of personnel employed shall lie with the contractor. Contractor shall provide treatment, compensation and attend to legal matters arising thereof. The Contractor shall also indemnify ABV-IIITM Gwalior by executing an Indemnity Bond as special terms and conditions of this tender document.

10.27 Any loss, theft or damage occurring at ABV-IIITM Gwalior, due to negligence of contractor's personnel will be made good by Contractor. However, the decision of the competent authority of ABV-IIITM Gwalior shall be final and binding in this regard on the part of the contractor.

10.28 Contractor's staff shall not involve themselves in any type of discussions, argument, quarrel or fighting with any of the worker/staff, officers of ABV-IIITM Gwalior. They shall always behave politely and firmly while performing their duties. Any matter creating hindrance in duties shall be brought to the notice of ABV-IIITM Gwalior authorities.

10.29 Manpower who are habitual offenders and are found continually non-conforming to the contractual terms will be replaced on the instruction of the Institute.

10.30 ABV-IIITM Gwalior is a totally tobacco and alcohol-free campus. Therefore, none of the staff deployed at the campus should be possessing or consuming alcoholic and tobacco products. Violation will attract penalties and strict disciplinary action. Consumption of drugs or any other intoxicants by the manpower on duty is prohibited and will attract strict action including levy of financial penalty.

10.31 The Contractor will have to make their own arrangements for providing accommodation, canteen facility, prescribed uniform and conveyance for their employees. ABV-IIITM Gwalior shall have no obligation whatsoever in this regard.

10.32 The Competent authority of ABV-IIITM Gwalior shall reserve the right for levy of penalty or cancellation of contract. The contract may be terminated in the event of occurrence of any of the following eventualities:

- (a) The expiry / termination of the contract period - Without any prior notice
- (b) On giving one-month notice to the contractor by the Institute. During the period of notice both the parties shall continue to discharge their duties and

igations.

- (c) If contractor cancels the contract before the expiry of the contract period, the BG will be forfeited without any clarification.

10.33 The successful bidder shall be required to depute one representative on behalf of the firm to cater all the requirements required for running the services solely at the time of award of contract.

Section 11: Institute Obligation

11.1 In consideration of the services rendered by the contractor as stated above, his bills will be reimbursed within fifteen (15) working days after submission subject to submission of relevant documents including EPF, ESI deposits, challans and firm's employees signatures after amount duly received by them by 07th of each month.

11.2 Institute shall reimburse the amount of GST, 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 GST deposit by the contractor. However, the Service Charge Percentage quoted shall be exclusive of all Taxes (GST).

11.3 The payment on account of enhancement/escalation charges of revision agreed by the appropriate Govt. Authority from time to time shall be payable by Institute to the contractor.

Section 12: Evaluation Criteria

12.1 Technical Evaluation

- a) EMD provided (Yes/No)
- b) Minimum 5 years of Past Experience for same/similar service
- c) Minimum Average Annual Turnover of the bidder (For 3 Years), minimum Rs 10 Cr.
- d) The Service Provider Company/Firm/Agency should have completed at least one single contract value not less than Rs. 5.0 Crore per annum (as per the manpower requirement of ABV-IITM or) related to providing similar services in a single contract.
- e) The bidder must have one office in Gwalior.

12.2 Financial evaluation:

Ø **Total value wise lowest bidder** (while submitting the financial bid the vendor must refer to DoE OM No.F.6/1/2023-PPD dated 06.01.2023 regarding minimum service for all contracts)

Ø The selection of bidder will be as per total value wise evaluation, in case of two or more equal cost in the final bid evaluation, then the following criteria will be adopted

- I. The longer period of contract in CFTI will be considered till the date of publication of the bid.
- II. Value of similar works executed: Bidder having larger value of similar works executed will be given preferences.
- III. Annual value of turnover: Bidder having larger turnover will be given preference.
- IV. In case of equal of (I), (II), and (III) above, the lottery system will be opted.

Section 13: Details of Penalties

(The penalty will be deducted out of monthly bill payable to the Service Provider in case of violation/s)

S.No.	Default	Penalty
--------------	----------------	----------------

1.	Failure or delay in providing manpower support as per the contract.	<p>liquidated damages @ 0.5% of annual value of contract will be deducted for every day of deficiency in performance subject to a maximum of 5% of annual value of contract.</p> <p>Apart from the penalty prescribed, the substitute authorities shall have the right to get this work done at the cost of the agency through any other agency. The expenses so incurred would be intimated to the agency and the requisite amount would be deducted from the monthly bills of the agency.</p>
2.	More than 3 complaints in a month of deployed manpower absent from duty without suitable replacement or uninformed change of manpower.	Rs.5,000/- per complaint exceeding 3 complaints in a month.
3.	Violation of any other contractual obligation not delivered within 07 days	Rs. 5,000/- Per violation
4.	In case of the replacement of manpower found unsuitable / untrained or inadequately skilled	Rs. 5,000/- on each violation
5.	Instance of consumption / possession of tobacco or alcoholic substance by the manpower deployed.	Rs. 5,000/- on each violation
6.	Failure of contractor or representative (with power of attorney) to attend the periodic meeting for contract management at ABV-IIITM Gwalior	Rs. 5,000/- on each violation

7.	The contractor will pay the monthly wages to the staff on or before 7 th day of the succeeding month irrespective of release of payment to him from ABV-IIITM Gwalior, In case of non-adherence to payment of monthly wages by 7 th day of the succeeding month	A penalty of 5-10% of the monthly bill be levied upon.
8.	If contractor removes any staff without the permission of the Institute	A penalty of Rs.25,000/- shall be levied

Date:
Signatory Place:

Signature with Seal of Authority

Section 14: Arbitration

- a) In the event of any question, dispute / difference arising under the agreement 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 ABV-IIITM Gwalior 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 ABV-IIITM Gwalior 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.
- e) **Jurisdiction of Courts.** In all matters and disputes arising hereunder, the appropriate Courts at Gwalior, Madhya Pradesh only shall have jurisdiction to entertain and try them.

Section 15: List of Annexures

Following Annexures have been enclosed for reference: -

1	Technical Details of Applicant	Annexure A
2	Labor Requirement	Annexure B
3	Material Requirement	Annexure C
4	Rate of Recovery towards short supply of Manpower and Material	Annexure D
5	Approved Material Brands	Annexure E
6	Estimate & Rate Analysis	Annexure F
7	List of Machineries	Annexure G
8	Sample Check List (Supervisor & Housekeeping Staff)	Annexure H & I
9	Complaint Register	Annexure J
10	Financial Bid Format for Manpower / Housekeeping TO BE FILLED ONLINE (BoQ)]	Annexure K
11	FORMAT FOR PERFORMANCE GUARANTEE BOND	Annexure L

Annexure A

TECHNICAL DETAILS OF APPLICANT

1	Name of the Firm/ Company:	
2	Address of the Firm/ Applicant with Telephone No. and E-mail ID	
3	Year of Establishment:	
4	Average Turnover of the company for the last 3 financial years, i.e., 2020-21, 2021-22 & 2022-23 (Enclose Certificate/Audited Profit & Loss Accounts)	
5	PAN No.	

6	Copy of the Balance Sheet of last 3 financial years, i.e., 2020-21, 2021-22 & 2022-23	
7	Status: Proprietorship/Partnership/ Pvt. Ltd. / Public Ltd.	
8	Profiles of the Owners	
9	Since when undertaking Housekeeping and Manpower service (year):	
10	Total Manpower Employed in House- Keeping and Manpower Service (Nos.)	
11	EPF/ESI/GST Reg Nos (Enclose copies) n	(i) EPF Regn (ii) ESI Regn (iii) GST Regn
12	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.	
13	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)	

14	Has the Applicant ever been convicted by a Court of Law? If so, give details of the case, if any.	
15	Details of any litigation in which the Applicant is/was involved.	

16	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).	
17	Details of gadgets/equipment/tools owned and proposed to be used for House- Keeping Services in ABV- IITM Gwalior	
18	Whether ISO certified. If so, 9001:2015, 18001:2007, 14001:2015, 8000:2014, 27001:2013. Enclose the copy of relevant certificate.	
19	EMD details	
20	Any other information considered necessary but not included above	
21	Labor License No, Issuing authority and validity, if held	
22	Bank details of firm, i.e., Name of Bank, Branch, Account No and IFSC Code of the Branch	

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

Annexure B

LABOR REQUIREMENT

S. No.	Description	Unit	Qty/Day	Qty/Month	Qty/Year
1	Supplying and Engaging Un-Skilled labor for cleaning of all Buildings, Roads within the Campus and Compounds, Guest Houses, Hostels, Classrooms, Offices, Labs, Play Fields, Residential area, 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 Gwalior Municipal Corporation and other tasks specified in Schedule of Work (preceding Paras)	Man days	55 (Un-Skilled)	Number	Number
2	Supplying and engaging Supervisor (Graduate Non-Technical Semi-Skilled) to supervise the labors, quality, and quantity of the work and the job assigned time to time etc.	Man days	100 (Semi-Skilled/High Skilled)	Number	Number
3	Supplying of High skilled /Skilled		20 (As per Requirement)		

Annexure C

MATERIAL REQUIRED TO BE SUPPLIED BY THE CONTRACTOR ONCE A MONTH

S. No.	Description	Unit	Quantity per Month
1	Duster White(Wet) (550mm X 550mm) Complete	Nos	100
2	Mop (Pochaa) (550mm x 550mm) complete	Nos	100
3	Mop (Pochaa) : Dry (Dory Mop)	Nos	100
4	Floor cleaning Material	Ltrs	60
5	Washing Powder	Kgs	60
6	Naphthalene balls (200 gm Pack)	Kg	20
7	Air Freshener (50 gm Pack) (Odonil)	Packets	60
8	Liquid Toilet Cleaner	Ltrs	100
9	Liquid Cleaner (Colin)	Ltrs	50
10	Tissue Paper Roll/Toilet Paper (2 Ply 350 Pulps)	Nos	50
11	Phenyl Black	Ltrs	100
12	Room Freshner 300 ml Bottle (Park Avenue/Charlee/ Yarley)	Nos	50
13	Urinal Cubes (50 gm)	Nos	100
14	Liquid Handwash (5 Ltrs pack)	Jars	30
15	Dusting Cloth (Yellow/White packets of 12 Cloths)	Pkts	50
16	Garbage Polybags (Bio-degradable) Large	Kgs	15
17	Garbage Polybags (Bio-degradable) Small		15

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
1	Broom Stick (Phool Jhadu)	Nos	200
2	Coconut Broom	Nos	200
3	Floor Wiper	Nos	150
4	Toilet Cleaning Brush	Nos	150

Note- Wholesale supermarket rate applicable.

Annexure D

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

S. No	Shortage/ Defaults	Penalty
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 100/- per day
4	Using unbranded/Substandard Material	Twice the quantity x Rate
5	Unserviceable Machinery	Rs 500/Day/Machine
6	Delayed disbursement of wages to the Workers/Employees	Rs 5,000/- per day x Number of Days ment delayed.
7	Repeated non-compliance of Tender Agreement Terms & Conditions	Rs 50,000/-per month.
8	Repeated delay in wages disbursement, repeated non-compliance of Tender Agreement Terms & Conditions and serious lapses even after issue of Show Cause Notice	Rs 1,00,000/- per month and Debar from further participation in ABV-IIITM Gwalior services Tenders for next 3 years.

Authority: ABV-IIITM Gwalior

Annexure E

APPROVED MATERIAL BRAND

S. No.	Description	Brand
1	Washing Powder	Surf, Ariel, Tide, Rin, Henko
2	Naphthalene ball	Wonderfresh, Airwick, Odonil, Nivia, Doctor
3	Air Freshener	Airwick, Odonil, Godrej, Park Avenue, Ambipure
4	Liquid toilet cleaner	Harpic, Helix, Lizol, Pea Safe, Kolan
5	Liquid cleaner (Colin)	Collin, Mr Muscles, Wavex, IBIS, Diversey Taski
6	Phenyl Black	Cross, Domex, Bengal Chemical
7	Room freshener 300 ml bottle	Wonderfresh, Airwick, Odonil, Godrej, Park Avenue, Ambipure
8	Urinal cubes	Wonderfresh, Airwick, Odonil, Sheen, Metropolitan
9	Liquid hand wash	Dettol, Lifebuoy, Godrej, Savlon, Fem

Annexure F

ESTIMATE AND RATE ANALYSIS OF MANPOWER
(AS PER CENTRAL GOVERNMENT MINIMUM WAGES ACT 1948)

Item No.	DESCRIPTION Cost for 1 year Labor	UNIT RATE	Qty	Amount
1	Un-skilled labor (Number)			
2	Semi-Skilled Supervisor			
3	Total (May vary based on numbers of workers present)			
4	EPF (On Item 3)			

5	Total (Item 3 + Item 4 + Item 5)			
6	Cost for 1 Month (Item 7)			
7	Cost for 1 Year (Item 7 x 12 Months)			
8	Total of Part A			

Note- As per GOI/CLC Minimum Wages Act

Annexure G

LIST OF MACHINES REQUIRED FOR HOUSEKEEPING SERVICES

S. No	Nomenclature	Specifications	Numbers required
1	Pressure Machine (FASA) for Washing of Bathroom & Toilets. (Latest Version)	Hoselength - 5 Mtr, Maximum Pressure - 120 Bar, Operating Voltage - 220 Volt, Power - 1500 Watt	7
2	Vacuum Cleaner for furniture & Similar items. (Latest Version)	220 Volts, 1000 Watt, Section 2000 mm, Tank Capacity - 35 Ltrs, Air Flow Volume - 53 Ltrs/Second, Drum made of Stainless Steel, Weight 14 Kgs approx	2
3	Floor Cleaning Machine with Vacuum Cleaner (Commercial Disc Auto Scrubber Drier Model No CM551B) (Latest Version)	230 Volts, Brush Pressure 30-40 Kgs, Recover tank - 65 Ltrs.	7
4	Glass Wiping Machine with Accessories and Cleaning Material	10 Mtr (Telescopic Pole Foldable), Skuchi & Brush	5
5	Apparatus for removing Cobwebs from room Ceiling. (Latest Version)		5
6	Handheld Garbage Disposable Wheeled Trolleys. (New Latest Version)	Dimension 4'x3'x2' with carry/push Handles, 2 x Iron wheels with rubber padding fitted with ball bearings	10
7	Tractor with extended Height (6 Ft) Trolley (Three Trips/Week to garbage disposal area by GMC). (Not older more than 02 years.)	Inclusive all expenses i.e. Driver, Tractor, Trolley, Diesel, Repair & Maintenance, Loading & Unloading	01

Note :

- 1 Machinery is required as per Scope of Work and as assessed by the Tenderer during on ground Survey.
- 2 Tenderer shall provision all connecting Cables, Extension Cords, Switch Boards etc. required for operating above mentioned Machines.
- 3 Cost of Machines, Repair, Maintenance, Training of Staff, Fuel requirement etc. shall be borne by the Tenderer under his own arrangements and expenditure. Institute shall be paying monthly rental charges only
- 4 Any Equipment/Machine found Unserviceable/Off Road more than 24 hours during the month shall invite penalty which shall be @ Rs 2,000/- per month per day. Institute work shall not be impacted at any cost. Proper log

oks shall be maintained and put up once in 24 hours.

Annexure H

SUPERVISOR'S CHECK LIST: HOUSEKEEPING SERVICES

Name of Supervisor _____ **Area of Responsibility** _____
Date _____

Sr	Checks	Carried out		Specify Not Carried out	Remarks
		Yes	No		
1.	All Housekeepers in uniform				
2.	Adequate Attendance				
3.	Proper Distribution of Housekeeping Staff				
4.	Cleaning Material Adequate or not				
5.	Cleaning of Windows, Door, Corridor				
6.	No use of Lifts by Housekeeping Staff				
7.	Cobwebs (Jaala) removed or not				
8.	Cleaning of fans (Fortnightly)				
9.	Weekly cleaning of Water Coolers				
10.	Daily dusting of furniture items				
11.	Cleaning of Wash Rooms (Two hourly)				
12.	Cleaning of Roads				
13.	Cleaning of Front & Surrounding Area				

14.	Rooms closed must also be cleaned				
15.	Utilize complete 08 hours for HKS . Not to leave early. Check list be completed during last 15 minutes.				
16.	Set right furniture in all Classes, Labs, Offices & dusted up.				
17.	Washing/Cleaning of Dustbins & Garbage Sheets				
18.	Garbage disposal as per Norms				
19.	Automated HKS (Use machines)				
20.	Weekly cleaning of Rooftop				
21.	Packing material at one Central Place				
22.	Both HKS Supervisor to meet with Diary & check sheet				
23.	Do not indulge in Unethical Practices				
24.	Parking of Two Wheelers				
25.	All Housekeeping Staff received Salary?				
26.	Daily biometric attendance - Properly maintained at Main Gate				
27.	Labor License & LEO Documents ready?				
28.	All PCs, Phones, Printers cleaned with Soft Cloth or not?				
29.	Hand wash available at all places				

--	--	--	--	--	--	--	--

ANNEXURE- K

FINANCIAL BID (FORMAT)
[TO BE FILLED ONLINE (BoQ)]

Name of the Agency along with Address and Telephone No. :

Description of work: Contract for providing manpower on outsourcing basis in -IIITM Gwalior as per qualification, pay structure and job requirements of each category of such staff on contract basis as per details mentioned in the tender document subject to fulfillment of other terms and conditions of the Agreement.

Amount Quoted

Service Charges (Please quote rate)

(In Figure): _____ (Percent)
)
 Words): _____
 (Percent)

Taxes (if any)

Total

(In Figure): _____ (Percent)

(In Words): _____ (Percent)

In Figure):(Percent) (In Words): _____ (Percent)

The bidder will have to specify the amount to be charged towards service charges for providing manpower's on outsource basis. It may also be noted that in order to minimize frivolous bids and disguised charges / deduction from salary of personnel service providers bidding at zero percent service charges or below 2 percent service charges shall be disqualified.

(If two or more agencies quote the same rate / fee then decision of tender will be taken by tender committee as per Evaluation Criteria Annexure - L.

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. I/We have understood the contents of the terms and conditions and undertake to abide by the same as laid down in these documents.

(Signature of bidder / Contractor)

with sealed stamp

(A)

HEAD	High Skill ed	Skilled	Semi Skill ed	Unskill ed
Amount Payable to				
Daily wages on per day basis				
EPF				
ESI				
Service Charges of Contractor				
GST				
Total Amount payable to Contractor				

(B)

S. No	Nomenclature	Specifications	Number s required	Rate (Monthly)
1	Pressure Machine (FASA) for Washing of Bathroom & Toilets. (Latest Version)	Hoselength - 5 Mtr, Maximum Pressure - 120 Bar, Operating Voltage - 220 Volt, Power - 1500 Watt	7	
2	Vacuum Cleaner for furniture & Similar items. (Latest Version)	220 Volts, 1000 Watt, Section 2000 mm, Tank Capacity - 35 Ltrs, Air Flow Volume - 53 Ltrs/Second, Drum made of Stainless Steel, Weight 14 Kgs approx.	2	

3	Floor Cleaning Machine with Vacuum Cleaner (Commercial Disc Auto Scrubber Drier Model No CM551 B) (Latest Version)	230 Volts, Brush Pressure 30-40 Kgs, Recover tank - 65 Ltrs.	7	
4	Glass Wiping Machine with Accessories and Cleaning Material	10 Mtr (Telescopic Pole Foldable), Skuchi & Brush	5	
5	Apparatus for removing Cobwebs from room Ceiling. (Latest Version)		5	
6	Hand Held Garbage Disposable Wheeled Trolleys. (New Latest Version)	Dimension 4'x3'x2' with carry/push Handles, 2 x Iron wheels with rubber padding fitted with ball bearings	10	
7	Tractor with extended Height (6 Ft) Trolley (Three Trips/Week to garbage disposal area by GMC). (Not older more than 02 years.)	Inclusive all expenses i.e. Driver, Tractor, Trolley, Diesel, Repair & Maintenance, Loading & Unloading	01	
		Total		

Note :-

1. Service Charge coated by the agency is such that the minimum wages should not be less than any tax deduction.
2. GST will be paid as per Govt. Rules.
3. Material used for housekeeping will be paid by department as per current market price on monthly basis. As per Annexure "C" (Material will demand as per institute requirement)
4. All machinery should be branded and latest. Payment will be made by the department as per market price as and when machinery required.
5. All registration, license and documents used for filling the tender should be valid on tender date and issued before the date of filling the tender.
6. Daily wages amount to all categories ESI, EPF etc. will be paid as per CLC minimum wage norms.

Date:

Signature of Tenderer Name

Full Address

Telephone/Mobile No.

Email:

Company Seal

ANNEXURE- L

FORMAT FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED IN GWALIOR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT GWALIOR. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.

To,

The Registrar,

ABV- Indian Institute of Information Technology and Management Gwalior

LETTER OF GUARANTEE

WHEREAS ABV- Indian Institute of Technology and Management Gwalior (Buyer) has invited Tenders vide Tender No.

_____Dt._____for '**Providing manpower support at ABV- IITM Gwalior** ANDWHEREAS the tender document requires that any eligible successful Contractor (seller) wishing to supply the service response thereto shall establish an irrevocable Performance Guarantee Bond in favour of "**Director, Indian Institute of Information Technology and Management Gwalior**" in the form of Bank Guarantee for Rs. ----- **Only** (08% (Eight percent) of the contract value) and valid till **one year or warranty period whichever is later** from the date of issue of Performance Guarantee Bond may be submitted within 15 (Fifteen) days from the date of Order Acknowledgment as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said Contractor (seller) failing to abide any of the conditions referred in tender document / purchase order / performance of the catering service his Bank shall pay to ABV-Indian Institute of Information Technology and Management , Gwalior on demand and without protest or demur Rs. _____ **(Amount of PBG)**

This Bank further agrees that the decision of ABV- Indian Institute of Information Technology and Management Gwalior (Buyer) as to whether the said Contractor (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We.....(name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Contractor (seller) and/ or ABV- Indian Institute of Information Technology and Management Gwalior (Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs.
2. This Bank Guarantee shall be valid up to (date) and
3. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if ABV-IIITM Gwalior serves upon us a written claim demand on or before (date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at central office at

..... situated at (Address of central branch).

Yours truly,	Signature and seal of the guarantor: Name of Bank: Address: Date:
Date and place with seal	Name, signature of the authorised representative of the bidder

Note: The bidders are requested to refer to the PDF file of the above said details under *Introduction about the project /services being proposed for procurement using custom bid functionality.*

5. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category being bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.

7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

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

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

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance with this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी द्वारा पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---