

Tender No. IIMASR/NIT/H.K/43/2018-19 dated 16.05.2018

Indian Institute of Management Amritsar

**Punjab Institute of Technology Building,
Inside Government Polytechnic Campus,
Polytechnic Road
PO: Chheharta,
G.T. Road
Amritsar - 143105
Phone Number 0183- 2254538**

Tender for Providing Housekeeping Services at IIM Amritsar

PART - I - Pre-qualification

To be submitted in separate sealed envelope

Indian Institute of Management Amritsar,

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Chapter – 1

Background and Broad Scope of Work

1.1 About the Institute

IIM Amritsar has started its first batch of Post Graduate Program (PGP) in Management from August, 2015. The institute has started functioning under the mentorship of Indian Institute of Management Kozhikode. IIM Amritsar is currently located within the campus of Government Polytechnic, Amritsar till it moves to its own campus (60 acres) later.

1.2 Broad Scope of Work:

1.2.1 Complete up keep (Housekeeping works) in following area:

(1) Transit Campus

Punjab Institute of Technology Buildings
Rented/ to be rented Student Hostel Buildings
Student Activity Centre
Open parking Area, pavements
Guest House at polytechnic campus

1.2.2 Technical Services

Providing day to day maintenance (Technical services in following area:

(1) Transit Campus

Punjab Institute of Technology Buildings
Rented/ to be rented Student Hostel Buildings
Student Activity Centre
Open parking Area, pavements
Guest House at polytechnic campus

The scope of work may increase in terms of manning the **24 x 7** help centre and other services related to existing facilities management and expanded transit campus for smooth running of Institute functions.

The Contractor shall perform all such work and services not specifically mentioned in the contract, but that can be reasonably inferred from the Contract as being required for attaining Completion of the Works/Facilities.

Chapter 2

Notice Inviting Tenders and Schedule of Events

Sealed tenders under two bid systems are invited from experienced & reputed Service providers of sound financial standing, meeting the pre-qualifying requirement, for the services given below:

Name of work	Providing Housekeeping Services at IIM Amritsar
Tender no.	IIMASR/NIT/H.K./43/2018-19 dated 16.05.2018
Tender submission cost	Rs. 1000/-+ GST @12% = Rs.1120/- (Rupees One Thousand One Hundred and Twenty Only) by DEMAND DRAFT in favour of Indian Institute of Management Amritsar, payable at Amritsar The tender fee is non-refundable.
Earnest Money Deposit (Bid Security)	Rs- 65000/- (Rs- Sixty Five Thousand Only) by DD in favour of Indian Institute of Management, Amritsar, payable at Amritsar (Refundable)
Contract period	The initial period of contract will be for ONE year with a provision to extend the contract for further period of TWO years on EVERY year basis subject to satisfactory performance, on the same terms and conditions at the absolute discretion of IIM Amritsar
Issue of tender	From Institute website www.iimamritsar.ac.in
Pre bid meeting for clarifications on tender	11.00 am on 11.06.2018 at IIM Amritsar
Submission/receipt of tender	Up to 3.00 pm 16.06.2018 at the office of: Nodal Officer Indian Institute of Management, Punjab Institute of Technology, Inside Government Polytechnic Compound, Chheharta Amritsar-143105
Opening of tender	Part – I Technical BID shall be opened on same day of submission of offer at 3.30 PM at same office. During the opening only name of Bidder and whether EMD is furnished, shall be informed and the bids are technically evaluated. Part-III - Price Bid, Technically qualified (acceptable) bidders shall be opened at a later date to be communicated after evaluation of their offers. During opening of Priced Part name of Bidder and Total prices shall be read. No other details/ information shall be given.
Contact persons (for any clarifications)	Nodal Officer IIM Amritsar Phone Number 0183- 2254538 Email : pawan.kumar@iimk.ac.in

2. Notes:

2.1 All pages of tender documents (downloaded from the IIM Amritsar website) shall be stamped and signed and submitted by the bidder

2.2 Bids shall be submitted in two separate sealed envelopes as mentioned in Chapter 5 Bid Structure.

2.3 The bidder has to fill the price in the Price bid format downloaded from IIM Amritsar website only.

2.4 The prices shall be filled up both in figures and in words and the total amount shall be calculated and rounded off to the nearest rupee. No overwriting or use of correction fluid shall be accepted.

2.5 The Institute reserves the right to modify any terms and conditions before submission of the bids. Such changes will be put on the website at least three (3) days prior to the submission of bids.

Chapter – 3

Pre – Qualification Criteria

3.1 Only those bidders which meet the following minimum criteria will be considered for evaluation of Price bids:

3.1.1 The bidder should be in business of providing Housekeeping for a minimum period of Three years as on 31.03.2018.

3.1.2 The bidder should have satisfactorily completed contracts/ assignments in the field of Housekeeping with at least ONE client for a value more than Rs.20 Lakhs per year per client OR at least TWO clients for a value of more than Rs.10 lakh per year.

3.1.3 The bidder must have an average of at least Rs.20 lakhs annual turnover in the last three financial years.

3.1.4 The bidder must be a profit making organization during each of the last three financial years.

3.1.5 The bidder must have minimum employee strength of **20 people (on Pay Roll)**. (Copy of valid registration and licences with concerned Labour Authorities and valid ESI & PF registration to be attached. (Copy of up to date remittances to ESI & PF Authorities to be also attached)

3.2 Submission of documents to assess pre-qualification criteria:

Bidders must submit the documentary proof in support of meeting the Technical-qualification criteria. Simply undertaking by the bidder for any item of the criteria shall not suffice the purpose. All the documentary proofs must be enclosed in a separate envelope marked as “Technical Bid”.

3.3 Terms & Conditions:

3.3.1 Tender documents can be downloaded from the IIM Amritsar website (www.iimamritsar.ac.in). Mere obtaining tender document through IIM Amritsar web site shall, however, not be construed that the bidder is considered qualified.

3.3.2 The bidders are required to pay the tender submission cost by Demand Draft at the time of submission of their Bid.

3.3.3 Tender/offers may be sent by post/courier to the office of tender submission authority namely, Nodal Officer, IIM Amritsar, Punjab Institute of Technology Building, Inside Government Polytechnic Compound, Chheharta, Amritsar 15. However, IIM Amritsar accepts no responsibility for any loss/delay/non-receipt of offers not submitted in person. Offers received late/ incomplete are liable for rejection.

3.3.4 EMD as mentioned in the tender document shall be paid separately by DD in favour of Indian Institute of Management Amritsar payable at Amritsar.

3.3.5 During opening of "Technical-bid (i.e. Part-1) the name of Tenderers who have submitted their offers along with details of Earnest Money Deposit will only be read out and no other information/ details whatsoever will be read out.

3.3.6 The offer of the Tenderer shall be valid for a period of 4 (Four) months from the last date of submission of Tender/ revised offer (if any).

3.3.7 In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competency of contractors to provide high quality services according to the time schedule and in close co- ordination with other agencies.

3.3.8 IIM Amritsar reserves the right to accept/reject any tender in part or full, without assigning any reason whatsoever.

3.3.9 If the last date of receiving/opening of the tenders coincide with a holiday, than the next working day shall be the receiving/ opening date.

3.4 Expenses to be borne by bidder. All expenses in preparation and submission of bids and visits to the office or any place in connection with the preparation of Bid shall be borne by Bidder. IIM Amritsar, in no case shall be responsible or liable for these costs regardless of the outcome of the Bidding process.

3.5 Performance Security: The vendor selected would be required to furnish a Performance Security equal to 6% of the cost of work within 45 days after finalization of tender in the form of Demand Draft/FDR/Bank Guarantee from any Scheduled Bank in favour of IIM Amritsar payable at Amritsar.

Chapter - 4

General conditions of contract

4.1 Introduction:

The essence of this contract is to provide day to day Housekeeping services. The Institute has adopted HIGHEST quality standards for all its activities and the bidder is required to render services meeting these stringent standards. It is advised that ,the prospective bidder should visit the Institute to familiarise himself with the various elements of services that are required to be rendered and to understand the quality levels of service that are required to be rendered.

4.2 Definitions:

Unless repugnant to the subject or context of usage, the following expressions used herein shall carry the meaning hereunder respectively assigned to them, namely;

4.2.1 The expression "Owner" and/or "Institute" occurring in the tender document shall mean Indian Institute of Management, Amritsar and shall include its successors and assigns.

4.2.2 The expression "Bidder" shall mean the Tenderer who submits the tender for the work/services and shall include the successors and permitted assigns of the Tenderer.

4.2.3 The expression "Contractor" shall mean the Tenderer selected by the owner for the performance of the subject work/services and shall include the successors and permitted assigns of the Contractor.

4.2.4 „Officer-in-Charge" shall mean any officer of the Institute authorized to act as the Officer- in-Charge for the work/services or any specified part thereof.

4.2.5 "Work" and "Scope of work" shall mean the totality of the work/services and supply of materials by expression or implication envisaged in the contract and shall include all material, equipment and labour required for commencement, performance, provision or completion thereof. Unless specified in detailed Bill of Quantities.

4.2.6 "Contract" shall mean the contract for the work / services and shall include the tender document, the General Conditions of Contract, the Letter of Acceptance, and the accepted Rates (Bill of Quantities in Price bid).

4.3 Essential technical requirement:

4.3.1 The bidder must have all statutory registrations like PAN, TAN, Service Tax, PF, ESIC etc. as applicable from time to time with respect to this contract.

4.3.2 No legal proceeding(s) and / or Industrial dispute(s) claiming wages or any other payment from or employment with the Principal employer have been initiated by any present employee or previous employee of the bidder (if a company or proprietorship however previously designated) or of any partner of the bidder (if the bidder is a partnership firm). This will have to be supported by an appropriate Declaration in the form of an Affidavit which if found to be false, in that case IIM Amritsar reserves the right to terminate the contract or take action deemed fit, in the overall interest of IIM Amritsar and the decision of Director IIM Amritsar in this regard shall be final and binding.

4.3.3 Notwithstanding anything stated in the tender document, IIM Amritsar reserves the right to assess the bidder's capability and capacity to perform the contract, should the circumstances warrant such an assessment in the overall interest of IIM Amritsar and the decision of IIM Amritsar in this regard shall be final and binding. Technical evaluation will be as mentioned in CHAPTER -6 (Bid Evaluation System)

4.4 Power, water and other facilities:

4.4.1 IIM AMRITSAR shall provide the Contractor the facilities, specified below for use exclusively for the providing services pursuant to the contract, namely:

(a) Office space with space for stores along with intercom telephone facility (Telephone will be on actual chargeable basis)

(b) Water : Free of Cost

(c) Electricity : Free of Cost

4.4.2 The contractor will arrange for other facilities, utilities, equipment and inputs required for providing the services mentioned in the contract.

4.4.3 The Contractor shall be responsible for and shall ensure the proper utilisation of the facilities, equipment, furniture and utilities provided by IIM AMRITSAR without any manner of abuse or excess use and will undertake day-to-day repair & maintenance of all equipment and items supplied by IIM AMRITSAR and also keep the office provided absolutely tidy and free from any damage. For any loss or damages to the premises, fittings, fixtures and equipment, recovery at market rates would be effected from the Contractor's bills and the material/item repaired or replaced at his cost. The decision of Officer in Charge, IIM AMRITSAR about the recovery would be final.

4.4.4 notwithstanding anything elsewhere provided herein the contract may be terminated if the Contractor does not within 15 (fifteen) days of notice in writing in this behalf rectify any defect in the upkeep, hygiene and cleanliness of the offices and /or equipment to a state satisfactory to the Officer-in-Charge.

4.5 Conditions of works / services:

4.5.1 Efficiency, promptness, quality service, good behaviour and politeness of the Contractor and his staff are the essence of the contract. The Contractor is required to provide and supervise the operations 24 x 7 x 365 days or as per requirement mentioned in detailed scope of works and BOQ and his Manager or Supervisor shall personally supervise operations in the premises.

4.5.2 Work / services shall be carried out by the Contractor as per the conditions of contract.

4.5.3 The Contractor shall engage fully trained and adequately experience workmen / Staff and arrange to provide refresher training course for them as and when required and as per the direction of Owner.

4.5.4 All the staff shall be medically fit. The Contractor shall provide uniforms to all their staff engaged by them and deployed for IIM AMRITSAR's duty. It is desired that each and every staff appointed by the contractor should have police verification certificate.

4.5.5 The contractor shall make payment of wages to all its employees under this contract through A/C payee cheque or through bank transfer or cash or but in presence of IIM AMRITSAR representative.

4.5.6 Entry into IIM AMRITSAR by any Contractor's personnel will be subject to issue of Gate Passes to such personnel for the purpose. Gate Passes shall be for a fixed period and shall be issued at the joint request of the Contractor and the personnel of the Contractor with respect to whom gate passes are sought, in the format prescribed by IIM AMRITSAR in this behalf to be jointly signed by the Contractor and the concerned personnel.

4.5.7 Issue of Gate Passes shall be subject to the approval of Officer-in-Charge and such approval shall be subject to the Contractor furnishing to the Officer-in-Charge, copy of letter of appointment issued by the Contractor to each person with respect to whom the Gate Passes is sought, signed in acceptance by the persons to whom the letter of appointment is given.

4.5.8 The Gate Pass may be withdrawn without assigning any reason.

4.5.9 The Gate Passes issued to the Contractor's personnel shall not ordinarily exceed the number which will be communicated to him by the owner from time to time except to meet emergent, casual or temporary requirements.

4.5.10 The Contractor's personnel shall not indulge in entertaining their guests/outside in the IIM AMRITSAR premises, and shall not loiter in the IIM AMRITSAR premises and shall not normally move out of their specified area of operation.

4.5.11 The contractor shall make necessary arrangements for regular and proper collection and disposal of waste generated in the campus area on day to day basis using Black plastic bags for garbage disposal from all dustbins as directed by Officer in Charge.

4.6 Intimation to contractor:

4.6.1 IIM AMRITSAR shall inform the contractor of its requirement regarding housekeeping / technical services for the planned events and in urgent and exceptional cases 24 hours in advance. All intimation [written / verbal] will be given to the contractor or his representatives at IIM AMRITSAR.

4.7 Period of contract:

4.7.1 The initial period of contract will be ONE year with a provision to extend the contract for further period of two years, subject to satisfactory performance, on the same terms and conditions at the absolute discretion of IIM AMRITSAR.

4.7.2 The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same in preference to anyone else.

4.7.3 Notwithstanding anything contained in other clauses of the tender document, the contract will automatically terminate if and to the extent that the continuation of the contract or any part thereof become illegal or legally impermissible for any cause.

4.7.4 Upon termination of the contract (except termination due to illegality) the Owner may be entitled, at the risk and cost of the Contractor, to arrange for the services for the balance period of the contract as contemplated in the scope of the work through an independent agency or agencies and to adjust any differential amount thus incurred from the Contractor (in addition to any other amounts, compensation and damage that the Owner is entitled to in terms of the contract or otherwise) from the security deposit or any other amounts due or becoming due to the Contractor. The decision of Director IIM Amritsar in this regard shall be final and binding.

4.8 Payment of bills:

4.8.1 Payment shall be made every month on the basis of the bills having been prepared the Contractor in duplicate at accepted "BILL OF QUANTITIES". It is desired that copies of the documents (as may be required by IIM AMRITSAR) are enclosed to ensure that the Contractor has duly complied and signed with his contractual and statutory obligations be enclosed along with the bill.

4.8.2 Income Tax deduction and other statutory deductions will be made from "monthly" bills of the Contractor as per rules and regulations in force under the Income Tax Act.

4.8.3 GST (if applicable as per rule) shall be paid on actual.

4.8.4 Payments will be made within 30 days of submission of monthly bills provided the bills are complete and duly authenticated by the specified Officer(s) of the Owner.

4.8.5 Payments will be made by crossed account payee cheques only OR e-payment.

4.9 Escalation/De-escalation:

Item Prices/ Item Rates quoted will be firm during the first year of the contract. After first year, item rates will be escalated at the rate of _____% (_____PERCENT) every year (To be quoted in % by the Bidder for 2nd, 3rd year in Price Bid)

4.10 Earnest money:

Tenders submitted without earnest money will not be considered. The earnest money of the unsuccessful bidders will be refunded without any interest after the award of the contract. The earnest money of the bidder is liable to be forfeited if the bidder prematurely withdraws his bid or the successful bidder fails to take up the job or fails to deposit the initial security deposit.

4.11 Security deposit:

4.11.1 The security deposit consists of two elements:

- a)** Earnest money deposit to be paid in the form of DD along with the tender document]
- b)** Initial security deposit @ 6% of the Contract Value to be paid on award of contract but before commencement of work / services. ISD amount is inclusive of EMD.
- c)** No further recovery in regards to security deposit shall be made from the Contractor's bills after the cumulative recovered value comprising EMD and ISD recovered equals 6% of the total contract value.

4.11.2 Release of final payments and retention monies (if any) outstanding on expiry or Completion of the contract including extended period shall be subject to the Contractor furnishing satisfactory proof of re-deployment or retrenchment, as the case may be, of employees who were deployed by the Contractor pursuant to the contracts to work within the premises of IIM AMRITSAR.

4.11.3 Security deposits amount shall be considered based on First years" Annual contract amount.

4.11.4 Release of Initial Security Deposit shall be on completion of 60 months of contract period or when the contract is not extended (whichever is earlier).

4.11.5 No interest will be paid on any deposit.

4.12 Taxes, labour laws and other regulations:

4.12.1 The Contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.

4.12.2 The Contractor shall accept and bear full and exclusive liability for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done or service rendered pursuant thereto.

4.12.3 The Contractor shall fully comply with all applicable laws, rules and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour Act, Workmen's compensation Act, C.L. (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Central, States, Municipal and local governmental agency or authority.

4.12.5 The Contractor shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions / obligations. The Contractor shall be responsible for making records pertaining to payment of wages act and also for depositing the P.F. and ESI contributions, with the authorities concerned.

4.12.6 The Contractor shall be responsible and liable for all the claims of his employees.

4.12.7 The Contractor shall obtain licence under the Contract Labour (R&A] Act from the office of the Assistant Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on submission of the said licence. The Contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime Register, First Aid Box, Display of Notices, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.

4.12.8 The Contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.

4.13 Misconduct:

The Contractor shall keep the Owner indemnified from and against all personal and third party claims whatsoever arising out of any commission or omission by Contractor or his employees, or representatives as the case may be.

4.14 Inspection and testing by the owner:

4.14.1 The Owner shall be entitled to inspect and/or test by itself or through any of its representative or an independent agency any premises of the Contractor and materials stored therein for use pursuant to the Contract and/or any ingredient to be used for the services pursuant to the Contract.

4.14.2 If any material, item or component intended to be used for the work/ services is found to be unsatisfactory (in which matter the decision of the Owner or his authorised representative shall be final) the Contractor shall not use such material, and shall keep the Owner indemnified from and against any claim of infection, poisoning or illness arising from any defective material provided by the Contractor.

4.15 Interpretation:

4.15.1 The Special conditions of Contract shall be read in conjunction with all other documents forming this contract. Notwithstanding the sub-divisions of the documents into these separate sections, every part of it shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.

4.16 Vacation of premises:

4.16.1 The Contractor shall give vacant possession of the facilities/premises made available to the Contractor by IIM AMRITSAR and return all furniture, fixture, equipment and other items made available by IIM AMRITSAR in good condition after the contractual period is over or if the contract is earlier terminated. Handing over of the vacant possession of the premises and equipment etc. shall be effected within 7 days of the completion of the period of contract or termination of the contract. If the Contractor fails to do so, the Owner shall be free to take possession of the premises by opening lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the Contractor's bill(s) or security deposit, any item found to be missing at the replacement cost of the material/equipment, furniture etc. given to the Contractor by the Owner.

4.17 Assignment & sub-contracting:

4.17.1 The Contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of unavoidable circumstances, the contractor shall be able to do it with approval of the owner of premises. However, the job shall be sublet only to the party approved by the owner. Even when it is approved by the owner, the bidder's liability towards IIM AMRITSAR shall not be demised.

4.18 Rejection of tender (s):

The Owner reserves the right to reject any or all the tenders relating to the work under this Tender Document without assigning any reason whatsoever.

4.19 Quantum of work:

This contract is basically an item rate contract. The quantities given in the "BILL OF QUANTITIES" (Part-2, Price Bid) are approximate only and may vary in actual course of execution. The Contractor is therefore, advised to quote very carefully. No claim for compensation from the Contractor shall be entertained due to any variation in quantities (irrespective of the quantum of variation). The rates fixed for a particular year shall remain same through the year. Actual executed quantities shall be measured and paid. Please read the scope of work carefully for expansion of infrastructure for the students from academic year 2018-19.

4.20 Services for special occasion:

4.20.1 If at any time during the existence of the contract the Owner desires to utilise the services of the Contractor for any special occasion (Events) or otherwise, the Contractor will arrange the same at the rates to be mutually agreed upon (provided the items are outside the rates of items already included in the tender).

4.20.2 Similarly, in case the Owner desires to include any new items in the contract for services the same will be negotiated with the Contractor.

4.21 Prices, Taxes, Duties:

The Bidder should quote firm prices/ rates taking in to account of all Taxes, Duties, Levies, Personal Tax, Corporate Tax and all other expenditure required to be incurred by him/her for providing required works/services etc. during the contract period as indicated under his contract and after wards no variation on any account unless otherwise specifically mentioned will be allowed. The quoted prices for all the items should be inclusive of all taxes except GST.

4.22 Bid validity:

Bid submitted by bidder shall remain valid for a period of 4 (Four) Months from the date of submission of offer. Bidder shall not be entitled during this period to revoke or vary the content of Bid or any term thereof. In such case of making any variation subsequent to submission of bid at their own, the offer shall be treated as "REJECTED" and EMD may be forfeited without any reference to the Bidder.

4.23 Conditional tenders:

Conditional bids or Bids based on the process basic schemes other than mentioned and/or not conforming to the technical specifications/requirements of the Bidding documents will not be considered.

4.24 Contract agreement:

The successful Bidder shall be required to execute a contract Agreement with IIMA on the non-judicial stamp paper of Rs. 100/- (Rupees One hundred only). The cost of stamp paper shall be borne by successful Bidder. IIM AMRITSAR reserves the right to amend the terms & conditions of contract after Mutual discussions and shall only be in writing.

4.25 Work at Risk and Cost:

The Institute reserves the right to get the whole or part of the work / services executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work/ services is not satisfactory.

4.26 Insurance:

The Successful bidder (Contractor) shall take third party insurance to cover any accident or accidents of any nature, for an amount AS REQUIRED FOR this type of work against damage/loss/injury to persons or loss of life during the complete period of the contract. A copy of the Insurance Policy may be handed over by the contractor to the concerned authority of the Institute before Starting Date of the work as specified in the Work Order/Letter of Intent. In case the Contractor fails to take the insurance policy, the Institute may arrange for the same at the cost of the Contractor, alternatively, the Institute may stop payment of bills to the contractor till Insurance is arranged by the Contractor or terminate the contract at the risk and cost of the Contractor. It should be submitted before submission of first RUNNING Account Bill.

4.27 Indemnity:

The Contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Workmen Compensation Act, Sales Tax, Royalty, Excise Duty, Octroi, Works Contract etc. and shall keep the Institute indemnified against all penalties and liabilities of every kind for breach of any such statute ordinance or law/regulations or Bylaws. The Contractor shall not employ child labour. Payment to workers must be according to Minimum wages act.

4.28 Compliance with the Owners Rules & Regulations:

The Contractor shall comply with all norms stipulated by the Owner such as Gate Passes, Checking, Maintenance of Cleanliness, and Discipline & Decency at and Around the work site, Safety Precautions and Safety Regulations.

4.29 Arbitration:

All disputes regarding quality, specifications and rates shall be tried to be settled mutually by making references to conditions of contract documents or prevailing local practices etc., but if not settled mutually, shall be referred to arbitration subject to Arbitration Act of 1940 and its amendments, modifications to-date. Arbitration cost to be shared equally by the owner and the contractor.

4.30 Authorization:

The Contractor shall submit to the Institute the names and reason and specimen signatures of the persons authorized by him to draw materials, sign joint measurements, bills, receive payments, receive instructions/notices etc. on behalf of the Contractor.

4.31 Precedence Clause:

In case of any ambiguity in interpretation:

4.31.1 The Price bid will supersede the Technical Bid.

4.31.2 The IIM Amritsar's decision on interpretation of the entire contract terms and conditions will be final and binding to all.

4.32 Evaluation of Price bid:

(Please refer Bid Evaluation System given in CHAPTER – 6)

4.33 Exit clause:

Both parties can terminate the contract at any time at the end of the period of a particular year when the term expires OR the contract can also be terminated by either side after giving three months" notice period.

4.34 Force majeure:

If the whole of any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by causes, circumstances or events beyond the control of the Parties including delays due to floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, custom barriers, or other causes of like character beyond the control of the Parties, then to the extent the Parties shall be prevented or delayed from performing all or any part of its obligations hereunder by reason thereof despite due diligence and reasonable efforts to do so notwithstanding such causes, circumstances or events, the Parties shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance.

Chapter – 5

Suggested Bid Structure

5.1 All pages of tender documents (downloaded from IIM AMRITSAR website) shall be stamped and signed and submitted by the bidder

5.2 The bid that will be submitted by the bidder should consist of the following FOUR sealed envelopes in the sequence given below:

Envelope - 1	Tender Submission Cost, Earnest Money Deposit and Original Pre-qualification Bid document signed and stamped on each page.
Envelope - 2	All documentary proofs in support of meeting the pre-qualification criteria as specified in Chapter 3. The envelope should be labelled as “PQ Documentary Proofs”.
Envelope - 3	All relevant information which forms part of the Technical bid as mentioned in Part-2-Technical bid and Original Technical Bid document signed and stamped on each page.
Envelope - 4	All information related to prices in the format given in price bid document. Original Price Bid document signed and stamped on each page shall be submitted. The bidder has to fill the price in the Price bid format downloaded from IIM AMRITSAR website only. The prices shall be filled both in figures and in words and the total amount shall be calculated and rounded off to the nearest rupee. No overwriting or use of correction fluid shall be accepted. Any correction shall be legible and signed by the authorised signatory.

Chapter – 6

Bid Evaluation Scheme

- 6.1** The price bids of only those bidders shall be considered for opening and evaluation whose bid is determined to be technically acceptable to IIM AMRITSAR.
- 6.2** Evaluation of price bid shall be taken up to determine the competitive prices of the techno-commercially acceptable bids and include the following:
- 6.2.1** During Price bid opening only average technical score of agency will be read out by price bid opening committee before opening of price bids.
 - 6.2.2** Bidders getting less than 50% (30 marks) in the technical bid will not be considered for opening of the price bid.
 - 6.2.3** The quoted prices shall be checked to determine the arithmetical correctness of the same.
 - 6.2.4** IIM AMRITSAR reserves the right to accept/ reject any tender in part or full, without assigning any Reason whatsoever.
 - 6.2.5** IIM AMRITSAR reserves their right to negotiate the quoted price.
- 6.3** Technical bid and price bid together will be used to choose “techno-commercially” lowest bidder.
- 6.4** Technical Bid will be assessed for 60 marks and Price Bid will be assessed for 40 marks.

6.5 Technical bid score, out of 60, will be arrived based on the following Parameters/Attributes/Dimensions:

Sr. No	Description	Maximum Marks
1	Extent and Quality of Experience in providing/managing Housekeeping and technical Services/Hospitality services/Facilities Management Services	15
2	Size of current business (turnover)	
3	Extent of national presence	
4	Client list, retention record and size/distribution of contracts completed/under execution	
5	Number of employees on the role	
6	Systems and processes followed for recruiting and training the employees	10
7	Client satisfaction certificates	
8	Capabilities/expertise of the bidder to guide in improving facilities management services like zero waste campus, improving efficiency of technical services etc.	25
9	Comprehensive operational plan (with all details) given in the technical bid for delivering Technical and Housekeeping services	
10	Takeover plan for Technical & Housekeeping services	
11	Client site visit (if required)	
12	Detailed break up of proposed : (As per format) -Manpower (number, rank, experience, qualification etc.), -Material & consumables -Tools, tackles & equipment, etc. With reference to each items in Price Bid	
13	Reporting and Review Systems proposed	10
14	Complaint redressal system proposed	
15	Relevant quality additive enhancements in Technical & Housekeeping services that are proposed over and above standard bill of material given as in original price bid document	10
16	Presentation at IIM AMRITSAR on the solution proposed	
17	Commitment of top management	

Step -1: Bidders getting less than 50% (30 marks) in the technical bid will not be considered for opening of the price bid.

Step -2 (for techno-commercial evaluation): Bidders getting highest technical score will be considered as 60 and others will be adjusted on pro rata rate basis. This will become technical score = X

6.6 Methodology for arriving at the Price of Bidders:

Total Amount Quoted for Year 1 = a

Escalation in % quoted by Bidder for further years on annual basis =

For 2nd year = g2

For 3rd year = g3

Year 1 = a = Price = as quoted in the Bid

Year 2 = b { a + (a*g2)/100 }

Year 3 = c = { b + (b*g3)/100 }

For arriving at Net Present Value, the discount rate will be considered as 10%

Total NPV = f = { a + (b/1.1) + (c/1.21) + (d/1.331) + (e/1.4641) }

This value of "f" will be considered in for arriving at PRICE BID score "Y".

Price bid score "Y" shall be out of 40

Y = Score of Price bid = $\frac{40 * (\text{Price quoted by lowest agency} = f \text{ as mentioned above})}{(\text{Price quoted by an agency})}$

Formula to calculate total score of an agency:

Total Score out of 100 = X + Y

The bidder getting the highest composite techno-commercial score (X+Y) will be awarded the contract.

Notes:

1. IIM AMRITSAR reserves the right NOT to award the work to the highest scorer.
2. IIM AMRITSAR reserves the right to reject any or all bids without assigning any reason.
3. IIM AMRITSAR reserves the right to increase or decrease the scope of work.