

INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

Inside Govt. Polytechnic Campus;
Polytechnic Road; Chheharta, G.T. Road Amritsar – 143105



E-TENDER FOR PROVIDING HOUSEKEEPING, CLEANING, HORTICULTURE SERVICES AT IIM AMRITSAR

E-Tender No.	IIMASR/NIT/254/2021
Mode of Participation	Online Only
Date of Issue of Tender	18-09-2021
Pre Bid Meeting / Inspection before bidding	24-09-2021 at 12.00 pm
Last date & time of receipt of queries (purchase@iimamritsar.ac.in)	26-09-2021 by 05.00 pm
Last date & time of submission of Tender	07-10-2021 by 12.00 pm
Date & Time for Opening of Technical	07-10-2021 at 12.30 pm
Date for Opening of Price Bid	Will be Intimated Later
Bid Validity	90 days
Tender Fee (inclusive of GST)	Rs. 1120/-
Earnest money Deposit (EMD)	Nil
Performance security/Bank Guarantee	3% of the total value of contract
Contract Period	12 months

Stores & Purchase Office,
Ground Floor, PGP Building,
Phone No. 0183-2820034,
Email- purchase@iimamritsar.ac.in

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CHAPTER 1 - INSTRUCTIONS TO BIDDERS

Indian Institute of Management Amritsar, herein after referred to as “IIM Amritsar”, is one of the six IIMs set up by the Ministry of Human Resources Development (currently renamed as Ministry of Education), Government of India, in the Union Budget of 2014. Under the IIM Act of 2017, IIM Amritsar is an Institute of National Importance, educating some of the brightest minds of our country.

IIM Amritsar is currently operating out of its transit campus located within the Government Polytechnic Campus, Amritsar, Punjab. The permanent campus for IIM Amritsar, which spread across in about 61 acres, is currently under construction.

IIM Amritsar invites Technical and Financial Bids through the E-Tendering portal on IIM Amritsar’s website (<https://iimamritsar.ac.in/>) from highly reputed, well established & professional agencies, capable and eligible (who possess the necessary eligibility criteria /experience) **for providing housekeeping, cleaning, horticulture services** (these services will be termed as housekeeping services hereafter) at various areas/sites of IIM Amritsar within Amritsar. These areas are a) Transit Campus and surrounding areas including gardens and canteen, b) hired office premises c) Director residence cum office.

1.1. GENERAL GUIDELINES

- 1.1.1. **E-Tendering Portal:** The Bids and all necessary documents must be submitted through the E-Tendering portal on IIM Amritsar’s website (<https://iimamritsar.ac.in/>).
- 1.1.2. **Terms & Conditions Acknowledgement:** Please read the Terms & Conditions carefully before filling up and submitting the Bids and required documents. Incomplete Bids will be rejected. All pages of this Tender document must be signed by the authorized signatory and sealed with the bidding firm's stamp as a token of having read and accepted all the Terms and Conditions of this Tender.
- 1.1.3. **IIM Amritsar reserves the right:**
 - a. to accept or reject any or all tenders either in whole or in part or to invite revised price bids or to annul the bidding process or to postpone and/or extend the date of receipt/opening of tenders or to withdraw the same at any time before finalization without incurring any liability to the affected Bidder and without assigning any particular reason whatsoever, and no communication will be entertained in this regard. The Director, IIM Amritsar does not bind himself to accept the lowest or any tender and reserves to himself the right of accepting the whole or any part of the tender and the Tenderer/Bidder shall be bound to perform the same at the rates quoted. The decision of the Director of IIM Amritsar in this regard will be final and no requests etc. will be entertained from the bidders.
 - b. to postpone and/or extend the date of receipt/opening of tenders or to withdraw the same, without assigning any reason thereof.
 - c. to obtain feedback from the previous/ present clients of the tenderer by contacting them or by visiting their site to get first-hand information regarding the services (being) provided by the tenderer.
- 1.1.4. Before submitting the Tender Document to the IIM Amritsar, the bidders may seek clarification(s), if any, during the pre-bid meeting/inspection/through an email.
- 1.1.5. The successful bidder shall have to submit an indemnity, undertaking as per Form-2, which will become part of the agreement as per Form-3.
- 1.1.6. The bidders' performance, as per format at Form-9, for each work completed in the last three years and in progress, should be certified by an authorized person from the concerned organization. The certificate should also indicate the compliance of statutory requirements. Feedback received from the previous/present clients and on the spot assessment/enquiry of/by the IIM designated official(s) may be considered for

technical qualification.

- 1.1.7. Submission of false/forged documents will lead to Rejection of bid and Blacklisting of the agency for a minimum period of three (3) years from participating in any IIM Amritsar Tendering process.
- 1.1.8. If the date of opening of the tender is declared a holiday, the tender will be opened on the next working day at the same time.
- 1.1.9. **Governing Law:** The whole process of Bidding and Contracting shall be governed by and interpreted in accordance with the laws of the Government of Punjab and the Government of India unless otherwise specified in any document. All statutory laws will be applicable to all parties.
- 1.1.10. All qualifying requirements must be supported by documentary evidence.
- 1.1.11. **Site visit:** Interested Tenderer/Bidder shall thoroughly acquaint and study carefully site conditions, working conditions, materials, machines, equipment, specifications, frequencies of different operations and conditions of the tender and should inspect the site/locations between Monday to Friday from 10:00 am to 4:00 pm except Saturday & Sunday and Govt. holidays, to ascertain the exact requirement of the Institute, at his own cost before quoting the rates. The contractor may get clarifications and explanations, if required, from the Officer-Incharge to fully appreciate the scope of work before quoting his rates. It will be construed that the Vendor has inspected the site and satisfied himself with the Institute's requirements, site conditions, and other relevant matters.
- 1.1.12. **Authorized signatory:** If the Bid is made by or on behalf of a company, incorporated under the Companies Act of 2013, it shall be signed by the Managing Director or one of the Directors duly authorized on that behalf.
- 1.1.13. Any sole proprietor/partnership firm/cooperative society/company with valid GST, PAN, TAN/TIN/Service Tax Registration, and VAT Registration can submit the Bids.
- 1.1.14. **Name on Contract:** The Bids should clearly mention the name of the agency/person who is participating in the Bidding process. The Contract shall be made with this name if the agency is selected to be the Vendor that will be providing services for IIM Amritsar. Change of name/type/constitution of the agency after submitting Bids will not be entertained.
- 1.1.15. **Language of Proposals:** The proposal and all correspondence and documents shall be written in English.
- 1.1.16. **Amendment to E-Tender:** At any time prior to the last date for receipt of Bids, IIM Amritsar, may for any reason, whether at its own initiative or in response to clarification(s) requested by Bidder(s), modify the Tender document by an amendment. In order to provide Bidders reasonable time in which to take the amendment into account in preparing their Bids, IIM Amritsar may, at its discretion, extend the last date for the receipt of Bids and/or make other changes in the requirements set out in the Tender document. Bidders are required to visit the IIM Amritsar website (<https://iimamritsar.ac.in/>) for referring to any changes or amendments that are made in the Tender document, before submitting their Bids.
- 1.1.17. Applications received within the stipulated deadline containing EMD, Tender fee, and the tender documents, along with all the required enclosures, only will be taken for consideration.

1.2. BIDDING PROCESS

- 1.2.1. The process of bidding for the selection of a Vendor for providing these services for IIM Amritsar will be a one-stage bidding process with two parts (Technical and Financial Bid) as provided in the General Financial Rules 2017, Department of Expenditure, Ministry of Finance, Government of India.
- 1.2.2. **Submission of Bids:** The tender should be submitted in two parts, Part – I (Technical

Bid) & Part – II (Financial Bid). The file of Part – I should be super-scribed as “Part – I Technical Bid” and File of Part – II should be super-scribed as “Part – II Financial Bid”. The technical bid and financial bid, along with all necessary documents as stipulated, is to be submitted online through the eTender Portal on IIM Amritsar’s Official website (www.iimamritsar.ac.in/) only. Bids submitted through any other mode will not be accepted under any circumstances.

1.2.3. **Tender Fee & Earnest Money Deposit (EMD):** The Tenderers/ Bidders shall be required to submit a non-refundable tender fee of an amount of **Rs. 1120/-** (Rupees Eleven Hundred Twenty only).

a. EMD Amount – Nil, As per GOI guidelines (OM No. F.9/4/2020-PPD, dated 12.11.2020) bidders are required to submit ‘Bid Security declaration’ in lieu of EMD.

b. Tender fee and EMD, where applicable, should be deposited online using the payment link (<https://iimamritsar.ac.in/payment/>), and receipts of the same should be uploaded on the portal during participation along with other required documents.

1.2.4. **Evaluation of Technical Bid and Financial Bid:** The sealed Technical Bid and Financial Bid will be opened respectively on the specified dates and will be evaluated based on Quality and Cost Based Selection (QCBS) Criteria mentioned in this Tender document.

1.2.5. **QCBS Criteria:** The award of contract will be based on Quality and cost-based selection (QCBS) criteria. The evaluation of Technical and Financial bids will be made as mentioned below. Out of 100 marks, the technical bid will be allotted a weightage of 70% technical score (TS), while the financial proposal will be allotted a weightage of 30% financial score (FS). The technical scores (TS) and financial scores (FS) secured by each bidder will be added with their respective weightages and a composite score (CS) will be calculated using the formula:

$$CS = TS * 0.70 + FS * 0.30$$

Bidders will be ranked according to their CS (H1, H2, H3, and so on). Bidder ranked as H1 would be the successful bidder and eligible for the award of work.

1.2.6. **Tie-Breaker:** In case of a tie (commercial bids of two or more bidders being equal), the bidder shall be selected on the basis of more technical competence (based on technical score/marks/experience etc). However, such Bidder shall be required to match the lowest price Bid among the Bidders forming the tie. If such Bidder does not agree to match the lowest price Bid among the Bidders forming the tie, the Bidder having second highest technical score (TS) will be considered for the award in a similar way with the lowest price Bid among the Bidders forming the tie.

In case of a tie at lowest bid (L1) position between 02 or more start-up/non-startup bidders, following sequence of preference shall be adopted:

a. In case, one of the bidders is MSE owned by SC/ST Entrepreneur, then order shall be placed on such bidder.

b. In case, one of the bidders is MSE owned by Women Entrepreneur, then order shall be placed on such bidder.

c. In case, one of the bidders is MSE, then order shall be placed on such bidder.

d. Otherwise, order shall be placed on bidder having higher turnover in previous financial year.

e. In case there is a tie at the lowest bid (L-1) position between only startup bidders and none of them has past turnover, the order will be placed on the startup who is registered earlier with Department of Industrial Promotion and Policy.

If the bids or proposals are equal in every respect, the award shall be made by lot, which shall be conducted, with prior notice, in the presence of the Tie Bidders who choose to attend. The result shall be final & binding to all bidders.

1.2.7. **Technical Bid-Part-I:** Bidders will be evaluated based on the following criteria and only technical qualified bidders will be proceeding to the financial bid. The mandatory

eligibility criteria are given below. Bidders not complying to the mandatory criteria will be summarily rejected.

1.2.7.1. **Eligibility criteria:** Documentary proof for all criteria listed below must be furnished with the technical bid.

S. No.	Particulars	Eligibility Criteria	Proof / Documents Required	Maximum Marks(100) 100
1.	Experience	The agency should have at least previous three financial year ie. 2018-2019, 2019-20, 2020-21 of experience in providing Cleaning/Housekeeping/ horticulture services to Central/State Govt. organizations / Institutions	Details of Contracts relating to Cleaning/Housekeeping/ horticulture Services to Central/State Govt. organizations / Institutions in the last three years along with self-attested copies of the work orders and agreements.	3 to 5 years: 10 marks, 5 to 7 years: 20 marks Above 7 years: 30
		A bidder must have successfully completed, minimum three (03) contracts, in the last three years till 31.08.2021, of providing Cleaning/Housekeeping/ horticulture Services for Central/State Govt. organizations / Institutions. Out of this, he must have completed one contract of Cleaning/Housekeeping/ horticulture services to a central/state Govt. educational Institute for at least one (01) year in the last three (03) years till 31.08.2021.	Enclose a list of clients and their Testimonials and experience certificates having client's seal and signature.	3 to 5 contracts: 10 marks, 5 to 7 contracts: 20 marks 8-10 contracts: 30 marks Above 10 contracts: 40 marks
		Non Blacklisting Declaration: The bidder/ firm or any of its Directors/ Board Members should not have been blacklisted by any Government/ Semi-Government Organization / Statutory Body during the last three years .	Form - 5	

2.	Financial	The annual turnover in the last three years till 31.03.2021 should be more than 50 Lakhs for housekeeping services	Copy of: 1) the audited Balance Sheet/certificate by Chartered Accountant for preceding three years. 2) Annual report of the agency containing the annual accounts, if any. 3) Certified copy of bank account statements for the last three years issued by the bank. And, Form-5	Annual turnover equal to 51-80lakhs: 5 marks, annual Turnover equal to 51-1crore: 10 marks; annual Turnover above 1crore: 10 marks
		Tenderer should have completed atleast two such services of minimum Rs. 45 Lakhs annual worth each in the last three years till 31.03.2021.	Audited copy of proof by CA	0-2contracts: 0 Marks, For each subsequent completed contract of value 45Lakh and above: 5 marks each (maximum 20 marks)
		Should be a profit making company and should not have incurred any losses in the last five years ending 31.3.2021.	Attach certificate of CA of audited statements /balance sheet/ profit&loss statements of accounts for the last five financial years	

1.2.7.2. List of documents to be submitted with the technical bid

S. No.	Basic Requirement	Specific Requirements	Document Required
1.	ITRs	Copy of agency's ITRs for the last three (03) financial years till 31.03.2021	
2.	Undertaking	Undertaking by the bidder	Form-2(a)
3.	Tender Fee & EMD	Should submit applicable tender fee and EMD, if applicable	Payment receipts
4.	Contracts completed	Details of contracts provided / completed during the last three (03) years.	Form-6
5.	Contracts under progress	Details of contracts under progress	Form-7
6.	Performance report by clients	Performance report by the clients for contracts completed	Form-8
7.	Company/ agency profile	Structure and organization of the contractor/agency.	Form-9
8.	Bid Security declaration	Bid-Security declaration to be submitted by MSME	Form-10

9.	Registration certificate	Registration Certificate under Companies Act/Partnership Act	
10.	Proprietary company/agency	Self-attested copy of Article/Memorandum of Association or Partnership Deed or an affidavit stating that it is a proprietary concern, as the case maybe, of the Agency.	
11.	GST & PAN	Self-attested copy of GST & PAN of the agency(not of individual)	
12.	Registration Certificate	Registration Certificate under Contract Labour (Regulation and Abolition) Act	
13.	Experience certificates	Self-attested copy of experience certificate issued by party	
14.	Total workers	Should have a sufficient number of workers for the proper execution of the contract	Declaration
15.	EPF Certificate	EPF registration Certificate of the Agency	
16.	ESI Certificate	ESI registration Certificate of the Agency	

Even though an applicant may satisfy the above requirements, he would be liable to disqualification if he has:

- a. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document.
- b. Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.

The bidders who qualify in this stage will be considered for the financial bid; other bidders who have been found technically unqualified will not be considered for further process.

1.2.8. **Financial bid-Part-II:** The Financial Bid (Tender) of the applicants who have not been qualified in the Technical Bid shall not be considered/opened. Financial bids of only technically qualified tenders will be opened on the date and time to be intimated, in the presence of the technically qualified tenderers or their authorized representatives (with authority letter), who may be present. Information in this regard will be intimated only to the technically qualified bidders.

- a. The Financial Bid (Tender) should be submitted strictly in the prescribed Form-1 "FINANCIAL BID". And, the Financial Bid should clearly contain the details as mentioned in the form.
- b. **Financial bid should remain valid for a minimum of three months** from the date of opening of the Financial Bid. The Bidders should be ready to extend the validity, if required without any additional financial implications.
- c. The bidder must ensure to quote the rate of each item. Financial bids, which are incomplete and not submitted in the prescribed form, will be summarily rejected.
- d. Where applicable, If a tenderer quotes nil rates against each item in item rate tender, the tender shall be treated as invalid and will not be considered as lowest tenderer.
- e. Rates quoted by the vendor shall be all-inclusive. Any other charges over the quoted rates shall be clearly indicated.
- f. If there is a discrepancy in the financial bid between words and figures, the amount indicated in words will prevail.
- g. Charges quoted by the bidder necessarily has to be over over and above zero percent. Further zero percent includes all derivatives of zero upto 0.9999 and thereof. If a firm

quotes Nil Charges/consideration pertaining to service charges, such bid shall be treated as unresponsive and will not be considered.

1.3. SUMMARY OF REJECTION OF BIDS/TENDER: The IIM Amritsar reserves the right to reject any or all of the tenders without assigning any reason, other reasons could be as follows:

- i. Any bid not accompanied by required EMD and Tender fee.
- ii. Any bid in which rates have not been quoted in accordance with the specified formats/ details as specified in the bid document.
- iii. If any bidder has filled more than one bid.
- iv. If unclear, poorly scanned copies are uploaded and received.
- v. If a firm quotes Nil Charges/consideration, the bid shall be treated as unresponsive and will not be considered.
- vi. Incomplete Tender will be rejected.
- vii. Conditional proposal will not be accepted..
- viii. Canvassing in any form will make the tender liable to rejection.
- ix. If any additions/ alternations are made in tender forms.
- x. Bids are submitted through any other mode other than the E-Tendering portal on IIM Amritsar's website (<https://iimamritsar.ac.in/>).
- xi. Missing any supporting document(s) with the Bids.
- xii. False or misleading information is submitted.
- xiii. Unhealthy participation

1.4. QUERIES & RESPONSES: Queries related to the stated above should be submitted at purchase@iimamritsar.ac.in only till **26-09-2021, 05:00 pm**. Queries submitted after due date and time, and on any other email id will not be entertained. The response to the queries will be given within 1-2 days by email after the last date of submission of queries.

CHAPTER-2 CONDITIONS OF CONTRACT

2.1. GENERAL CONDITIONS

2.1.1. AWARD OF CONTRACT

- a. **Notification of Award:** Prior to the expiration of the period of proposal validity, IIM Amritsar or its authorized person will notify the successful bidder in writing or by email that the bid has been accepted. IIM Amritsar may place the work order on the successful bidder. The bidder shall acknowledge in writing to the institute the acceptance of the work order and shall sign the agreement with institute within fifteen (15) days of receipt of the work order.
- b. **Signing of contract:** The successful bidder should execute an agreement in the non-judicial stamp-paper of Rs.100/- (Rupees One Hundred Only) incorporating all terms and conditions of the tender within 15 days of receipt of the work order. Required Affidavit (stamp paper) will be purchased by the contractor for agreement. All other incidental expenses of execution of the agreement shall also be borne by the successful bidder.
 - i. The Contractor will provide the services from the date as will be mentioned in the work order/agreement.
 - ii. The earnest money deposit EMD/Performance security will be forfeited if the contractor fails to commence the work on the communicated date, and the letter of award/work order will be cancelled.
- c. **Performance Security:** The successful Tenderer/ Bidder will be required to furnish performance security @3% (three percent) of the tendered amount in the form of FDR/DD/PBG from scheduled bank of India in the name of Director, IIM Amritsar within the 15 days of the issuance of letter of acceptance/work order.
 - i. It must remain valid for 60 days beyond the date of completion of all contractual completion.
 - ii. It shall not bear any interest for the bidder.
 - iii. If the contract is extended, on mutual consent, the contractor will have to submit fresh performance security for the extended period.
 - iv. It shall be returned within a month after the expiry/termination of the contract only after the discharge of all obligations under the contract and adjustments of outstanding dues against the agency of any nature against the bills submitted by the agency or otherwise.
- d. **Contract Period:** The initial contract period will be for one year strating from the date of award of work that could be considered for renewal and extension subject to the approval by competent authority maximum upto 3 years on year to year basis at the same rate with the same terms & condition of the tender based on institutional needs, satisfactory performance and/or fulfillment of contractual terms & conditions by the contractor/agency. The contract shall be automatically expired at the end of contract period. The contractor will withdraw its resources and equipment etc. from the institute immediately after the expiry or termination of the contract.

2.1.2. The Contractor must have sufficient workers for this contract.

2.1.3. The Agency shall employ only adult trained, efficient and responsible staff with good health and sound mind for relevant services. The workers should not be below 18 years.

2.1.4. No advance payment shall be made.

2.1.5. The workers should not stay at the premises at night.

2.1.6. Wearing Of Uniforms & Identity Cards

- a. **Uniforms:** All the contractor's staff deployed in this institute by the Contractor shall always wear a neat, clean & smart uniform issued by the Contractor at his/her cost. The Contractor shall have to supply uniform kit to his/her personnels with a view to maintain high standards of getup of the workers at all times. The Contractor is bound to give the

summer and winter uniform(2 in each season) to housekeeping staff every year as per norms of Govt or as decided by the institute authorities. Summer uniform must be given at the end of February and winter uniform at the end of September. In case the Contractor fails to provide the uniforms by the 'decided dates' the payment of the uniform will be recovered by the institute from contractor's service charges or bills or from Security deposit/Bank guarantee alongwith interest at the rates of 20%.

b. **The Agency will provide the uniform to the housekeeping staff within one month of signing of the contract.** The uniform design/sample shall be vetted with IIM Amritsar prior to its supply. The following items as a part of the uniform are to be provided by the agency: Over coat with Name Plate/photo id card ("Housekeeping Services" sticker on back side), Shoes For Male workers, Shoes for Female workers, Socks (Two pairs to each worker) & Gum boots (4 pairs).

c. **Photo Identity Cards:** The Contractor shall issue proper laminated photo Identity Cards to his personnel deployed in this institute at his cost who shall always display their Identity Cards while on duty.

2.1.7. The Contractor shall fulfill and diligently comply with all the service requests in general or special service request given by the IIM Amritsar from time to time and all such requests will comprise part of the agreement.

2.1.8. The contract has to be completed by the single vendor, who will be completely responsible for the execution of the contract as a single point solution provider and will be the sole prime contractor for the entire contract. Contractor shall in no case lease, transfer, sublet, assign/pledge or sub-contract its rights and liabilities under this contract to any other agency.

2.1.9. The contractor/supervisor shall be contactable at all times and shall immediately acknowledge messages on receipt on the same day. The agency shall strictly observe the instructions issued by Institute in fulfilment of the contract from time to time.

2.1.10. The contractor/supervisor shall supervise the functioning of his workers within their limitations and shall take all efforts to ensure that the services provided are efficient and flawless.

2.1.11. The work in general shall be carried out in professionally and in accordance with the Specifications and as per directions of IIM Amritsar.

2.1.12. **Indemnification:**

a. The Contractor shall be solely responsible and indemnify IIM Amritsar against all charges, dues, claim etc. arising out of the disputes relating to the dues and employment of workers, if any, deployed by him.

b. The Contractor shall indemnify IIM Amritsar against all losses or damages, if any, caused to it on account of acts of the workers deployed by him.

c. The Contractor shall indemnify IIM Amritsar from all claims, demands, actions, cost and charges etc. brought by any court, competent authority / statutory authorities against IIM Amritsar, as result of any act which is directly and solely attributable to Bidder.

d. The Contractor shall also indemnify IIM Amritsar for any action brought against him for violation, non-compliance of any act, rules & regulation of center / state / local statutory authorities, to the extent applicable under scope of services and as result of any act which is directly and solely attributable to Bidder.

e. In case of accident, injury or death caused to the worker(s) while executing the Work under the contract, the Contractor shall be solely responsible for payment of adequate compensation, insurance money etc. to the next kith & kin of injured / diseased. Contractor shall indemnify IIM Amritsar from such liabilities.

f. Contractor shall be directly responsible for any/all disputes arising between him and his employees and keep the Institute indemnified against actions, losses, damages, expenses and claims whatsoever arising thereof. IIM Amritsar shall not

be a party in any such dispute.

- g. Contractor shall be fully responsible for theft, burglary, fire or mischievous deeds, if any by his employees. Any loss due to any of above reasons shall be compensated by him in full.
- h. During the validity of the contract, if any damage or loss of whatsoever nature to property due to negligence/mistake of person employed by the contractor, the sole responsibility of the same shall lie on the contractor alone. The Institute will be indemnified by the contractor about such loss/damage, if any, to the property or person.

2.1.13. All resources deployed by the Contractor are deemed to be on the rolls of the Contractor.

2.1.14. The Contractor shall not deploy any resource suffering from any contagious or infectious disease. The Contractor shall get the deployed resource(s) examined from a civil Govt. Doctor / IIM Amritsar Doctor.

2.1.15. No resource(s) or supervisor or representatives of Contractor are allowed to consume alcoholic drinks or any narcotics within the premises of IIM Amritsar. If found under the influence of above, the Contractor shall immediately take suitable action.

2.1.16. While engaging / deploying the resources, the Contractor is required to make efforts to provide opportunity of employment to resources belonging to Schedule Caste, Schedule Tribe and Other Backward Class in order to have a fair representation of these sections of the society.

2.1.17. The Contractor is required to maintain all Registers and other records in an office within the premises of IIM AMRITSAR or at a place within a radius of three kilometers.

2.1.18. **Gate/ Entry Pass or Authorization:** Entry to the premises of IIM Amritsar is restricted and is subject to appropriate entry authorization in the prescribed format of a Gate Pass or any other entry authorization w.r.t. police verification as per instruction of IIM Amritsar from time to time. Similarly, entry for material/ equipment's/ tools/ tackles etc. is restricted & subject to entry authorization by security department.

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

2.2. STATUTORY CONDITIONS

2.3.1. The Agency shall be responsible for fulfilling all his obligations towards the person(s) deployed under the labor laws namely Industrial Disputes Act, Minimum Wages Act, the Contract Labor (Regulation and Abolition) Act, EPF Act, Payment of Wages Act, ESI/ WC Act, Bonus Act, Maternity Benefits Act, Earned Leave, Shops & Establishments Act, Factories Act, or other labor rule and regulation applicable and amended from time to time. The Agency shall be responsible for the deposit of employee's and employer's share

of statutory contributions to the ESI, EPF as applicable at his own level and maintenance of such records as per rule. The Agency shall arrange the disbursement of wages to his staff so deployed for duty in the first week of every ensuing month in any case. The Agency will furnish a certificate to institute regarding payment of salaries/dues to the staff deployed and deposition of EPF & ESI etc.

- 2.3.2. The Contractor shall not employ any child Labour(s) in contravention of the labour employment act, 1970
- 2.3.3. The contractor shall submit the proof of having deposited the amount of statutory deduction such as ESI & EPF etc. every month, if applicable, claimed in the bill towards the person deployed at IIM Amritsar in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount claimed towards ESI & EPF contribution shall be withheld till submission of payment by the contractor.
- 2.3.4. Contractor shall provide proper Employment cards (FORM XII) for the resource to be deployed by him, duly signed by the Contractor or authorized person on behalf of Contractor.
- 2.3.5. Attendance registers and the salary registers for the persons engaged for manpower service and other registers/documents required as per acts and rules may be verified by any designated official of IIM Amritsar assigned for this purpose or other enforcing agencies during their inspection.
- 2.3.6. The reimbursement due to any upward revision of wages shall be limited only to the wage components The Contractor is required to submit documentary proof for reimbursement of such additional financial implication.
However, there will be no reimbursement in such case towards (i) the overheads towards minimum infrastructure to be maintained by the bidder for execution of the contract, running office expenses, coordination with Statutory Authorities, charges towards Bank Guarantees (BG), interest on working capital, documentation charge and reasonable profit margin and (ii) quoted "Service Charge" amount.
- 2.3.7. The display board/notice stating all details of the housekeeping services persons, working time, name of the supervisor etc. should be kept in the workplace as per the labour act.
- 2.3.8. The contractor should have First-Aid box with necessary medicines etc. He should make necessary arrangements including care-taker for taking injured persons to clinic /Hospital in the event of emergencies.
- 2.3.9. Agency 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 shops and establishment act and Prevailing labour laws.
- 2.3.10. Statutory deductions like TDS, wherever applicable shall be deducted from payments made to the contractor as per rules and regulations in force and in accordance with the income tax act prevailing from time to time.
- 2.3.11. The contractor will maintain all the requisite records, any registers. The same may be produced to Labour deptt., Employee Provident fund, ESI or any other statutory body on demand.
- 2.3.12. **Labour Identification Number (i.e. LIN) Registration (Mandatory)** : The Unified Shram Suvidha Portal, developed by Government of India, facilitates reporting of Inspections & submission of Returns and has also been envisaged as a single point of contact between employer, resources and enforcement agencies bringing in transparency in their day-to-day interactions. For integration of data among various enforcement Agencies, the Contractor, as an inspectable unit, is required to register and obtain Labour Identification Number (i.e. LIN) from Shram Suvidha Portal and submit the same in IIM Amritsar.
- 2.3.13. **The Contract Labour (R&A) Act, 1970** : The Contractor is required to obtain Labour license under the provisions of the Contract Labour (R&A) Act, 1970 from the office of

Licensing Officer, Central Labour Authority, Ministry of Labour and Employment, Govt. of India having jurisdiction of the Region. The Contractor shall discharge obligations as provided under the Contract Labour (R&A) Act, 1970 rules and regulations framed under the same and enforced from time to time.

- a. It shall be the duty of the Contractor to ensure the disbursement of wages to resource(s) through e-banking/digital mode. In case the resource does not have a bank account, the disbursement of wages may be made in cash in the presence of an authorized representative of IIM Amritsar initially and Contractor shall simultaneously arrange for opening the bank account of each contract labour deployed by him.
- b. In case, the Contractor fails to make payment of wages and deposit of PF contribution within the prescribed period or makes short payment of wages / short deposit of PF contribution, then IIM Amritsar, as Principal Employer, will make payment of wages in full or the unpaid balance due, as the case may be, to the resource(s) deployed by the Contractor and deposit the PF contribution with PF authorities. Such amounts will be recovered from the Contractor either by deduction from any amount payable to the Contractor under the contract or as a debt payable by the Contractor.

2.3.14. **Wage components and Payments**

- a. **The Employees' Provident Fund & Miscellaneous Provisions Act 1952:** The Contractor shall have independent PF code no. with the RPFC as required under the Employees' PF & Misc. Provisions Act, 1952. The Contractor has to ensure compliance (as per prevailing rates) and extend benefits under the Employees' Provident Fund Scheme 1952, the Employees' Pension Scheme 1995 & the Employees' Deposit Linked Insurance Scheme, 1976 to the resources deployed by him. The Contractor is required to submit copies of separate e-Challans / ECR along with proof of payment/receipt in respect of resources engaged through this contract only, on monthly basis. Common challans would not be acceptable in IIM Amritsar. The Contractor should submit copies of previous months EPF e-Challans / ECR along with current month's bill. The TRRN. No. of the ECR would be verified online from EPFO portal by the authorized official of IIM Amritsar to confirm the status of payment and names of the resources deployed. PF is mandatory irrespective of the number of resources deployed by the Contractor under this contract.
- b. **The Employees' State Insurance Act, 1948 (If applicable and as per prevailing rates):** The Contractor shall have his own ESI code No. allotted by Employees' State Insurance Corporation (ESIC) as required under the Employees' State Insurance Act, 1948. The Contractor has to arrange Smart Cards (i.e. ESI Identity Card) /e-Pehchan Card for the resource(s) engaged by him from the Corporation.
- c. **Group Personal Accident Insurance Policy:** The contractor is required to take a Group Personal Accident Insurance Policy of Rs. 3 Lakh per contract labour to cover expenses associated with any accident, which may result in death, temporary / permanent disablement, or any other medical expenses related to the accident.
- d. **The Payment of Gratuity Act, 1972:** In case of Death or permanent disablement of a resource during execution of work under the contract, the Contractor has to pay the Gratuity as per the provision under the Payment of Gratuity Act, 1972 to the nominee(s) of the resource as per the details maintained in the duly signed Nomination Form maintained by the Contractor. The proof of disbursement may be submitted to the authorized official for claiming reimbursement of amount paid towards death Gratuity from IIM Amritsar.
- e. **Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY):** Contractor shall, ensure that all its resources deployed under this contract have obtained additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) through the participating banks and submit the proof of such insurance coverage to the

satisfaction of IIM Amritsar. Both the schemes are to be regulated continuously on yearly basis and the same should be renewed on each successive relevant date in subsequent years during the period of the contract.

- f. The payment will be made by the institute to the contractor on monthly basis on submission of bill in duplicate. A certificate to the effect that all labour laws including EPF, ESI payments. etc. are being followed has to be furnished with proof along with the bill for payment. The contractor will have to submit the bills with the list of employees duly certified by him/her.
- g. Salary register, salary receipts will have to be submitted to the authorized official every month for verification along with the salary bills.
- h. In case it is found that the wages are not being paid in accordance with the statutory Minimum wages Act and unauthorized deductions are being made, the contract may be terminated forthwith & the EMD/Performance security forfeited or penalty may be imposed.
- i. TDS and other statutory levies as applicable from time to time and penalties as per deficiency clause will be deducted from the bills of the contractor.
- j. In case of any delay in processing of the bills, the contractor would be required to ensure the **payment of its employees by 7th of every month** and there should be no linkage between this payment and settlement of the contractor's bills from IIM Amritsar. The contractor/firm should ensure that the full salary/wages are paid to the its staff by 7th of every month without deduction of any kind of service charges/other charges except EPF/ESI/bonus etc. where applicable failing which a penalty @ Rs. 500/- per day will be charged on the firm which will be deducted from the Bills) produced by the agency. If any undeclared amount in the financial bid is deducted from the salary of a employee, matching deduction will be made to the bill and will be paid to the concerned employee.
- k. The Contractor shall disburse monthly wages through e-banking / digital mode through cashless transaction only, and avoid illegitimate deductions and maintain records /returns as prescribed. The Contractor shall be solely responsible for the payment of wages and other dues to the resources, if any, deployed by him latest by 7th day of the subsequent month as per the provisions of the Payment of Wages Act, 1936 in the presence of authorized representative of IIM Amritsar. After disbursement of wages, the representative of the Contractor and authorised representative of IIM Amritsar have to certify the payment of wages to the resources and sign the Wage Register - Form B (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017) with specific seal detailing name/designation/Company.
- l. The contractor by 10th of every month shall provide a monthly statement along with Challan showing proof of deduction towards contribution and proof of remittance of provident fund contribution to RPFC and ESI contributions to ESI Corporation in respect of Workers engaged in contract work. Institute reserves the right to withhold amount from the running account payments, if PF/ESI contributions are not paid/made by the Agency and proof to that effect have not been produced regularly on due dates.

2.4. SPECIAL CONDITIONS

- 2.4.1. The contractor will not charge/deduct any amount from the workers upfront and from their wages while recruiting them on account of uniform, accessories, training charges etc.
- 2.4.2. All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Institute.
- 2.4.3. **Supervisor:** The Contractor is required to depute a supervisor(s) who will supervise, record attendance, control and give directions to the workers for discharging the contractual obligations. Accordingly, the Contractor has to give in writing the name and

contact details of the supervisor to authorized official of IIM Amritsar. A copy of the same is also to be sent to HR In-charge for records. Supervisor will have his own mobile phone with mobile connection to be contacted any time. No charges for communication (mobile, mobile connection) would be paid by IIM Amritsar for the same.

2.4.4. **Police verification**

- a. The Contractor will undertake police verification in respect of the resource(s) engaged by him in IIM, Amritsar's premises. Such verification will have to be carried out from concerned police station of their permanent place of residence/present place of residence.
- b. Further, the Contractor is advised not to deploy any resource having past criminal record in the establishment/premises of IIM Amritsar under this contract awarded to him.
- c. In the event of violation of above clauses at (a) and (b), the Contractor will be solely responsible for the same.
- d. If any such resource(s) having criminal record is deployed by the Contractor in the premises of IIM Amritsar and has come to the notice of IIM Amritsar at any point of time, the Contractor shall immediately replace that resource(s), failing which that particular resource(s) of the Contractor will not be allowed to enter into the premises of IIM Amritsar.

2.4.5. **Medical checkup:**The Contractor will get the complete medical checkup done of all its employees at its cost, and the medical checkup certificate of all such employees shall be provided to IIM Amritsar immediately before putting them on duty.

2.4.6. **Replacement/substitute of workers:**The contractor shall take suitable action against workers, who are not found suitable because of security risks, incompetence, conflict of interest, improper conduct, absenteeism during duty hours etc. upon receiving written notice from the office. Any person/persons if so removed from the works shall not again be deployed in institute without written permission of institute. It will be responsibility of the contractor to deal with legal implications/ labour office in such cases.

- a. The contractor shall immediately provide a suitable substitute in the event of absence of personnel for more than five working days due to reasons viz. illness, leaving the job due to his/ her personal reasons etc. The delay in providing a substitute beyond five working days from the date of intimation to second party would attract a penalty @ Rs. 1000/- per day on the service providing agency.
- b. The contractor shall be required to provide some personnel for a shorter period also, in case of any exigencies as per the requirement of this office.

2.4.7. IIM Amritsar is not bound to avail the services of the same manpower for the whole period of the contract.

2.4.8. The quoted "Service Charge" will remain firm and fixed during the contract period. Based on the prevailing labour legislations governing contract labour, the Bidder/Contractor is required to consider the monthly cost of deploying average monthly based on the EPF, ESI, Bonus, Insurance, PMJJBY, PMSBY etc. and quote the "Service Charge" accordingly:

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

2.4.10. Forming or joining of any Union/Association by the workers of the contractor (Second Party) and making any representation to the First Party (IIM) is strictly prohibited.

2.5. **REPORTING**

The contractor/representative must submit a report on Monday of every week giving details about duty allocation for the next seven days. If Monday happens to be a holiday to the Institute the report must be submitted on the next working day. The above details should be submitted in duplicate-one copy to the concerned official and another copy to the Nominated Officer. Provide timely and usable inputs to the Institute administration.

2.6. DEFICIENCY & PENALTY

Any violation of contractual obligations by the Agency shall attract penalties, before imposing a penalty, the institute will provide 3 days prior notice to the Agency to make its representation. The Agency confirms and agrees that penalty whenever becomes payable, shall be deducted by the institute from the payments due to the Agency. The decision of the Director, IIM Amritsar with regard to any deficiency in service and penalty(ies) for such deficiency(ies) shall be final and binding on the contractor(s).

- a. With a view to discourage deficiency(ies) in the performance of any service(s) by the Contractor, it is agreed that for each Deficiency as determined by IIM Amritsar in any service(s) to be performed by the Contractor, IIM Amritsar shall be entitled to levy a token penalty, if not specified elsewhere, of Rs. 1,000/- (Rupees One Thousand only) per deficiency.
- b. The Contractor shall maintain all the Reports, Returns, Forms, proforma(s) and other prescribed documents/registers under the applicable Labour Legislations (including those mentioned above) and IIM Amritsar shall have the right to satisfy itself in this regard at any point of time. Each deficiency by the Contractor shall entitle the IIM Amritsar to levy a token penalty on the Contractor by deduction in the invoice(s) of the Contractor or from the Security Deposit @ Rs. 1,000/- per instance.
- c. The decision of the Director, as to any issue arising under this clause, shall be final and conclusive without prejudice to its right to terminate the Contract thereof / terminate the service(s) on the basis of repeated occurrence of identified deficiency(ies) / instance of persisting poor performance. In the event of such termination of services / contract, IIM Amritsar reserves the right to get such service(s) performed at the risks and costs of the Contractor for a period equivalent to the unexpired period of the Contract thereof.
- d. List of deficiencies and penalties thereof:

Sl. No.	Nature of Deficiency in services	Rate of Penalty (Rs.)
1.	Non-deployment /short deployment of resource(s)	Rs 1,000/- per resource per instance
2.	Complaints of misbehavior/unexpected behavior or negligence on the part of the resource	Rs. 1,000/- per instance
3.	Non-submission of running / final bill beyond 30 days of stipulated time for the applicable date of bill submission	Rs. 1,000/- per instance and Rs.100/- per day beyond that.
4.	Delayed payment of salary (after 7 th day of the month) to its manpower	Rs. 500 per day after 7 th day of the month
5.	Non-compliance of Term & conditions of the tender/contract	Rs.1,000/- per instance
6.	Any damage(s) to Institute assets or equipments etc.	Cost of the actual damage and extra 20% of the damage as service charge

2.7. CONTROL OVER EMPLOYEES

The manpower deployed by the Contractor under the contract shall be the employees of contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the contractor (who is answerable to the competent authority of IIM Amritsar or his representative) and in no case, shall an employer-employee

relationship accrue/rise implicitly or explicitly between the said person and IIM Amritsar.

2.8. IMPERMISSIBLE

Use of obnoxious items like Beedi, Cigarette, Pan Masala, Alcohol or any central banned drugs etc. are strictly prohibited inside the campus or other areas of IIM Amritsar. All areas under IIM Amritsar are declared as a "Smoking free zone". The contractor/workers should stop anyone whoever resorts to this or should report to the concerned authority.

The contractor will ensure that no person deployed by it, indulges in smoking, drinking alcohol, consumption of any intoxicants, chewing pan, tobacco etc. or unnecessarily loitering in the premises without work. A violation, if found, shall lead to automatic cancellation of the contract, imposing penalty and suitable legal action. Further, no prohibited activities shall be carried out on-premises.

2.9. TERMINATION OF CONTRACT

The Agreement shall be come to an end either on completion of the Contract Period or IIM Amritsar reserves its right to terminate the contract at its absolute discretion including, blacklisting of Agency, but not limited to the following:

- a. Mutual consent: The contract may be terminated based on mutual consent in case the services are no longer required. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.
- b. If the vendor is adjudicated insolvent by a Competent Court of Law or files for Insolvency or the Agency's Company is ordered to be wound up by a Competent Court. The vendor commits any material breach of the terms of this contract with IIM Amritsar or if found guilty of any malpractice in the performance of the contract.
- c. If any charge-sheet is filed by the Competent Authority of the Government against the vendor is convicted by a criminal court on the grounds of moral turpitude.
- d. In the event of non-satisfactory service or failure on the part of the agency or if the agency shall neglect to execute the services with due diligence or shall refuse or neglect to comply with any reasonable orders by IIM Amritsar in connection with the manpower shall contravene the provisions of the Contract, IIM Amritsar shall have the option to terminate the contract by giving one-month notice. It may get the services (either in part or in whole, as the case may be) by any alternate sources at the agency's risk and cost. In such an event, the agency shall have no claims whatsoever against IIM Amritsar in consequence of such termination of the contract. The decision of the Director of IIM Amritsar in terminating the contract will be final and binding on the agency.
- e. In case the contractor withdraws his services without giving a prior notice of one month, the EMD/Performance security will be forfeited and the firm will be debarred/blacklisted in future.
- f. Cumulative penalties reach 10% of the contract value
- g. Repeated breach of terms & conditions of the contract beyond 3 instances in the entire contract period
- h. Subcontracting or outsourcing of the contract, in part or whole

The Institute will not be under any obligation to pay compensation or make the payment for which services are not rendered.

2.10. CONFIDENTIALITY & SECRECY

- a. The contractor shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Institute business

or security arrangements (including but not limited to the Assignment instructions, Schedules and other subsequent Arrangements) and/or business of the Institute. The obligation is not limited to any scope and the contractor shall be held responsible in case of breach of the confidentiality of Institute's information.

- b. If the contractor receives enquiries from Press/Media/Radio / Television or other bodies / persons, the same shall be referred by the contractor to Institute immediately on receipt of such queries.
- c. The contractor shall take all steps necessary that all persons deployed on any work in connection with the contract have notice that the Indian Official Secrets Act 1923 applies to them & will continue to apply even after the execution of such works under the contract. The contract is confidential and must be strictly confined to the bidder's own use and to the purpose of the contract.

2.11. DISPUTE RESOLUTION, CONCILIATION & ARBITRATION

- a. Parties agree to negotiate in good faith to resolve any dispute between them regarding this Agreement. If the negotiations do not resolve the dispute to the reasonable satisfaction of the Parties, then each Party shall nominate a person as its Representative. These representatives shall, within 30 days of a written request by any Party to call such a meeting, meet in person and shall attempt in good faith to resolve the dispute.
- b. If the Parties are unable to resolve the disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract, in such meeting as aforesaid, in such event, the disputes or differences shall be referred to Dispute Redressal Committee. If the Dispute Redressal Committee fails to resolve the issue, the dispute will be referred to arbitration at the request of either of the parties.
- c. All disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract shall be referred to by either party on failure of reconciliation as aforementioned (INSTITUTE or the Agency) for arbitration by sole arbitrator nominated by the Director, IIM Amritsar. The arbitration shall be governed by the provisions of ARBITRATION AND CONCILIATION ACT, 1996 or any statutory amendment/modification thereof. All disputes shall be subject to Amritsar Jurisdiction only. The venue for arbitration will be decided by the arbitrator. The arbitration award rendered by the Arbitrator shall be final and binding on both parties.
- d. The expenses incurred by each party with the preparation, presentation, etc. of its proceeding as also the fees and expense paid to the appointed arbitrator by such party or on its behalf shall be borne by each party itself.
- e. Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is made; the Parties shall continue to perform all of their obligations under this Contract without prejudice to a final adjustment in accordance with such award.

2.12. JURISDICTION

This contract shall be operated within the jurisdiction of courts in Amritsar.

- 2.13.** Any other issue not included in this document, if needed as per the circumstances, then can be added by issuing a communication from the institute and will be part of this agreement.

CHAPTER-3 SCHEDULE OF REQUIREMENTS

3.1. NATURE AND SCOPE OF WORK

3.1.1. **Objective:** The prime objective of housekeeping services is to maintain the entire IIM Amritsar's premises in a very neat and clean condition so as to ensure a hygienic and congenial work environment.

3.1.2. **Area description:** The Contractor shall provide the services pertaining to Cleaning, Housekeeping, horticulture at following locations on all days of a week.

Sr. No	Area/location	Description	Area (approx.)
1.	Transit Campus, inside Govt. Polytechnic Campus	03 storey building	3816sq.mt.
		L-shape building (2 nd and 3 rd floor)	
		Garden, parking (open areas)	
		Dining Hall/canteen area	
2.	Hired office premises, Near transit campus	First floor	
3.	Director's residence cum office	Entire building	

3.1.3. **Type of Services:** The services to be provided and scope of work in each category are enumerated in the succeeding paragraphs.

- a. **Housekeeping/Caretaking Services:** The Contractor will provide housekeeping, caretaking services at director's residence cum office or at other location as specified by the Institute, as and when required. **i)** Any material/equipment required for the day-to-day working, will be purchased and made available by the institute. The institute will issue cleaning items etc. to supervisor. **ii)** The supervisor will be responsible for maintaining all provided equipment/machine etc. in good condition. **iii)** Energy saving and water conservation is essential and the caretakers should ensure that the air conditioners/Geysers & lights etc. are switched off when rooms/office is unoccupied and should keep them under lock and key. **iv)** The caretaker should take care of all the equipment's. If any item of institute or contractor comes to his notice for repair, the same shall be reported to the office or contractor so that needful can be done at the earliest.
- b. **Cleaning/horticulture Services:** The contractor shall ensure cleaning work that includes machine enabled cleaning, Vacuum cleaning, sweeping of floor, wet floor cleaning(mopping) and dusting of wall, TV sets, Study Tables, Refrigerator, doors and cleaning of tables, chairs and cupboards, chalk/marker boards, notice boards, railings, removing cobweb in building covering floor, ceiling, side balconies, corridors, stair cases and terrace in all the buildings on a regular basis. Areas & premises to be cleaned are Academic Complex, Offices, Library, Mess, Cafeteria, Roads, Path Ways, Roof tops, Water tanks, Sewerage Lines, Institute entrances and surrounding areas. Within any building, Housekeeping Services shall include Toilets, Furniture, Fixtures, ACs, PCs, Fans, Almira's, Drawers, Chairs, Doors, Windows, Phones, other equipment (with the approval of the concerned incharge), Machines, Drinking Water coolers with purifiers, Curtains, Blinds, Foot mats, Dustbins, Flag Posts etc. All the Housekeeping material like brooms, cobweb sticks, dusters, mop sticks, buckets, phenyl, hand wash liquid, toilet cleaning brush, Cleaning/dusting cloth, water wipers, dustbins, garbage bins, room spray scrubbing pads, naphthalene balls, glass cleaner etc., shall be provided by the institute to supervisor. The requirements of such consumables will have to be requisitioned by supervisor to the institute in advance, to ensure smooth and uninterrupted

services. Horticulture services includes but not limited to pruning, sowing, trimming, grass/tree cutting, watering etc.

c. Details of services (please refer Annexure-A for cleaning method, frequency):

Daily services:

- i. Proper and effective cleaning/ sweeping and wet mopping of the entire premises on daily basis including the lobby.
- ii. Cleaning of all rooms, corridors, removal and quick disposal of garbage and kitchen wastes.
- iii. Maintenance of cleanliness in the garden and flower plants.
- iv. Removal of dust from furniture, floors, rooms, veranda, kitchen, toilets, doors, books, journals, furniture, fixtures, telephone, cupboard, air conditioners and other equipment, almirahs, filing cabinets, windowpanes etc. and all the electronic gadgets like computers, telephones, fax machines, photocopier machines etc. Care should be taken that breakable items do not suffer damage and the gadgets are not tampered with during the cleaning operation.
- v. Proper and effective cleaning and washing of toilets four times a day and whenever required, urinal, washbasins, sinks, sanitary fittings and fixtures, tiles, mirrors using disinfecting material like Vim, Phenyl, Acid. Cleaning of all sanitary fitting, tiles and mirrors in the toilets walls.
- vi. Keep the room ready to occupy.
- vii. Providing house-keeping materials in each rooms on need basis.
- viii. Cleaning of all areas surrounding the boundary wall of the Transit campus/Hired building including footpath on the front side, outside the building.
- ix. Shifting of furniture and other equipment and files, whenever required.
- x. Cleaning of drinking water areas including attached sinks and tiles etc., with detergent, chemicals regularly and more often if required.
- xi. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of waste water.
- xii. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily Basis at regular intervals.

Weekly Housekeeping Services:

- i. Removal of cobwebs in all the rooms, halls, corridors and lavatories etc.. Dustup/clean beams and ceiling, clean lights, light fittings, fans, A/C grills, fittings and fixtures.
- ii. Cleaning carpet with vacuum cleaner.
- iii. Check and replenish first-aid box and Fire extinguishers (material will be supplied by the Office).
- iv. Cleaning terrace of the buildings on weekly basis.
- v. Cleaning Underground/Overhead Water tanks, pest control etc.

3.2. SERVICE STANDARDS AND DUTIES OF AGENCY

- i. Agency shall ensure the level of service required is of the highest professional standard and shall deliver the cleanliness service within stipulated time frame as agreed in the contract. The delay in execution of service shall attract penalties.
- ii. The Vendor shall maintain a complaint register at the premises for the complaints by the workers of the institute.
- iii. Weekly off, holidays, leaves etc. will be managed by agency and will provide the replacement in lieu.
- iv. The agency has to deploy workers/supervisor who should work during holidays, late hours and Sundays as well according to the requirement and convenience of institute and the occupants, while ensuring weekly offs of his / her workers as per

statutory requirements. In case of exigency, Agency shall deploy the required number of staff beyond normal duty hours if directed so to carry out the works within the scope of agreement.

- v. The Agency shall be responsible to arrange at his own cost all necessary tools, plants & machinery and all other materials etc. required for execution of the service enlisted at Annexure-B.
- vi. Work shall be carried out on all working days. The Agency shall attend complaints received in connection with the services immediately. Also agency shall be responsible to provide the relievers on the place of absentee workers.
- vii. Garbage collection drums should be placed at all suitable points. The drums should be provided with polythene bags, which may be removed so that garbage does not spill out or spoil the drums.
- viii. Under no circumstances the garbage collected would be kept inside premises and all the necessary arrangements are to be made by the workers for its disposal at a suitable place
- ix. The institute official(s) shall have the right to inspect the premises where services are provided by the agency at any time. In case of any deficiencies found in the service provided pursuant to such inspection, the institute would have the right and authority to issue order and directions necessary, including the levy of penalty for the effective implementation of the services.
- x. The Agency has to ensure that the services are not disturbed either due to absenteeism or due to the willful act of his staff. Maximum care and precautions shall be taken to avoid any system breakdown. In case workforce deployed by the Agency resort to any kind of industrial action, the Agency shall arrange to deploy alternate work force of sufficient strength and competence to maintain the normal operations.
- xi. Further safety markers for wet floor and notices outside washrooms while cleaning is in progress shall be placed. It will be ensured that wastage of water and other materials is avoided failing which penalty may be imposed.
- xii. There should be equitable distribution of work. In the washroom for men, women shall not be made to work and vice versa.
- xiii. The Agency shall have to maintain cleanliness in the area as per frequencies mentioned in Annexure-A. However, the cleaning shall have to be done more frequently on instructions of the Officer-in- Charge for which nothing extra shall be paid. The Frequency for cleaning is required as per tender terms and conditions. The Building as well as outside Area is required to be maintained as dust free and stain free also.
- xiv. The sweeping/ cleaning/ scrubbing / vacuum cleaning / buffing etc. all shall be carried out by machines only. However, in exceptional cases where cleaning is not possible with machines, manual cleaning will be permitted.
- xv. Leaves collected during sweeping from the roads, road berms, open spaces etc. will not be burnt. All leaves collected would be disposed off at prescribed sites for bio decomposition. This will be followed even in spring and autumn where leaves collected would be more. Tree Leaves on the streets should be heaped in a place for lifting instead of brooming into the hedges. The heaped of tree leaves shall be lifted on the same day.

3.3. SUPERVISOR

- a. The supervisor should take care of frequent campus patrolling duty as well as surprise checking also. The supervisor should be directed to make a proper check of workers on duty and proper report to be given to administration on daily basis.

- b. He will also be responsible & answerable of all unwanted happenings in all the areas.
- c. Inspection of quality by supervisor during the execution of service by the staff should be regular/ periodic.
- d. Supervisor should report malfunctions of IIM Amritsar assets, short falls noticed in facility management services or notice of untoward incidents to the officer-in-charge or the designated Helpdesk.
- e. Further, supervisor will be available as and when required for any verification.
- f. The Supervisor deputed will act as a liaison officer between the Agency and the Institute and will be responsible for the day to day working of the staff deputed by the Agency, their attendance and other relevant jobs.
- g. The supervisor shall store and secure the consumables for housekeeping in the provided space properly. Also, the supervisor shall maintain records of the daily usage of all the materials which may be verified by the institute. In case of any damage to contractor's or institute's equipment, the supervisor shall be responsible to carry out the repairs without any delay to avoid any interruption in service. Cost of repairs shall be borne by the Agency only.

3.4. WORK NORMS

- a. The housekeeping services have to be provided on all days of the week. It must be operational from 8.00am or as instructed by the institute in a way that all indoor areas are cleaned before 09.00am. The working hours may vary as per the directions of the institute and actual requirements.
- b. The contractor must schedule the roster in a way that each worker must get one rest day in a week as per applicable laws/regulations and at the same time the services to the institute are not affected.

3.5. EQUIPMENT & CONSUMABLES

- a. Cleaning material or consumables will be provided by institute as per requirement.
- b. The list of equipment and tools to be provided by agency at the campus is as per Annexure-B. The standby quantity is also to be kept at site to be used in case of nonfunctioning of any equipment/tool. If the agency fails to provide requisite quantity of equipment and tools, penalty per day will be made from each bill.
- c. Equipment and tools mandated in this tender (Annexure-B) shall be maintained by the Agency in serviceable condition all the time. Use of equipment like vacuum cleaner, scrubbers, hydrojets, telescopic ladders so as to reach inaccessible areas for cleaning of glass or vegetable growth on the roof, flexible rodding equipment, bamboo khappachis for de-clogging sewage lines, grass cutting equipment (Drati), Phawras/belcha for cleaning of storm water drains i/c necessary wheelbarrows for disposing off the malba from drains etc. is considered inherent in housekeeping service. Such tools and equipment as necessary shall be maintained by the Agency in the institute premises readily available and in functional condition.

3.6. MANPOWER REQUIREMENTS

The requirements of the workers will be purely on requirement based and will be communicated by the institute. Therefore, the no. of contractor's workers may increase or decrease at any time as and when required by the institute as per the changes in infrastructure requirement and IIM Amritsar will be under no obligations to engage any specific number of contractor's workers during the period of contract. Additional requirement of workers would be indicated separately on some occasions or otherwise, which should be accommodated/offered on Govt. wage rates and/or at pro-rata basis of contract.

- 3.6.1. **Responsibilities of the IIM Amritsar and the Agency:** Due to the varied nature of workers in terms of qualifications, experience, competence, knowledge, skills, and abilities as well as the duration ranging anywhere from short-term to long-term, the scope of responsibilities of the IIM Amritsar and the Agency shall be as follows:
- a. **IIM Amritsar shall perform the following activities-** IIM Amritsar shall furnish the Agency the details of the service requests consisting of:
 - i. A detailed summary of the roles and responsibilities of the type of service requested;
 - ii. Minimum eligibility criteria in terms of education, experience, knowledge, skills, and abilities of the professional, technical required by IIM Amritsar in order to complete the services in a satisfactory manner in terms of quality, time, and resultant output.
 - iii. Expected duration of the requirement as practically possible and foreseeable.
 - iv. Skill requirements or specialized knowledge required, if any.
 - v. Evidence of prior successful completion of similar tasks.
 - vi. A suggestive range of the price or budget the institute is able to offer for the services;
 - vii. Any other specifications that IIM Amritsar may consider necessary to fulfill the tasks.
 - b. **Agency shall perform the following activities:**
 - i. The Agency shall source appropriate workers as per the specifications provided by IIM Amritsar within the range of the budget provided;
 - ii. The Agency shall perform necessary evaluation of the workers such as skills test, oral tests, test of knowledge, etc., as deemed appropriate to assess their abilities to complete the tasks in a satisfactory manner;
 - iii. Conduct all background tests and credential verifications;
 - iv. Verify past employment history, including wages earned, etc.
 - v. Assess the market rate of the worker in terms of knowledge, skills, abilities, experience, and educational qualifications and provide a competitive quote for the rate for their services.

CHAPTER-4 PRICE SCHEDULE (TO BE QUOTED BY THE BIDDERS)

Form-1

FINANCIAL BID

1.	Nature of Service	To provide housekeeping, cleaning, horticulture services at IIM Amritsar.
2.	*Service Charges	-----% (in words _____%)
3.	GST	-----% (in words _____%)

Note:

**The rate of Service charge as given above includes sufficient margin towards overheads i.e. minimum infrastructure to be maintained by the bidder for execution of the contract, running office expenses, coordination with Statutory Authorities, charges towards Bank Guarantees (BG), interest on working capital, documentation charge, reasonable profit margin, uniform kit/Photo ID card/training/accessories/employment etc. charges and other incidental expenses.*

I/We hereby undertake that I/We completely understood both financial and non-financial implications towards the statutory and non-statutory components involved in deployment of resources as per the tender document.

I/We hereby undertake that I/We have quoted the "Service Charge" / Rates considering all the above stipulations / conditions and the undertaking for the same is enclosed.

I/We hereby undertake that the entire amount of wages left out after deduction for statutory benefits to the housekeeping personnel engaged will be paid to them in full and no other charges/fees will be charged to them on any account.

Date:

NAME, SIGNATURE & SEAL OF THE CONTRACTOR

CHAPTER-5 UNDERTAKING, INDEMNITY AND AGREEMENT

Form-2(a)

UNDERTAKING

(To be submitted along with un-priced bid on letterhead)

**The Director,
Indian Institute of Management, Amritsar
Punjab Institute of Technology Building,
Inside Government Polytechnic Campus,
Polytechnic Road, PO: Chheharta, G.T. Road
Amritsar - 143105**

Sub: Providing _____ Services to IIM Amritsar.

I..... sole proprietor/Director/Partner), the authorized signatory of **M/S**..... having its registered office/principal office at.....do hereby solemnly affirm and declare as under: -

1. That I/we will abide by all the rules and regulations of the State/Central Government/Local Administration under the Payment of Minimum Wages Act 1948, Inter-state Migrant Workmen Act 1979, EPF & Miscellaneous Provisions Act 1952, ESI 1948, any other relevant Act as may be in force from time to time. I/We undertake to indemnify IIM Amritsar against any loss or damage which IIM Amritsar may suffer as a consequence of our not complying with the laws referred to above. Also. I/We undertake to pay the wages in accordance with all existing and applicable laws. I/We further undertake to indemnify IIM Amritsar against any loss or damage which it may suffer as a result of the negligence on the part of the tenderer or any of his employees in the course of performance under this tender/contract.
2. That as per the contract executed between both the parties and being a registered contractor under (The Contract Labour Regulation and Abolitions Act 1970) will comply with the provisions of all laws as applicable.
3. That I/we will cover all the eligible employees under Employees' Provident Funds and Miscellaneous Provisions Act and the Employees' State Insurance Act and will deposit the contributions under my code numbers.
4. That I further declare and undertake that in case any liability pertaining to my employees is to be discharged by the principal employer due to my lapse, I undertake to reimburse the same or the principal employer is authorized to deduct the same from my monthly bill/security amount lying with the principal employer as payable.
5. That if at any stage any claim arises up to the date of termination of my contract with the principal employer from any concerned department of ESI, EPF and by any employee in that event I and on behalf of my company/firm shall be held responsible to reimburse/indemnify to the principal employer for any such loss caused in this regard.
6. That I/we further undertake that in case any liability accrues during the tenure of my contract with M/s Indian Institute of Management, Amritsar. In that event I shall be held responsible to reimburse/indemnify to the principal employer for any such loss caused in this regard.
7. That I/We also undertake to execute the agreement as presented by the Institute (IIM Amritsar) and abide by the terms and conditions of the tender which have been perused and understood by me/us. I/We have gone through the terms and conditions of the tender and agree and undertake to abide by the same during the term of the contract.
8. That I/We undertake to abide by the Central/State rules and regulations, code of conduct for my/our employees that may be laid down by the Indian Institute of Management Amritsar.
9. That I/We agree to provide appropriate uniforms and accessories to the workers to be employed/deployed by me/us at my/our cost.

10. That I/We agree and undertake to provide well-experienced workers keeping good health and not suffering from any communicable/contagious disease.
11. That I/We agree to undertake to provide workforce and render satisfactory housekeeping services at IIM Amritsar Housekeeping.
12. That I/We agree to get the complete medical checkup done of all housekeeping workers at my/our cost, and the medical checkup certificate of all housekeeping workers shall be provided to IIM Amritsar immediately before deputing them on duty.
13. That I/We also undertake to maintain a stock register for all such items supplied by the Institute (IIM Amritsar) and produce such stock register for inspection whenever demanded by the Institute or its authorized representative.
14. That On the expiry or termination of the contract, I/We undertake that all our employees direct or indirect shall leave the Institute only after handing over all the items supplied by the Institute to the authorized officer and clear all the dues if any, outstanding.
15. That the contractor shall depute a supervisor who will be responsible for supervision/control, of all activities related to housekeeping matters, and the Contractor/supervisor shall be bound to abide by the Instructions/Orders/Decisions and Directions.
16. That the no. of contractor's workers may increase or decrease any time and IIM Amritsar will be under no obligations to engage any specific number of contractor's workers during the period of contract. Additional requirement of workers would be indicated separately by IIM Amritsar on some occasions or otherwise, which would be accommodated/offered on Govt. wage rates and/or at pro-rata basis of contract.
17. That nothing will be paid by or charged to workers to agency/contractor/representatives on account of providing employment/uniform kit/accessories/training/medical checkup/police verification/etc.
18. I/We hereby undertake that I/We have completely understood the terms & conditions of the Tender, the cost involved thereof in deployment of resources.
19. I/We hereby undertake that no changes/modification have been made to the tender document.
20. I / we hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
21. I/We further undertake to ensure all compliances of the tender conditions. Any non-compliance may be construed as deficiency in the performance of the contract. If such non-compliance is noticed IIM, AMRITSAR/owner is at liberty to take action in line with the tender conditions including termination of the contract.
22. I / we also authorize the Director, IIM Amritsar or his representative to approach individuals, firms and corporations to verify our competence and general reputation.
23. I am / we are aware that the tender documents (Financial bid) will not be opened if I am / we are not qualified to take part in the tendering process.

That the contents stated in the above paras have been fully understood/explained by/to me and there is no pressure upon me and I am executing this declaration in my full senses and I shall be abide by the same.

Contractor's Signature and seal with date: _____

Name: _____

Address: _____

WITNESSES :

- 1.
- 2.

INDEMNITY BOND

WHEREAS Indian Institute of Management Amritsar (hereinafter referred to as IIM Amritsar) which expression shall, unless repugnant to the context include their legal representatives, successors and assigns, having their Registered Office at ----- has entered into a CONTRACT with <**name of the Contractor**> Incorporated (hereinafter referred to as the ('CONTRACTOR') which expression shall unless repugnant to the context include their legal representatives, successors and assigns, having their Registered Office at ----- for <**NAME OF THE CONTRACT**> ---- **for a period of-----**"and for the extended period, if any, and on the terms and conditions as set out, inter-alia in the Letter of Acceptance No. -----and various documents forming part thereof hereinafter collectively referred to as the 'CONTRACT' which expression shall include all amendments, modifications and / or variations thereto.

The CONTRACTOR executes this Indemnity Bond in favour of IIM AMRITSAR indemnifying the institute from all consequences which may arise out of any Case filed by any Resources/ vendors/ sub- Contractors /partner etc. who may have been engaged by the CONTRACTOR directly or indirectly with or without consent of IIM AMRITSAR for above works , which may be pending before any court of Law including Quasi-Judicial Authority , Competent Authority, Labour Court , Arbitrator , Tribunal etc. and the Contractor has readily agreed for the same.

NOW, THEREFORE, in consideration of the promises aforesaid; the CONTRACTOR hereby irrevocably and unconditionally undertakes to indemnify and keep indemnified IIM AMRITSAR from any loss, which may arise out of any such contract/Case. The CONTRACTOR undertakes to compensate to IIM AMRITSAR forthwith, on demand, without protest the loss suffered by IIM AMRITSAR together direct / indirect expenses.

AND THE CONTRACTOR hereby agrees with IIM Amritsar that:

- (i) This Indemnity Bond shall remain valid and irrevocable for all claims of IIM Amritsar arising from any such contract/case for which IIM Amritsar has been made party until now or here-in- after.
- (ii) This Indemnity Bond shall not be discharged / revoked by any change / modification / amendment / deletion in the constitution of the firm / Contractor or any conditions thereof including insolvency etc. of the CONTRACTOR but shall be in all respects and for all purposes binding and operative until any claims for payment are settled by the Contractor.

The undersigned has full power to execute this Indemnity Bond on behalf of the CONTRACTOR and the same stands valid.

SIGNATURE OF CONTRACTOR/AUTHORIZED REPRESENTATIVE

Place:
Date:

AGREEMENT

This agreement made on this(date) between the Indian Institute of Management Amritsar on one part (hereinafter refer to as IIM Amritsar).

And

..... (Hereinafter referred to as the Contractor which expression shall include his heir, executors, administrators and assigns) of the other part. Whereas the IIM Amritsar is desirous of giving a contract for providing the in the Institute and whereas have offered to provide the same on the terms and conditions stated in the tender document and hereafter stated.

Now it is hereby agreed by and between the parties.

1. The following documents shall be deemed to form part of the agreement
 - a. Indemnity bond, undertaking submitted by the Contractor
 - b. The letter of acceptance/work order bearing No.....Dated
 - c. Tender Number.....dated.....
2. **Terms and Conditions**
 - 2.1. The Contractor hereby agrees with the client to render service in conformity to the provisions of this agreement.
 - 2.2. **Commencement and termination:** That the agreement will come into force with effect from and shall barring unforeseen circumstances. The initial contract period will be for one year that could be extended on a yearly basis with the same terms & condition of the tender as mutually agreed upon by both the parties (IIM Amritsar & Contractor) based on institutional needs, satisfactory performance and/or fulfillment of contractual terms & conditions by the contractor/agency.
 - 2.3. That the agreement may be terminated by either party by giving one month's notice to the other.
 - 2.4. That under the circumstances given below, the Institute shall have the right to terminate the contract without notice, in addition to other remedies as available under the law.
 - 2.4.1. For committing a breach of any of the terms and conditions of this agreement by the Contractor, he will further be liable to pay the damages as assessed by the arbitrator.
 - 2.4.2. Contractor shall in no case lease, transfer, sublet, assign/pledge or sub-contract its rights and liabilities under this contract to any other agency.
 - 2.4.3. The Contractor being declared insolvent by a competent court of law.
3. **Arbitration:** In the event of any question or dispute or difference arising under this agreement or in connection therewith, the same would be referred to the Arbitrator whose decision shall be final and shall not be called in question. The Director of IIM Amritsar will appoint an Arbitrator with the mutual consent of both the parties (Contractor and IIM Amritsar).
 - a. The arbitrator may from time to time with the consent of all the parties extend the time for giving and publishing the award.
 - b. Subject to the aforesaid provisions, the Arbitration and Conciliation Act, 1996 and the rules made thereunder and any modification/amendments (2015,2019) thereof from the time being in force shall be deemed to apply to the arbitration proceedings. All disputes and arbitration under this agreement shall be subject to the jurisdiction of the Court of Law (Amritsar, Punjab)

IN WITNESS WHEREOF we set our hands on

FOR & ON BEHALF OF THE PROPRIETOR

FOR & ON BEHALF OF THE INDIAN
INSTITUTE MANAGEMENT,
AMRITSAR

(CONTRACTOR)

(Authorized Signatory) Witness

Witness

1.

1.

2.

2.

Address:

CHAPTER 6– OTHER STANDARD FORMS

FORM 4

NON-BLACKLISTING CERTIFICATE

(To be provided on the letterhead of the firm)

I hereby certify that the above firm/agency neither blacklisted by any Central/State Government/ Public Undertaking/Institute nor is any criminal case registered/ pending against the firm or its owner/ partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case, at a later date it is found that any details provided above are incorrect, any contract given to the above agency may be summarily terminated and the firm blacklisted for three years.

Authorized Signatory Date:

Name: Place: Designation: Contact No.:

Seal

Financial Statement

1. Financial Analysis

Details are to be furnished duly supported by figures in Balance Sheet / Profit and Loss a/c for the last five financial years duly certified by the chartered accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached).

Sr. no.	Details	Years ending 31 st March of				
		2017	2018	2019	2020	2021
1.	Gross Annual turnover in housekeeping service provided					
2.	Profit (+) / loss(-)					

Supporting Documents are to be attached along with the Annexure-(*Balance Sheet approved by the CA and the IT clearance certificate, profit loss account, Income Tax Returns for the last three financial years*)

2. Financial arrangement for carrying out the proposed work**3. Income Tax PAN Details**

Signature of Applicant(s)

Signature of Chartered Accountant with seal

Details of all contracts completed during the last five years

Name of company: _____

Sr. No.	Name of contract & location	Name of client	Annual cost of contract	Period of Contract	Supporting document (attach copies of work order & completion certificates)

Note: - Above experience sheet must be supported by authentic certificates from service taking organization.

(Signature of the applicant with office seal)

Contracts under progress

1. Name of work :

2. Location :

3. Client's Name and address :

4. Scope of work :

5. Details of personnel deployed on the work:

7. Value of work :

Signature of Applicant(s)

Performance Report by the clients for works completed

1. Name of the work & Location

2. Scope of work

3. Agreement No.

4. Tendered Cost

5. Value of work done

6. Date of Start

7. Date of completion
 - a. Stipulated date of completion
 - b. Actual date of completion

8. Amount of compensation levied for delayed completion, if any

9. Name and address with telephone no of Officer to whom reference may be made

10. Remarks (indicate whether any show cause notice issued or Arbitration initiated during the progress of work)

11. Performance report based on quality of work, time management and resourcefulness:

Very Good / Good / Fair

Executive Engineer / Project Manager /or Equivalent

Structure and Organization of the contractor/agency

1. Name and address of the applicant :
2. Telephone No. / Fax No. / E-Mail address :
3. Legal Status (attach copies of original Document defining the legal status) :
 - a) An individual
 - b) A Proprietary Firm
 - c) A Firm in Partnership
 - d) A Limited Company or Corporation
4. Particulars of registration with various Government bodies (attach attested photo-copy) :
 - a) Registration Number
 - b) Organization / Place of registration
5. Names and Titles of Directors and officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Was the applicant ever required to suspend the housekeeping service for a period of more than six months continuously after the housekeeping service was commenced? If so, give the name of the project and give reasons thereof.
7. Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion?
8. Has the applicant or any constituent partner in case of partnership firm, ever been debarred / Blacklisted for tendering in any organization at any time? If so, give details.
9. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so give details.
10. In which field of Housekeeping service, specialization and interest is
11. Any other information considered necessary but not included above

Signature of Applicant (s)

BID SECURITY DECLARATION
(To be issued by the bidder on company's letterhead in lieu of EMD)

To,
 The Director,
 IIM Amritsar,
 Punjab, India-143105

I/We _____ (name of the agency) with reference to tender
 no. _____ dated _____ for _____ providing
 _____, hereby undertake
 that

1. I/We accept all terms and conditions of the tender document.
2. I/We will not withdraw or modify our bid during the bid validity period and will honour the contract after the award of contract.
3. I/We will deposit performance security, if applicable.
4. I/We will sign the agreement as per the specified schedule
5. In the event of any modification to our bid by us or failure on our part to honour the contract after final award, our firm may be debarred from participation in any tender/ contract notified by IIM Amritsar for a period of one year. We undertake that we shall not appeal against such debarment in any court of law

Yours faithfully,

(signature)

Name:

Date:

Office Seal:

Housekeeping related Instructions

S. No.	Type of Building	Activities	Frequency
1	Academic and Institute buildings (i) Faculty offices and general offices	(1) Sweeping /Cleaning	Once a day (every Morning)
		(2) Mopping with wet cloth (Pocha) mixed with Phenol Water	Once a day (every Morning)
		(3) Washing with water mixed with detergent/ phenol etc.	Twice a week
		4) removal of cobwebs	One in a month
2	Classrooms	(1) Sweeping /Cleaning	Twice or thrice a day depending on the requirement.
		(2) Mopping with wet cloth (Pocha) mixed with Phenol Water	Twice a day
		(3) Washing with water mixed with detergent/ phenol etc.	Thrice a week(Every alternate day)
		4) removal of cobwebs	One in a month
3	Labs/Libraries and others	(1) Sweeping /Cleaning	Twice or thrice a day depending on the requirement.
		(2) Mopping with wet cloth (Pocha) mixed with Phenol Water	Twice a day
		(3) Washing with water mixed with detergent/ phenol etc.	Thrice a week(Every alternate day)
		Removal of cobwebs	Once in a month
4	Open circulation area inside the buildings	1) Sweeping /Cleaning of all open circulation area inside and outside the building ,	Twice a day (Morning and afternoon)
		(2) Mopping with wet cloth (Pocha) mixed with Phenol Water in all the circulation area inside the building and cleaning of S.S. Railing	Twice a day (Morning and afternoon)
		(3) Washing of all open circulation area inside the building with water mixed with detergent/ phenol etc.	Thrice a week(every alternate day)
		(4) Mechanical cleaning of floors by Machine	Once in a week
		(5) Cleaning of glass from outside & inside, removal of cobweb	Once in a month
5	Toilets	(1) Sweeping & Cleaning by wet cloth	Twice a day
		(2) Washing with water mixed with detergent/ phenol etc.	Once a day (every Morning)

6	Roads and Open Area	a)Sweeping of roads	twice a day by 10.30am and 3.30pm
7	Miscellaneous works	a)Removal /cleaning of vegetation growth in the open area (b) Sewage drain blockage (c) Removal of Malba obtained after cleaning of Sewer line and Storm water drains	Once in a month. Within two hours. Immediately after cleaning.

Area/Items	Item/Equipment	Process	Method/ Procedure
Ceiling and Walls	Sweeping tool Duster Bowl/ small bucket of soap solution Plain water	Damp dusting	Damp dusting with a long handledtool for the walls and ceiling done with very little moisture, just enough to collect the dust. Damp dusting should be done in straight lines that overlap one another. Change the mop head/cover when soiled
	Care of mop	Hot water Detergent Sodium hypochlorite 1%	Clean with hot water and detergent solution, disinfect it with sodium hypochlorite and keep for drying upsidedown
Doors and door knobs	Damp cloth or Sponge squeeze mop Detergent	Thorough washing	The doors are to be washed with a brush, using detergent and water once a week (on one defined day); gently apply cloth to soiled area, taking care not to remove paint, then wipe with warm water to remove excess cleaningagent. Door knobs and other frequently touched surfaces should be cleaned daily
General cleaning	Detergent	Daily mopping	Scrub floors with hot water and detergent with using minimal water. (Do not pour the water.) Clean with plainwater. Allow to dry Hypochlorite 1% mopping canbe done. Note: Recommend general cleaning procedure should be done twice a day
	warm water	Floors	
	Mop		
	Two buckets Clean utility gloves	Thorough washing	
	Handmops		
Lockers, tables, cupboard, benches, shelves	Damp duster Warm water Detergent Dry duster	Damp dusting	Damp dust with warm waterand detergent
Railings	Detergent/ Sanitizer– hotwater, sodium hypochlorite 1%	Daily dusting	Damp dust with warm water and detergent followed by disinfection with hypochlorite
	Three small buckets/ or big bowls One with plain water One with detergent solution One for sodium hypochlorite 1%		

Mirrors and Glass	Warm water	Cleaning	Using warm water and a small quantity of detergent and using a damp cloth, wipe over the mirror and surround, then using a dry lint-free cloth, buff the mirror and glass to a clean dryfinish.
	Detergent water/ cleaning solution		
	Damp cloth Wiper		
Telephone	Warm water detergent solution Duster	General cleaning	Damp dust with warm waterand detergent. Paying special attention to the ear and mouth piece and dry it properly.
Chairs (Vinyl)	Warm water and detergent	Cleaning	Wipe down with warm water and detergent. Remove any marks under arms and seat. Check fordamageto stoppers, if stopper require replacement, report to maintenance department.
Furniture and fittings	Warm water and detergent Rag piece	Dusting	Using warm water and detergent, damp dust all furniture and fittings, including chairs, stools, beds, tables, cupboards, wardrobes, lockers, trolleys, benches, shelves and storage racks, waste/ bins, fire extinguishers, oxygen cylinders, televisions window sills and dry properly.
Light switches	Damp cloth (never wet) Detergent Warm water	Cleaning	Light switches to be cleaned of dust, spots and finger marks. Clean with a damp cloth (never wet) and detergent.
Curtains	Soft clothes Water Mild soap solution	Cleaning	Clean with water and soap for curtains
Toilet pot/ commode	Sodium hypochlorite 1%/ Soap powder / long handle angular brush		Inside of toilet pot/commode: Scrub with the recommended agents and the long handle angular brush. Outside: Clean with recommended agents; use a nylon scrubber.
Lid/commode	Nylon scrubber and soap powder		Wet and scrub with soap powder and the nylon scrubber inside and outside
Toilet floor	Soap powder and scrubbing brush/ nylon broom		Scrub floor with soap powder and the scrubbing brush Wash with water Use sodium hypochlorite1% dilution
Tap	Nylon scrubber and soap powder		Wet and scrub with soap powder and the nylon scrubber.
Outside sink	Soap powder and nylon scrubber		Scrub with the nylon scrubber
Taps and fittings	Warm water Detergent powder Nylon Scrubber		Thoroughly scrub the floors/tiles with warm water and detergent Wipe over taps and fittings with a damp cloth and detergent. Care should be taken to clean the underside of taps and fittings. Taps should be dried aftercleaning
Soap dispensers	Detergent and water		Daily dusting Should be cleaned weeklywith detergent and water and dried

Required tools/ Equipment/Machinery

S. No.	Particulars	Qty.
1.	Drati for cutting grass	2
2.	Draat for cutting tree branches	2
3.	Wheel barrows	1
4.	Pick Axes	
5.	Electric extension board with 30 meters electric wire	1
6.	Grass mower	1
7.	Electric Scrubber driers -50	1
8.	Wet & Dry Vacuum Cleaner 1350 watt , VAC-50 N with Pneumatic auto ON/OFF, Autoclean & Blower Function Make:-From any reputed brand	1
9.	High Pressure Jet150 Make:-From any reputed brand	1
10.	Double Bucket /wringer trolley with press (with mop) Make:-From any reputed brand	6
11.	Vacuum Cleaner Eureka Forbes 400 Watts Make:-From any reputed brand	1
12.	Multifunctional Telescopic Ladder	1
13.	Climbing harnesses of good quality with rope	2