

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

Guwahati - 781 039 (Assam)

Email: estb@iitg.ac.in

TENDER DOCUMENT FOR PROVIDING CLEANING SERVICES IN THE INSTITUTE'S ACADEMIC, ADMINISTRATIVE AND OTHER ACADEMIC ACTIVITY PREMISES (Group –A)



NIT No. IITG/Estb/NIT-02/2024 /Cleaning Services/Group-A, Date 05.11.2024



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Notice Inviting Tender

NIT No. IITG/Estb/NIT-02/2024 /Cleaning Services/Group-A, Date 05.11.2024

IIT Guwahati invites Tenders on **Two-bid System** from reputed, eligible and qualified Tenderer/Firms/Agencies/Bidders having their registered Head Office or Branch Office at Guwahati, Assam for **“PROVIDING CLEANING SERVICES IN THE INSTITUTE ACADEMIC, ADMINISTRATIVE AND OTHER ACADEMIC ACTIVITY PREMISES (Group –A)”** on Contract Basis.

1.	Name & Description of the Work	:	PROVIDING CLEANING SERVICES IN THE INSTITUTE's ACADEMIC, ADMINISTRATIVE AND OTHER ACADEMIC ACTIVITY PREMISES (Group –A)	
2.	Location	:	IIT Guwahati Campus, North Guwahati, PIN-781039 Assam, INDIA	
3.	Estimated Cost of the Work / Cost put to the Tender	:	Rs. 5.5 Crore per Annum	
4.	Earnest Money Deposit (EMD)	:	Rs.5,00,000 /- (Rupees Five Lakh only)	
5.	Time Schedule of the Online Tender			
	Particulars		Date	Time
	Tender e-Publication date	:	05.11.2024	17.00 HRs
	Bid Document Download Start Date	:	05.11.2024	18.00 HRs
	Bid Document Download End Date	:	25.11.2024	15.00 HRs
	Clarification Start Date	:	06.11.2024	10.00 HRs
	Clarification End Date	:	12.11.2024	15.00 HRs
	Pre-Bid Meeting (if arises)	:	12.11.2024	15.00 HRs
	Bid Submission Start Date	:	13.11.2024	09.00 HRs
	Bid Submission End Date	:	25.11.2024	15.00 HRs
	Technical Bid Opening Date	:	26.11.2024	11.00 HRs
	Work Plan Presentation Date	:	Will be notified through E-mail/Institute's Website	
	Financial Bid Opening Date	:	Shall be intimated to technically Qualified bidders through CPP portal	
6.	Contract Period	Initially 02 (two) years from the date of issue of the work order with a provision for extension by one or more years up to a maximum of 5 years (including original contract of 2 years) subject to satisfactory service and at the discretion of the Institute.		
7.	Bid / Tender Validity	90 days from the Date of Opening of Financial Bid		

Section I: BID INSTRUCTION

Information and Instructions to the Bidder/Tenderer

- 1) This tender/bid is to be submitted in two bid system i.e. Technical and Financial.
- 2) The Technical bid must include Form I to IV, Annexure 1 to 5, Section VIII and the Financial bid must include Section IX.
- 3) There is no tender fee.
- 4) IIT Guwahati invites Bid for PROVIDING CLEANING SERVICES IN THE INSTITUTE ACADEMIC, ADMINISTRATIVE AND OTHER ACADEMIC ACTIVITY PREMISES (Group –A). Bids are to be submitted in hard copy to the address as mentioned below.

Head of Section
Establishment section
IIT Guwahati-781039

- 5) Kindly note there are two NITs given simultaneously by this Institute. They are titled as Group 'A' and Group 'B'. Group 'A' service is meant for administrative building and Academic Complex, etc. Group 'B' is meant for all Hostels, etc. Bidders are permitted to participate in any one or both the tenders. But even if a single party is successful in both the groups, contract work of only one group shall be allotted to one bidder. So, any bidder participating in the tender for both the groups must provide their preference while submitting the bid, otherwise, the choice shall be made by the Institute.
- 6) In case a bidder happened to score highest mark and become first in both the cases and is selected for either Group A or B as per their choice, the other group left by them will be given to other qualified vendors who are willing to match the rates and terms quoted by the first bidder. In such case the opportunity shall be offered to the second highest scorer or bidder. If the second bidder does not accept the opportunity shall be given to the third bidder and so on.
- 7) Tender documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/epublish/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enrol/register before participating through the website <https://eprocure.gov.in/epublish/app>. The portal enrolment is free of cost.
- 8) Bidder has to select appropriate Tender and submit Online Bid along with uploading duly signed and self-attested scanned copy of all relevant/requisite/prescribed documents as per NIT and also filled up Forms / Annexures as per format (where applicable) provided with the NIT in Central Public Procurement Portal <https://eprocure.gov.in/epublish/app>.
- 9) Filling up of the Tender
 - a) Individuals signing the tender and other documents connected with the contract must specify -

The authorized signatory of the bidder firm/company should only sign the tender for bidder.

Partnership firms shall furnish the full name of all partners. It should be signed in the partnerships' name by all the partners or by duly authorized representative followed by the name and designation of the person signing. Bid by corporations shall be signed by an authorized representative and a power of attorney in that behalf shall accompany the tender.

b) The bid shall contain the name, residence and place of business of person or persons making the bid tender and shall be signed by the bidder with his/her usual signature.

c) All forms in the bid tender document must be filled up and must be written or typed legibly in English only.

d) Addenda/Corrigenda (issued by the IIT Guwahati), if any, to this tender document, must be signed and submitted along with the tender document without fail.

10) Technical Bid should contain the following along with **Form-III**

a) EMD of **Rs.5,00,000/- (Rupees Five Lakh only)** in favour of "IIT Guwahati" payable at Guwahati in the form of Demand Draft/ Pay Order/ Banker's Cheque. EMD shall be refunded to the unsuccessful bidder after finalizing the contract and no interest is payable on EMD. EMD Exemption is allowed to bidder having MSME certificate certified and inspected by any state/central government organization.

b) Company's/Firm's/Agency's Registration Certificate.

c) EPF, ESI, Goods and Services Tax (GST) Registration Certificates, Valid Labour License.

d) The bidder should possess a GST registration in Assam. In case the party does not have the said GST registration in Assam, the agency should get it within 2 (two) months of issue of work order. A copy of undertaking that the agency will get the GST within two months must be enclosed.

d) Up-to-date GST clearance and Income tax clearance certificate.

e) Bidder's up-to-date Annual Account for the last three years ending on 2022-23.

f) Document regarding present establishment/ business (self-explanation by the bidder about his/ her establishment) with Company brochure showing its profile (if any).

g) Experience of execution of similar services and their duration supported by attested copies of documents from the competent authority.

h) Office in Guwahati: Proof of Company/Agency having its own Head Office or Branch Office in Guwahati. Firms which do not have office in Guwahati should give an undertaking that an office will be opened within 2 (two) months of awarding of contract. The same to be submitted.

Non submission of any of these documents will result in cancellation of the tender without any notice. If undertaking is given and not complied to by the successful bidder, the security deposit will be revoked and tender will be cancelled and allotted to the next qualified bidder.

- i) Previous credentials to the effect that stipulated rate of wages have been paid by the agency to its employees as fixed by the Labour Enforcement Office.
 - j) List of present key personnel deployed.
 - k) List of Key Equipment/ machineries
 - l) Proposed Plan/ Methodology for proposed work services in the Institute.
- 11) Price bid is to be submitted as per format given in **Section-IX**.
 - 12) The Place of opening of Bid: Establishment Section, IIT Guwahati, Guwahati-781039.
 - 13) Only those financial bids will be opened whose technical bids are found suitable/qualified by the expert committee appointed for the scrutiny of the tender. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the Cleaning Service to successful bidder / agency.
 - 14) No separate information shall be given to individual bidders who fails to qualify the Technical Evaluation stage.
 - 15) No Bid shall be considered for Technical Evaluation if found incomplete / Illegible and or fails to submit documents / formats / forms / annexure in all respects along with the Bid submitted by Bidder.
 - 16) All disputes shall be subject to Guwahati Jurisdiction only. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
 - 17) Bid documents submitted by intending bidders shall be opened only of those bidders, who has deposited EMD with proper validity, and other documents scanned and uploaded are found in order.
 - 18) All Bidders must be ready to submit any specific physical documents related to the tender in Original for scrutiny, if asked by IIT Guwahati within the prescribed time limit and failing to submit of these by the Bidder, the Bid shall be summarily rejected.
 - 19) The bidder should inspect the site before submitting the tenders to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.
 - 20) Micro, Small Enterprises (MSME) if registered with any government bodies specified by Ministry of Micro, Small & Medium Enterprises (MoMSME) with valid certificate for Providing Cleaning Service duly issued by Govt. of India are exempted for submitting the earnest money deposit (EMD).
 - 21) Blacklisted Contractors / Bidders / Tenderers in State / Central Govt. Departments, Central/State PSUs, Autonomous Organizations/ Boards etc., are not eligible to participate in the bid process.
 - 22) Rejection of Tender:

Bidder will be bound by the details and documents as furnished by the bidder to the Institute while submitting the tender or at any other time. In case any of the details of such documents furnished by him/her, is found to be false at any stage or incomplete, this will be treated to be a breach of the terms of the NIT, making the bidder liable for appropriate action including rejection of the bid.

Conditional tenders will not be accepted and is liable for rejection.

- 23) The bidders should go through the Tender Document and submit the response as per prescribed format only. It may be noted that all subsequent notifications, changes and amendments on the project/document would be posted only on the same website.
- 24) IIT Guwahati may modify the tender documents by issuing corrigendum / addendum. Such corrigendum/ addendum thus issued shall be part of the tender documents and shall be published online in e-publishing portal. The prospective Bidders will be given sufficient time to submit the bids after publishing the corrigendum/ addendum.
- 25) Interested Companies/ Firms/ Agencies are advised to enclose the Original Demand Draft for EMD along with the bid document and submit the same in the Tender Box kept in the Establishment Section, IIT Guwahati, Guwahati-781039, on or before the deadline indicated in Schedule of Tender. The bidder need to submit all the bid documents in one sealed envelope containing two sealed envelopes, one containing the technical bid and one containing the financial bid.
- 26) IIT Guwahati reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or reject any or all tenders without giving notice or assigning any reason. The decision of the Director of IIT Guwahati, in this regard, shall be final and binding on all.
- 27) Tender must be addressed to: The Head of Section (HoS), Establishment Section, IIT Guwahati, Guwahati–781039, Assam.
- 28) The Institute reserves the right to accept or reject any application for issue of tender document without assigning any reasons.
- 29) Acceptance of the Tender Offer:
IITG does not bind itself to accept the lowest or any tender and reserves the right to accept/reject the whole or any Group of the tender without assigning any reason thereof.

Section II: QUALIFYING CRITERIA

Only those Bidders who meet the eligibility/ experience criterion shall be considered for evaluation of technical bid. Bidder shall submit documentary proof of eligibility criteria, failing which the tender will be summarily rejected. Bids who do not qualify as per requirement of eligibility norms and fail to submit documentary proof shall be considered non-responsive and shall be rejected without any further evaluation and without communicating to the bidder.

All relevant documents in support of fulfilling Eligibility and experience criteria must be submitted by the Bidder without fail, otherwise it may lead to rejection of the Bid without assigning any reason.

- 1) The bidder has to be registered under the Company's Act, or Partnership Act or Society's Act or a proprietorship firm.
- 2) PAN, IT Clearance certificate, Provident Fund Registration No., Goods and Services Tax (GST) Registration No., Professional Tax Registration etc. must be attached. In the absence of the said documents, bidder may not be awarded the work tendered for in the light of Central Govt. directives/instructions.
- 3) The bidder should possess a trade license from local municipal authority to conduct business in Assam. In case the party does not have the said local trade license registration in Assam, the agency should get it within 2 (two) months of issue of work order. A copy of undertaking that the agency will get the license within two months must be enclosed.
- 4) The bidder should possess a registration under Assam Professional tax to conduct business in Assam. In case the party does not have the said Assam Professional tax registration in Assam, the agency should get it within 2 (two) months of issue of work order. A copy of undertaking that the agency will get the registration within two months must be enclosed.
- 5) Since provision of labourers/employees comes under the central Labour Laws, therefore the bidder shall have a valid license under the Valid Contract Labour (RandA) Act. 1970).
- 6) The bidder must have at least three years' experience (ending month of March prior to the bid opening) of providing similar type of services to Central/State Universities, or any reputed educational Institute preferably with a student population base of not less 3000 (three thousand) including hostels, library cleaning experience in PSUs/Nationalised Banks/Reputed Organisations where they have been providing similar services during last three (03) years.
- 7) Works of Similar nature meaning the Bidder's experience in Providing Cleaning Service to Educational Institutions / Medical Colleges / Establishments/ PSUs, etc. in general and experience in Providing Cleaning services in Hostels / Rooms / Lavatory / Kitchens / Washing Area, Open and Close Areas etc. under any Premises / Campus in particular.
- 8) The bidder shall have the following Registrations and details of the same be provided
 - a) PF Registration supported by a challan not older than three (03) months

- b) ESI Registration supported by a challan not older than three (03) months
 - c) Goods and Services Tax (GST) Registration supported by GST return not less than three (3) months
 - d) Up to date Labour License.
 - e) Up-to-date GST clearance and Income tax clearance certificate.
- 9) The bidder must possess Income tax clearance certificates issued to update.
- 10) The bidder must have its Head Office or a Branch Office in Guwahati. Firms which do not have office in Guwahati should give an undertaking that an office will be opened within 2 (two) months of awarding of contract. The same to be submitted.
- 11) The annual turnover of the bidder for each of the last three financial years (FY-2023-24, FY 2022-23, FY-2021-22) shall not be less than Rs. 5 Crore (Rupees Five crores only). Audited financial statements duly certified by the Chartered Accountant (CA) for the past three years shall be enclosed.
- 12) Bidder should have successfully completed similar works during minimum 3 years ending on 31st March, 2024, which fulfils any of the following conditions-
- a) One similar work of annual value not less than Rs. 5 Crore (including GST)
 - b) Two similar works of annual value equal to Rs. 4 Crore each (including GST)
 - c) Three similar works of annual value equal to Rs. 2.8 Crore each (including GST)
 - d) (in each year) within the last three financial years.

Section III: BID EVALUATION

1. The technical bid shall be opened on the scheduled opening date and the price bid of only the firms/agencies who are found qualified on evaluation of the technical bid, shall be opened on a later date (working day) with intimation to the successful Bidders of the Technical Bids.

2.**Evaluation of Bid.** The Bid will be evaluated out of a composite score of 100 which consists of 70% weightage for technical and 30% weightage for financial bid.

3.**Evaluation of Technical Bid:** The Technical bids will be scrutinized on the basis of basic eligibility criteria. Thereafter, the bid (s) of the short listed bidders would be accepted for further evaluation on the basis of the following marking system.

Sl. No.	Criteria	Range and Score			
1.	Bidder's Average Turnover (should be exclusive of GST) in last 3 Financial years ending on 31 st March, 2024	>5 Cr. to 6 Cr.	> 6 Cr. to 7 Cr.	> 7 Cr. to 8 Cr.	>8 Cr.and above
		2.5 Marks	5 Marks	7.5 Marks	10 Marks
2.	A) Bidder's Work Experience in Similar works completed (in terms of Average Contract Value exclusive of GST) in last 3 Financial years ending on 31 st March, 2024	> 2 Cr. to 3 Cr.	> 3 Cr. to 4 Cr.	> 4 Cr. to 5 Cr.	> 5 Cr.and above
		5 Marks	10 Marks	15 Marks	20 Marks
	B) Bidder's Work Experience in completed Similar works (in terms of Nos. of Years) till Financial year ending on 31 st March, 2024	> 3Years to 4Years	> 4Years to 5Years	> 5Years to 6Years	> 6Years and above
		2.5 Marks	5 Marks	7.5 Marks	10 Marks
	C) Bidder's Work Experience in Similar works (in terms of Running Contract Order or Contract)	> 1 Contract to 2 Contracts	>2 Contracts to 3 Contracts	> 3 Contracts to 4 Contracts	> 4 Contracts and above
		2.5 Marks	5 Marks	7.5 Marks	10 Marks
3.	A) Bidder's Work Experience in Providing Cleaning service to Institutions / Organizations of repute (in terms of Organization Structure and Registration)	Only Pvt. Institutions	Pvt. and PSUs	Pvt., PSUs, Central and State Org. /Schools /Colleges/ Hospitals	Central Autonomous Institutions / Universities / IITs/ NITs AIIMS
		2.5 Marks	5 Marks	7.5 Marks	10 Marks
	B) Bidder's Work Experience in Providing Cleaning service to Institutions / Organizations of repute (in terms of Number of more	Only Pvt. Institutions	Pvt. and PSUs	Pvt., PSUs, Central and State Org. /Schools	Central Autonomous Institutions

	than 3 years of Service) as on 31st March, 2024			/Colleges/ Hospitals	/ Universities / IITs/ NITs AIIMS
		5 Marks	10 Marks	15 Marks	20 Marks
4.	Average Number of Manpower Engagement / Deployment details (between Highest and lowest as per Contract Order, Payroll, EPF and ESI Returns) in Providing Cleaning Service to Institutions under Contract in last 6 Months as on 31st March, 2024	> 50 to 100 Nos.	>100 to 200 Nos.	> 200 to 300 Nos.	>300 and Above
		2.5 Mark	5 Marks	7.5 Marks	10 Marks
5.	Technical Presentation	Average	Good	Very Good	Excellent
		2.5 Marks	5 Marks	7.5 Marks	10 Marks

4. Bid Evaluation Process / Criteria

The Institute constituted an In-house Committee to evaluate and comparison of Bids, both Technical and Financial. However, the following conditions are to be fulfilled before evaluation of Technical and Financial Bid–

- Bidder should submit all requisite documents in legible formats and conformed to meet essential Eligibility and experience criteria for becoming eligible to evaluation of their Technical and Financial Bid.
- No communication and intimation shall be made/given to Bidders who do not qualify in essential Eligibility and experienced criteria.
- Bidder duly submitted EMD of requisite amount with proper validity within stipulated time period. The physical Copy of EMD should reach “Establishment Section, IIT Guwahati” on or before Tender Submission Last date.
- Tenders not accompanying with required information, fees and documents shall be rejected out rightly. Any request for subsequent submission/ alteration/ addition/ modification/ amendment/ extension of due date etc. will not be entertained.
- Bidders who qualify in Technical Bids will be considered for opening their Price Bid
- IIT Guwahati shall intimate or communicate with only Bidders who qualify Technical Bids with minimum prescribed passing marks/criteria and eligible for opening Financial Bids only.
- Bidders must submit/upload scanned copy of duly-signed Forms, Annexures and Document as per NIT. Any documents without signature may be liable for cancellation or rejection of the Bid if Committee desires.
- Bidders must accept/acknowledge that by submitting a Bid for the Tender, they have gone through the NIT and agrees to abide by the terms and conditions thereof.

5. Technical Bid Documents

Technical Bid of this NIT is prescribed as per Form-II, which Bidders should fill and submit through Online mode only. Every aspects of Technical Bid should be complete and filled-up. Documents required in accordance with the Technical Bid must be submitted by Bidder.

6. Technical Bid Evaluation, Comparison and Assessment

The Committee constituted for this purpose shall evaluate the Technical Bid and determine the substantial responsiveness of each bid in accordance with the Terms and Conditions in the Bidding documents/ NIT. For

purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.

The Financial bid of only Technically responsive bids shall be evaluated by the bid evaluation committee.

The bidder will further be liable for disqualification if it has:

- a) Made misleading or false representation or deliberately suppressed the information in the forms, annexures statements and enclosures required in the tender document,
- b) Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
- c) if the bidder, or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law, their application will be summarily rejected.

7. Technical Bid carries a maximum score of 100, out of which passing marks shall be 50. Bid fails to obtain minimum 50 score shall be rejected from further evaluation.

8. Technical Presentation

Technical Presentation session will be conducted for eligible Bidders as per schedule to be intimated or communicated to the Bidder by IIT Guwahati within stipulated time period. The Bidder is required to submit the hard copy of the presentation (power-point-format) in maximum 25 pages along with the technical bid. However, authorized representatives (max. 2) of Bidder have to appear for Technical Presentation in front of Evaluation Committee member. Bidders are advised to submit physical copy of the same at least 1 day before scheduled date or time of the Technical Presentation Session.

Technical Presentation should contain substantial information, documents, evidence etc. including photographs showing / containing / narrating; - Organizational Presence, past experience, best practices followed, Awards and certification, recognition and relevance in their Areas of Operation particularly cleaning service.

Bidder are advised to present their understanding on Scope of Work as per NIT, Planning and Management of Cleaning Service including methodology, SOP (if prepared by them on the basis of clauses under Scope of work), Cleaning materials to be used, Work-plan and processes to be followed.

Each Bidder shall be required to complete their Technical presentation within 15-20 minutes on their turn.

9. Financial Evaluation

The Bidder should submit Financial Bid /Price Bid as per Format given in **Section IX** with this NIT. The Bidder shall have to quote the following in appropriate boxes / spaces as per Form given for Financial Bid / Price Bid-

(A) Quote for Agency Service Charge in percentage (%) term for their providing Cleaning Services to the Institute through inclusive Outsourced Manpower Contract term. Please note that as per instruction of GoI, agency service charge shall not be less than 3.00% (Ref. No. F 6/1/2023-PPD dated 6th January 2023 GoI, Ministry of Finance, Dept. of Expenditure). If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

[Bidder should quote, taking into consideration all costs associated with Outsourced manpower contract such as actual cost of Manpower based on Minimum wages as per prevailing rate, statutory payments like EPF, ESI, Bonus, Gratuity etc. as per Labour and other such Laws, Profit, Cost of Equipment/utensils/Machineries essential for carrying out Cleaning work and all other incidental costs associated with such cleaning service

contract. Institute shall not be liable to pay any expenses except quoted Agency Service Charge exclusive of relevant GST for this Contract]

(B) Quote for **fixed charge** should be for per cleaner per month basis. Bidder should quote the Fixed charges considering requirement of cleaning materials, equipments, consumables and uniform.

For clarification please see Annexure 7. (Please note the fixed charge with the current service provider is Rs. 1500.00 per cleaner)

(C) Quote for **Discount on MRP for Toiletry Items Cost** to be offered should be on MRP in percentage (%) as per Annexure- 8.

Financial bids of only those bidders who have obtained minimum 50 Marks in Technical bid shall be evaluated by a Committee constituted by IIT Guwahati. It will be opened on the prescribed date and time in presence of Bidder's Authorized representative (if wish to present and with prior intimation to IIT Guwahati).

Financial Evaluation shall be conducted as per following methodology / basis-

(i) Financial Evaluation for **Agency Service Charge** (% of Total Cost inclusive of Manpower) – excluding Cleaning Material part

- Financial Quote of the Lowest Bidder= L1
- Financial Quote of any other Bidder = L
- Normalized Score of Lowest Bidder = 100
- Financial Weightage of Lowest Bidder = 20 (i.e. 20% of 100)

Table I		
Illustrations - 1		
Financial Quote by A bidder (Lowest L1) - Say	3%	Score =100
Financial Quote by Bidder (L) - Say	3.5%	Score = $3/3.5 \times 100 = 85.71$
Weighted Financial Score of Bidder (L) -	17.14	(i.e. 20% of 85.71)
Illustrations - 2		
Financial Quote by A bidder (Lowest L1) - Say	3%	Score =100
Financial Quote by Bidder (L2) - Say	4%	Score = $3/4 \times 100 = 75$
Weighted Financial Score of Bidder (L2) -	15.00	(i.e. 20% of 75)

(ii) Financial Evaluation for **Fixed Charges** (per month per cleaner)

- Financial Quote of the Lowest Bidder= L1
- Financial Quote of any other Bidder = L
- Normalized Score of Lowest Bidder = 100
- Financial Weightage of Lowest Bidder = 7 (i.e. 7% of 100)

Table II		
Illustrations – 1		
Financial Quote by A bidder (Lowest L1) - Say	1500	Score =100
Financial Quote by Bidder (L) - Say	1800	Score = $1500/1800 \times 100 = 83.33$
Weighted Financial Score of Bidder (L) -	5.83	(i.e. 7% of 83.33)
Illustrations - 2		
Financial Quote by A bidder (Lowest L1) - Say	1500	Score =100

Financial Quote by Bidder (L2) - Say	1700	Score = 1500/1700 X100 = 88.24
Weighted Financial Score of Bidder (L2) -	6.18	(i.e. 7% of 88.24)

iii) Financial Evaluation for **Discount on MRP for Toiletry Items Cost** (% of Total Cost of Cleaning Consumables) as per Annexure- 8

Evaluation will be done on QCBS Grading System as per following methodology-

Table III		
Discount (%)	Score /Marks	Weight (3%)
91-100	100	3.0
81-90	90	2.7
71-80	80	2.4
61-70	70	2.1
51-60	60	1.8
41-50	50	1.5
31-40	40	1.2
21-30	30	0.9
11-20	20	0.6
0-10	10	0.3

Illustrations - 1

- Discount Quote of the Bidder (L1) = 99%
- Score / Marks obtained Bidder (L1) = 100
- Financial Weightage of Bidder (L1) = 3.0

Illustrations - 2

- Discount Quote of the Bidder (L2) = 15%
- Score / Marks obtained Bidder (L2) = 20
- Financial Weightage of Bidder (L2) = 0.6

Combined Weighted Financial Score = Weighted Financial Score for Agency Service Charge (A) + Financial Evaluation for Fixed Charges (B) + Weighted Financial Score for Discount on MRP (C)

10. Final Tender Evaluation

The final tender evaluation will be done by QCBS method with weightage of **70%** to Technical Evaluation and **30%** (i.e. 27%+3%) of Financial Evaluation

Highest Composite Score = Weighted technical score + Combined weighted Financial score

Weighted Technical Score = 70% X Marks Obtained in Technical Evaluation
Weighted Financial Score = 30% X Marks Obtained in Financial Evaluations

The Bidder with the highest Composite Score will qualify for the awarding of the Contract.

Any Weighted / Weightage Technical and Financial score would be calculated up to one decimal points.

Illustrations – 1

A Bidder / Bidder obtained 80 Marks out of total 100 based on Evaluation, of Technical bid. Agency Service charge quoted 3.5% for Total Cost inclusive of Manpower (exclusive of Cleaning Material and Consumable Cost) per Financial Bid and Discount quoted on MRP at 15% for cost of Cleaning material and consumable cost. Lowest Quote for Agency Service Charge in Financial Bid is 3% The Following shall be Calculation for finding Highest Composite Score obtained for qualifying for Award of the Contract.

Marks Obtained in Technical Bid Evaluation	=	80	
Weightage for Technical Score	=	70%	
Weighted / Weightage Technical Marks	=	56.0	(Technical Evaluation=TE)
Lowest Quote in Financial Bid (L1)	=	3% (Agency Service Charge)	
Bidder's Quote in Financial Bid (L2)	=	3.5%	
Financial Score in Agency Service Charge (L2)	=	85.7	
Weightage for Financial Score	=	20%	
Weighted / Weightage Financial Score (Agency Charges)	=	17.14	(A)
Lowest Quote in Fixed Charge (L1)	=	1500 (Fixed Charge)	
Bidder's Quote in Fixed Charge (L2)	=	1800	
Financial Score in (Fixed Charge) (L2)	=	83.33%	
Weightage for Financial Score	=	7%	
Weighted / Weightage Financial Score (Fixed Charge)	=	5.83	(B)
Discount Quote of the Bidder (L2)	=	15% (Discount offered)	
Score / Marks obtained Bidder (L2) for Discount	=	20 (From table)	
Financial Weightage of Bidder (L2) for Discount	=	0.6 (From table III)	(C)
Combined weighted Financial score (A+B+C)	=	23.57	(FS)
Highest Composite Score for the Bidder (TE+FS)	=	79.57	

Illustrations - 2

A Bidder / Bidder obtained 50 Marks out of total 100 based on Evaluation of Technical bid. Agency Service charge quoted 3% for Total Cost inclusive of Manpower (exclusive of Cleaning Material and Consumable Cost) per Financial Bid and Discount quoted on MRP at 99% for cost of Cleaning material and consumable cost. Lowest Quote for Agency Service Charge in Financial Bid is 3% The Following shall be Calculation for finding Highest Composite Score obtained for qualifying for Award of the Contract.

Marks Obtained in Technical Bid Evaluation	=	50	
Weightage for Technical Score	=	70%	
Weighted / Weightage Technical Marks	=	35.0	(Technical Evaluation=TE)
Lowest Quote in Financial Bid (L1)	=	3% (Agency Service Charge)	
Bidder's Quote in Financial Bid (L2)	=	3.2%	
Financial Score in Agency Service Charge (L2)	=	93.75	

Weightage for Financial Score	=	20%	
Weighted / Weightage Financial Score (Agency Charges)	=	18.75	(A)
Lowest Quote in Fixed Charge (L1)	=	1500 (Fixed Charge)	
Bidder's Quote in Fixed Charge (L2)	=	2000	
Financial Score in (Fixed Charge) (L2)	=	75	
Weightage for Financial Score	=	7%	
Weighted / Weightage Financial Score (Fixed Charge)	=	5.25	(B)
Discount Quote of the Bidder (L2)	=	99%	
Score / Marks obtained Bidder (L2) for Discount	=	100	
Financial Weightage of Bidder (L2) for Discount	=	3.0 (From table III)	(C)
Combined weighted Financial score (A+B+C)	=	27.00	(Financial Score=FS)
Highest Composite Score for the Bidder (TE+FS)	=	62.0	

SECTION-IV/ GENERAL TERMS AND CONDITIONS

1) IIT Guwahati invites ~~online~~ bids (comprising Technical and Financial/Price Bid) from reputed, experienced and eligible bidders/Tenders for selection of bidder / Agency to award the Contract of Providing Cleaning Service at IIT Guwahati.

2) **Name of the Work:** Providing cleaning services in the Institute academic, administrative and other academic activity premises.

3) **Scope of Work/ Service:** The scope of work is detailed in Section V.

4) **Contract Period:** Initially 02 (two) years from the date of issue of the work order with a provision for extension by one year at a time up to a maximum period of 5 (five) years (including original contract of 2 years) subject to satisfactory service and at the discretion of the Institute.

5) Selection of Agency for awarding the Contract of Providing Cleaning Services at IIT Guwahati will be purely based on submission of valid Bids by following all instructions, acceptance of Terms and Conditions (all General, Specific and generic), successful in Technical and Financial Evaluation process as mentioned in this Tender Document / NIT and also signing an Agreement with IIT Guwahati by the successful Agency for this Contract.

6) There are two NITs given simultaneously by this Institute. They are titled as Group 'A' and Group 'B'. Group 'A' service is meant for administrative building and other specified areas and Group 'B' is meant for the Hostels and other specified areas. Bidders are permitted to participate in any one or both the tenders. But if a single party is successful in both the groups, contract work of only one group shall be allotted to one bidder. So, any bidder participating in the tender for both the groups must provide their preference while submitting the bid, otherwise, the choice shall be made by the Institute in appropriate space of the Tender Documents.

7) Definitions:

IIT Guwahati or Institute – It means the Indian Institute of Technology Guwahati, Assam, India.

“Bid / Tender” – Bid / Tender means Technical Bid and Financial/Price Bid (singly or both)

“Tender Document or Paper”- Tender Document or Paper means any or all of the prescribed Forms, Formats, Annexure, supporting documents, letters etc.

“Bidder or Tenderer” – Bidder or Tenderer refers to those wishes to participate in this Tender through submitting Online Bids and shall mean the Agency too.

‘Areas’ – It means areas specified in this tender in general and any other areas specified by Head of the Section (Establishment section).

Selected agency/service provider means the successful bidder.

8) Tender Type

The Tender for Providing Cleaning Service at IIT Guwahati is to follow Quality Cum Cost Based Selection (QCBS) process with Two-Bid System -

(a) Technical Bid: Technical Bid will be opened on due date as per schedule for only those bidders/ whose meets the eligibility and experience criteria

(b) Financial Bid: Financial Bid of technically qualified responsive bidders only will be opened.

9) Pre-bid Meeting

Bidders are requested to attend a Pre-bid meeting for clarification on the Tender's Technical specifications and commercial conditions, on the time, date and place / mode mentioned in the Schedule of Tender.

Participation in such Pre-Bid Meeting is not mandatory. Bidders are advised to submit their doubts/queries /questions/clarifications, if any, through email at hosestd@iitg.ac.in within scheduled time and date.

10) Opening of Tenders / Bids:

The opening of the bids would be done as per the Schedule of Tender. In the event of specified date of bid opening being declared holiday, the bids shall be opened at the same time and locations on the next working day.

The IIT Guwahati will open all the bids received in the presence of the Bidders or their representatives who choose to attend on the specified date, time and place specified. However, if no formal communication received from Bidder regarding attendance of their representative at any stage at least 2 days before the date of Tender opening, it will be presumed that the bidder has no objection in opening the Tender without their representation and they shall be legally bound to accept the outcome of Tender opening/ evaluation process under any circumstances. The IIT Guwahati will evaluate and determine whether each tender meets the minimum qualification eligibility and experience criteria.

11) Filling of Forms, Annexure and other Documents and signing of Tender

Every bidder shall sign all the pages of the tender document / Forms / Annexure etc. as a token of acceptance of all the terms and conditions of the contract.

Duly authorized person should sign all the Tender papers in case of Partnership Firm /LLP / Registered Company / Govt. Undertaking / Corporations etc. for which the bidder must submit valid affidavit and or Power-of-Attorney.

12) Rejection and Disqualification of Tender / Bid

Tender / Bid shall be liable for rejection for any or all the following situations at any time or any stage-

- (a) Incomplete, illegible and wrong submission of Tender Documents
- (b) Submission of Tender Documents without signature
- (c) Non submission of physical copies of additional relevant documents if required
- (d) False, ambiguous and misleading information provided in the Tender Documents
- (e) Reasonable complaints of financial nature received any authority for bidder.

Bidders, who meet the specified minimum qualifying criteria, are eligible. However, even though the Bidders meet the above criteria, they are subject to be disqualified at any time if they have –

- (a) Made misleading or false representations in the documents, forms, annexure statements and attachments submitted as proof of the qualification, eligibility, experience requirements; and/or
- (b) Record of poor performance such as abandoning the works, not properly completed the contract, inordinate delays in completion, litigation history, or financial failures etc.
- (c) Bidders under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India or any State Government of Union of India.

13) Process to be confidential

Information relating to the examination, clarification, evaluation, and comparison of Tenders and recommendations for the award of a contract will not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.

14) Clarification of Tenders

To assist in the examination/evaluation, the IIT Guwahati may, at its discretion, can seek clarification from the participating bidders. The request for clarification and the response shall be in writing or by e-mail along with the section number, page number and subject of clarification, but no change in the price or substance of the Tender shall be sought, offered, or permitted.

Subject to clause with heading “Clarification of Tenders”, no Bidder shall contact the IIT Guwahati on any matter relating to its Tender from the time of the Tender opening to the time the contract is awarded. If the bidder wishes to submit additional information to the IIT Guwahati, it should be done in writing only. Any effort by the Bidder to influence or canvassing in any manner to IIT Guwahati in the Tender evaluation, or contract award decisions may result in the rejection of the bid.

15) Earnest Money Deposit (EMD)

The bidder shall deposit an EMD for an amount of **Rs.5,00,000/- (Rupees Five Lakhs Only)** if not exempted under MSME for providing Cleaning Service. Proof of relevant, adequate and valid Certificate from Govt. of India must be uploaded.

(a) EMD is to be deposited in the form of an Account Payee DD or Banker’s Cheque or FDR (to be pledged favouring IIT Guwahati by issuing Bank) of a scheduled / Nationalized bank favouring “The Registrar, IIT Guwahati”. The EMD shall be valid for 90 days.

(b) Bidder has to upload scanned copy of DD / FDR / Banker’s Cheque while submitting online bid.

(c) EMD shall be forfeited if the bidder withdraws the bid during the period of tender validity.

(d) Tender without EMD shall be summarily rejected.

(e) EMD shall be forfeited if the successful bidder refuses to execute the Contract, or fails to furnish the required Performance Guarantee within the specified time frame.

(f) EMD of the unsuccessful bidders will be returned without Interest thereon to them on or before the 60th day after the award of the contract.

16) Deadline for submission of the Tenders

The Bidder shall submit a set of hard copies of all the documents in a sealed cover to IIT Guwahati required as a pre-qualification bid (Technical bid) ~~which were uploaded through e-procurement portal~~ along with original demand draft (EMD). The financial bid should be submitted in a separate sealed envelope. ~~not be enclosed in the said cover.~~ In the event of any discrepancy between them, the original ~~uploaded~~ submitted document ~~in e-procurement~~ will be considered for evaluation.

The IIT Guwahati may extend the deadline for submission of tenders by issuing an amendment, in which case all rights and obligations of the IIT Guwahati and the Bidders previously subject to the original deadline will then be subject to the new deadline.

17) Late Tenders

Bidder will not be allowed to submit the bid after the bid submission time.

18) Modification and Withdrawal of Tenders

Bidder will have time to modify and correct or submit any relevant document, till the last date and time for Bid submission, as published in the e-publishing portal.

19) The Bidder may withdraw his tender before the notified last date and time of tender submission. No Tender may be modified after the deadline for submission of Tenders.

20) Withdrawal or modification of a Tender between the deadline for submission of Tenders and the expiration of the original period of Tender validity may result in the forfeiture of the earnest money deposit.

21) Security Deposit:

- a) The successful bidder will be required to deposit a security deposit of **Rs. 20,00,000/- (Rupees Twenty lakhs only)** for the Group–A in the form of demand draft or Bank Guarantee (of Nationalized bank) valid for the entire contract period within 15 (fifteen) days after the award of the contract failing which work order will be cancelled and the contract will be allotted to the next qualified bidder. Earnest Money Deposit deposited at the time of submission of the tender can be adjusted against the security deposit, by depositing the balance amount.
- b) The Security Deposit will be refunded or released after expiry of Contract Agreement subject to satisfactory service of contract. No interest is payable on the Security Deposit.

22) Category of manpower and Desired Qualifications:

- a) **Unskilled:** Unskilled Cleaners/ Safaiwala falls under the Employment of Sweeping, and Cleaning excluding, activities prohibited under the Employment of Manual Scavengers and Construction of Dry Latrines (Prohibition), Act, 1993 for Grade-B City which will be treated Unskilled.

Essential Qualification: Min. education qualification for Cleaner/ Safaiwala should be 8(eight) class pass.

Age: Less than 58 yrs.

- b) **Skilled:** Cleaner Supervisor/ Supervisor/ Carpenter/ Driver fall under the Maintenance Work which will be treated as “Skilled” category for Grade-B City.

Essential Qualification: Along with -12th pass the cleaning supervisor should possess a minimum of 6 months of regular certificate or diploma course in Housekeeping/hospitality management with supervisory skills having ability to control, handle and manage 10-30 housekeepers /cleaning staffs, or having an experience of supervising the upkeep and cleaning of large establishment for at least 5 years.

Age: Less than 58 yrs.

Company Manager

The bidder should arrange **at their own cost** at least a personnel at the upper management level having a Degree or Diploma in Hotel Management/Hospitality Management with background specialized in Housekeeping Services who will visit the site regularly for supervision.

23) Additional manpower

The bidder shall provide additional manpower as and when required by the Institute. The Institute shall reimburse the amount of labour wages based on (days) actual work done during the particular month. The Institute will reimbursement the wage/ labour payment as per Minimum wages of Govt. of India notification issued by the officer of Chief Labour Commissioner under Ministry of Labour and Employment which is applicable for Guwahati City (as declared Grade-B City by GoI/CLC).

The Institute has right to increase or decrease manpower based on requirement. The bidder shall have to ensure the utilization of manpower.

24) Financial

- a) The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage) / Price or Commercial Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the agency fails to deploy manpower against the initial requirement within 15 days from date

of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.

- b) The proof of remittance of statutory deductions of PF, ESI, GST etc. to the appropriate authority, for those employed at IIT Guwahati, must be provided by the selected agency to IIT Guwahati every month along with the claim bill, failing which the claim bill shall not be settled.
- c) The successful bidder will have to deposit a Performance Security Deposit as specified in Schedule A, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of a Demand Draft or Bank Guarantee, from any Nationalized/Schedule bank, drawn in favour of The Registrar, IIT Guwahati, Guwahati, payable at Guwahati. The performance security should remain valid for initial Contract period. If the contract is extended, the bank guarantee shall be extended suitably to cover the period of the contract validity plus six months. The performance security will be returned on termination of the contract and completion of all the contractual obligations of the successful bidder.
- d) In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
- e) **The agency shall raise the bill, in triplicate, along with attendance sheet in respect of the persons deployed and submit the same through the respective Section on or before end of the subsequent month. As far as possible the payment will be released within four weeks from the date of submission of bills. The following documents must accompany the bill.**
 - i. Current month Invoice Copy
 - ii. Current month Acquittance (Wage) Register duly signed by the Authorized person
 - iii. Current month Attendance Register duly signed by Authorized person
 - iv. Current month Reliever Attendance & Wage Register (if any) duly signed by Authorized person
 - v. Current month proof of Bank Transfer of Wages to the each & every Personnel deployed
 - vi. Current month GST Remittance Challan / proof of payment
 - vii. Current month ESI remittance challan with consolidate breakup details
 - viii. Current month Professional Tax payment with State Govt. (if any)
 - ix. Current month EPF remittance challan, as applicable, with consolidated breakup details
 - x. In addition, Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.
 - xi. Current month Service Performance Certificate from Head of the Concerned Section
- f) Further, any increase in minimum wages, as per the Central Government Minimum Wages Act, along with proportional increase in the ESI, EPF and agency administrative charges will be borne by IIT Guwahati. Similarly, any increase in the statutory levies (ESI, EPF, GST) will also be applicable automatically and borne by IIT Guwahati; any decrease in the statutory levies, the benefits will go to IIT Guwahati. Other than these, during the tenure of the contract, the rates agreed will remain unaltered.
- g) The Selected agency agrees and undertakes to pay all GST, taxes, rates, charges, levies, or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Selected agency also agrees to furnish such proof of payments or compliance of the obligation including registration certificates, receipts, licenses, clearance certificates etc., as may be required by the IIT Guwahati from time to time.
- h) Payment of salary to the staff: The service provider must make payment to their staff within seventh of every month irrespective of clearance of the previous bills by the Institute.

25) Contract Specific

- a) Contractor/Agency must provide suitable relieving manpower in case of absenteeism of any manpower deployed by him so that there is no hamper in work and Contractor should ensure that quality of service is not compromised.

- b) The Classification of the category of the contract labours will be based in the Ministry of Labour /Chief Labour Commissioner notifications issued from to time.
- c) Contractor / Agency shall regularly maintain all required documents, Registers as per Contract Labour Act or any other Statutory Authority under Central & State Governments. All documents shall be open for scrutiny and verification by the IIT Guwahati periodically and or as & when called upon.
- d) Contractor / Agency shall be bound to record, prepare, maintain and submit duty-wise and area wise Attendance Register for Manpower deployed for the Service at IIT Guwahati.

26) Legal

- a) For all intents and purposes, the selected agency/ Contractor shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IIT Guwahati, for contractual services.
- b) The Contractor undertakes to obtain any license, permit, consent, sanction etc. as may be required or called for from/by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force. The Contractor undertakes to obtain such permission/license as may be required under the Central Contract Labour (Regulation and Abolition) Act, 1970 or any other appropriate law. The Contractor undertakes to produce the license/permission etc. so obtained to IIT Guwahati or furnish copies thereof as and when required by IIT Guwahati. The Contractor also undertakes to keep and get renewed such license, permission etc. from time to time. The Contractor shall be responsible for any contravention of the local, municipal, central, state, any other laws, rules, regulations, etc.
- c) The selected agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. IIT Guwahati, shall in no way, be responsible for settlement of such issues whatsoever. IIT Guwahati shall not be responsible for any damages, losses, FINANCIAL or other injury claims to any person deployed by service providing agency/ Contractor in the course of their performing the functions/duties, or for payment towards any compensation.
- d) The manpower deployed by the contractor for providing the services shall not have any claims of Master and Servant relationship vis-a-vis IIT Guwahati nor have any principal and agent relationship with or against the IIT Guwahati.
- e) The manpower deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IIT Guwahati, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IIT Guwahati. The Contractor should communicate the above to all the manpower deployed in IIT Guwahati by the contractor.
- f) **The selected agency / Contractor will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government along with all such other applicable statutory dues like ESI, Bonus, Provident Fund etc.** The agency will maintain proper record as required under the Law / Acts. The agency shall make available its required records to IIT Guwahati for periodic inspection at the end of every month of every financial year, to ensure statutory compliance to the satisfaction of IIT Guwahati.
- g) The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IIT Guwahati.
- h) The Selected Agency/ Contractor at their discretion may obtain additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojna and Pradhan Mantri Jeevan Jyothi Bima Yojna for their personnel deployed at IIT Guwahati and they may submit the proof of such insurance coverage to the satisfaction of IIT Guwahati, however IIT Guwahati will NOT reimburse any amount for it.

- i) For manpower staff under the Skilled/Highly Skilled Category, ESIC is not applicable. The contractor may provide medical/insurance cover to their Manpower on roll if they are not covered under ESIC. IIT Guwahati will NOT reimburse the contractor the Insurance premium payment in this regard.
- j) The selected agency/ Contractor shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IIT Guwahati and income tax to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- k) The selected agency/ Contractor shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IIT Guwahati or any other authority under Law.
- l) The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Income Tax Act 1961 and GST rules, as amended from time to time and a certificate to this effect shall be provided to the agency/ Contractor on demand at appropriate time by IIT Guwahati.
- m) The selected agency/ Contractor shall raise GST invoice and claim GST at appropriate rates on the invoice amount. The selected agency shall produce the TAX paid receipt and Statutory Returns on account of GST, Income Tax, EPF, ESI etc. on demand without FAIL.
- n) Non depositing of Statutory dues, Taxes, Levy's, Cess etc. under any appropriate Statutory Law may lead to termination of Contract and or recovery of dues from them and or levy of additional FINE by IIT Guwahati, which shall be binding upon the Agency/ Contractor.
- o) In case, the agency/ Contractor fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIT Guwahati is put to any loss / obligation, monetary or otherwise, IIT Guwahati will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
- p) The selected agency / Contractor will indemnify IIT Guwahati from all legal, financial, statutory, taxation, and associated other liabilities.
- q) All disputes arising out of this contract shall be resolved by mutual consultation and in the event where the parties are unable to resolve their disputes, the courts of Guwahati shall have the jurisdiction to resolve the dispute.
- r) It is mandatory for the selected agency / Contractor to update the CLRA license as and when there is increase in the number of staff deployed.

27) Agreement:

The successful agency shall sign agreement with the Institute on Govt. Stamp Paper (non-judicial) of appropriate value (based on final work order) for the execution of work.

28) Modification in Agreement:

- a) IIT Guwahati reserves the right to modify/ add any clause to the agreement during the period of the contract, for any essential matter, on mutually agreed terms.
- b) In case of breach of any of the terms of Agreement, the security deposit of the Bidder will be liable to be forfeited by the Institute. In addition, the Contract/ Agreement will also be liable to be terminated. Any sum of money due or payable to the Institute including the security deposit refundable to him under the contract can be appropriated by the Institute against any amount which the Bidder may owe to the Indian Institute of Technology Guwahati.

29) Responsibility for executing the Contract:

The agency shall be responsible in all respects for the services and is bound to abide by the terms and conditions as specified in the tender document.

30) Subletting of Contract:

The successful bidders shall not sublet/ transfer the contract. Any subletting will result in the immediate termination of the contract and the security deposit is liable to be forfeited.

However, for supply/purchase of cleaning materials/agents, the Bidder may offer/ engage other bidders/firms. Before engaging the sub-bidder for the supply of cleaning materials/ third party agency for Pest Control, the agency shall have to take the approval from the Competent Authority of the Institute. The agency will be solely responsible to the Institute for the services provided by the sub-bidders/ firms.

31) Interpretation of Contract Documents:

This include documents such as tender documents work order and agreement.

If there be any discrepancy, inconsistency, error or omission in the contract or document or any of them, the matter may be referred to Competent Authority of the Institute who shall give his decision and issue to **Agency** instructions directing in what manner the work is to be carried out. The decision of Competent Authority of the Institute shall be final and conclusive and the bidder shall carry out work in accordance with this decision.

32) Responsibility of the successful Bidder/Contractor on damage of property:

a) The successful Bidder/Contractor shall be fully responsible for making good or making necessary payment for any loss or damage caused to any structures, properties etc. belonging to the Institute if such loss or damage is due to the faults and or negligence or wilful commissions of the successful Bidder/Contractor, his/her employees, agency representatives or sub-bidders, as per investigation report of the Institute and whose assessment shall be final and binding on the bidder.

b) The successful Bidder/Contractor shall ensure that trees, flowers, plants and grassy lawns are not damaged by the staff deployed/employed.

33) Deployment:

a) The **Bidder** shall be responsible for recruitment and deployment of staff for service and the staff so recruited and deployed by him shall be under his direct control/supervision. The bidder shall exercise total superintendence, control and supervision over the staff and their work.

b) The **Bidder** shall not deploy any minor as labourer/worker.

c) That all intents and purposes the Bidder will be the “EMPLOYER” within the meaning of different labour legislations in respect of the staff for services so employed and deployed.

d) The employees appointed by the agency for the above job shall have no rights to claim for absorption in the services of IITG and shall also have no claim for continuation with the existing job if the agency is replaced.

e) The **Bidder** shall issue identity cards to all staff engaged for cleaning activities engaged by the bidder for deployment in IIT Guwahati. The staff should not have any criminal or police cases and the bidder has to verify the same in writing and submit the same to the Institute’s Authority. The bidder shall deploy only those whose antecedents have been verified by the police authorities.

34) Discipline:

a) The staff for cleaning services deployed by the **Bidder** should behave in a proper and courteous manner with all the members of the faculty, staff, and students and will be bound to observe all instructions issued by the Institute's Authority concerning general discipline and behaviour.

b) In case, the staff for cleaning deployed by the bidder commit any act of omission or commission constituting misconduct or indiscipline, the bidder will be liable and responsible to take disciplinary action against the staff, including suspension, dismissal from service, etc. or remove from Institute's premises/campus.

c) The staff for cleaning services will be allowed to stay in the campus for a specific period in a day for execution of work. It will be the responsibility of the Bidder to ensure the staff vacates the campus after their specified period of work. Few staff with supervisors may be allowed to take care of any emergency cleaning work as assigned by the Institute. For this, the staff must stay in the campus during office hours only.

d) Co-ordination with Offices: The bidder will have to maintain close co-ordination and co-operation with different Department/Centre/School/Section of IITG as well as with other Shop keepers/agencies at the campus.

35) Uniforms:

Staffs/ Cleaners are to wear the uniform and carry Identity Cards during their working hours. The bidder will be responsible for arrangement of uniform and Identity Cards for their staff. No payment for the cost of uniform will be made from the Institute's end. Staff posted on duty should always be in neat and clean complete uniform and carry photo identity card duly signed by the agency. Giving due regard to the safety and hygienic working condition of the cleaning, apart from the 2(two) pairs of dress, the agency/ Bidder shall also provide hand gloves, caps and 2 (two) sets of working shoes, masks which the cost of same should be included in the fixed cost.

36) Gate Pass:

The Bidder has to obtain the Gate Pass for his labourers/workers for entry into the campus, which has to be surrendered on termination from work. Otherwise, final payments will not be released.

37) Accommodation:

The Institute will not provide any accommodation to the employees who are engaged in the Cleaning Services. It shall be the responsibility of the bidder to provide accommodation to the employees.

38) Safety Measures:

a) The bidder shall carry out all works in accordance with statutory requirement of Safety Regulations and other rules/Acts as applicable.

b) The bidder or his/her representative must take immediate corrective measures whenever any unsafe conditions/practices are detected.

c) The bidder or his/her representative shall report any accident to appropriate Authority and also to the Institute Authority. The cause of all minor and or major accidents that occur in their job shall be reported and immediate remedial measures shall be taken to prevent recurrence of such accidents and also the responsibilities solely lie on the bidder/bidder.

Use of matchbox, lighters and smoking or other such acts, which may cause fire/ accident, are strictly prohibited.

d) Institute shall not be responsible for any injury to the staff for cleaning and caused in course of their performing the duties or for payment of any compensation.

39) **Penalty:**

a) Feedback against the services provided by the bidder should be collected from the respective head of Department/Centre/School/Section. Based on the same, bills of the contractor shall be released and their performance shall be judged.

b) If the agency fails to perform the work as per the specification and not keeping the place clean, IITG shall impose penalty, which will be a sum of 10% the amount of the Particular work or as per the order from the Institute's Authority or as may be deemed fit by the Competent Authority not exceeding the said 10%.

c) Particulars of penalties to be imposed but not limited to these are as given below-

Sr. No.	Reasons For Penalty	Penalty amount in Rs.
1	Failure to adhere to working time	100/- per worker per day
2	Failure to wear proper uniform	100/- per worker per day
3	Failure to clean the specified area	1000/- per day per instance
4	Short supply of toiletry items	1000/- per instance
5	Failure to lift garbage from dustbins	1000/- per day per occasion
6	For misbehaviour/harsh/rude behaviour/intoxicated during duty hours	1000/- on each occasion with warning letter
7	Housekeeping men/supervisors found sleeping/missing from the place of duty for without any reason during duty hours	1000/- on each occasion
8	Absence without replacement per person per day	1000/- per person
9	Failure to perform assigned duties (not covered in Sl.no. 1 to 8)	5000/- per duty

d) Non-availability of any of the declared services shall lead to imposition of penalty as per the order from Competent Authority of the Institute.

40) **Recovery of Sum Due:**

Whenever any claim for the payment of a sum of money has arisen out of or under this contract against the agency, the Contract awarding authority shall be entitled to recover such sum by appropriating in Group or whole from the security money deposited by the agency. In case the amount to be deducted at any time exceeds the security deposit, the agency shall pay to IITG on demand the balance due.

41) **Payment:**

a) Unless otherwise agreed, the agency shall have to submit the monthly bills to the Institute in duplicate. The bill shall contain offer letter and contract agreement. The payment of monthly bill will be released within four weeks from the date of submission of bill. The cheque shall be issued for the passed amount by the Registrar,

IIT Guwahati. If any discrepancy is found in the bill, only 80% amount of will be released within 15 days (on request of the bidder).

b) Bills shall be submitted monthly against the actual execution of work (as per Schedule of Rate) by the bidder. The bill shall be paid after satisfaction of the authority in respect to the services rendered by the bidder.

c) The Contractor shall have to submit the Monthly Bills to the HoS (Establishment Section) for completion of the services. However, the releasing of the monthly bill will be made subject to satisfaction of services provided by the Contractor in the form of Feedback from the respective head of Department/Centre/School/Section.

d) Income Tax at the prevailing rate on gross amount of the bill shall be deducted from the bidder's bill as per rule.

e) Entire contract (Group-A) shall be considered as SERVICE and the Goods and Services Tax (GST) at applicable rate shall be paid extra at the rate in force against each bill as per rule.

f) Payment of salary to the staff: The service provider must make payment to their staff within seventh of every month irrespective of clearance of the previous bills by the Institute.

f) The bidder will ensure that he/she pays minimum wages including overtime pay (as per Minimum Wages Act and as per Govt. of India notification from time to time) to all his/her employees at all times along with statutory obligations like EPF, ESI, bank transfer sheet etc. as mentioned in the tender document. A certificate/ self-declaration with regard to the payment made to labourers/workers engaged in work on each time has to be furnished by the bidder along with the next bill submitted. While submitting the bill, the same have to be attached with the bill.

g) The agency shall have to maintain the various registers for deployment of labourers/workers, working hours, payment of wages, etc. which has to be duly signed by the bidder and the officer-in charge. On demand, the agency/bidder shall have to produce before the Inspecting Authority of the Institute for official purposes.

42) Termination of Contract:

a) The Institute has the absolute right to terminate the contract at any time by giving one month's notice in writing without assigning any reason whatsoever and Institute shall not be responsible for any loss, damage etc. suffered by the firm/agency/company as a result of such termination of contract.

b) In the event of the bidder desiring an earlier termination of contract, he/she shall have to give 3 (three) months advance notice to the Institute.

c) In case of termination of this contract/agreement on its expiry or otherwise, the staff, or personnel engaged and deployed/deputed by the bidder, will not be entitled to and will not claim any absorption in the regular or otherwise services of the Institute. The personnel of the bidder will not claim and will not be entitled to pay, perks or any other facilities as admissible to the regular/ confirmed employees of the Institute during the subsistence of the contract/agreement and even after the expiry of the Contract/Agreement.

d) Without prejudice to any of the rights or remedies under this contract, if the bidder dies, the competent authority shall have the option of terminating the contract without compensation to the bidder.

43) Final acceptance of Tender and Signing of the contract:

The Institute reserves the right to reject any or all the tender forms without assigning any reasons. The Institute does not bind itself to accept the highest composite score of the tender nor does it undertake to assign reasons for the decision taken in this matter. Tenders in which any of the particulars and prescribed information are missing or are incomplete in any respect and or the prescribed conditions are not fulfilled are liable to be rejected. Acceptance of tender will be communicated by an email / a formal letter to the bidder.

The bidder whose tender is accepted shall be required to appear at the office of the Head of Section (HoS), Establishment Section, Indian Institute of Technology Guwahati, Guwahati – 781039, in person or, if the bidder is a firm, company or a corporation, a duly authorized representative shall so appear and execute the contract agreement/ documents as stipulated in the conditions of the tender/bid within 10 days of the date of issue of the Letter of Intent/ Work Order from the Institute. In the event of failure on the Group of successful bidder to sign the agreement within the above stipulated period, the earnest money shall be forfeited and the acceptance of the tender shall be considered as cancelled.

44) Facilities provided by IITG:

The Institute will allow the employees to avail common amenities such as a) canteens, b) drinking water, c) Restrooms, d) First Aid facilities at the Institute Medical Section on payment basis.

45) Communication:

a) All communications sent to the email/postal address of the bidder mentioned in the bid document shall be deemed to be delivered to the bidder. If there is any change in address/email id, the bidder should immediately intimate it to along with email ID and contact numbers.

b) Address of communication in this Institute:

The Head of Section (HOS), Establishment Section

IIT Guwahati, Guwahati, PIN- 781039

Phone: +91-361-2582043/2054, E-mail: estb@iitg.ac.in

46) Failure and Termination:

If the performance of the agency is not satisfactory, the competent authority may take following action(s):

- a) To cancel the contract
- b) To engage another agency from the waiting list
- c) Blacklist the agency
- d) Any other action deemed fit by the Competent Authority

47) Force Majeure:

In the event of any force majeure, Institute authority shall not be liable for any legal obligation.

Force majeure shall mean and be limited to the following:

- a) War/Hostility
- b) Riot or Civil Commotion
- c) Earthquakes, fire tempest, lightning, pandemic, or other natural physical disaster.
- d) Restriction imposed by the GOVT (Central or State) or other statutory bodies which prevent or delays the execution of service.

In the event the bidder failed to perform his/her obligations lasting over one month, if arising out of force majeure the IITG authority reserves the right to cancel the contract and the provisions governing termination stated under relevant clauses shall apply.

48) Compliance with local laws: The bidder must adhere to any specific local laws and regulations established by the Assam Government.

49) Arbitration:

All disputes or differences whatsoever arising between the parties out of or relating to the work will be settled by arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. Such arbitration shall be governed by the Arbitration and Conciliation Act and the venue of Arbitration shall be Guwahati.

50) Legal Jurisdiction:

The bidder shall abide by all the rules, regulations, by-laws, and statutes etc. as exists in the Institute as well as GoI, Govt of Assam and any other local authorities. That, any matters of disputes arising out of contract agreement will be subject to jurisdiction of the Courts located at Guwahati, Assam.

Section V: SCOPE OF WORK

I. Area of work:

The agency shall have to provide “The Housekeeping (cleaning) services including cleaning with cleaning materials towards the Institute premises and collection and dumping garbage and waste to the garbage bins located at specific places/buildings/units under the scope of service in the IIT Guwahati campus (at various units)”.

Group-A: PROVIDING CLEANING SERVICES IN THE INSTITUTE ACADEMIC, ADMINISTRATIVE AND OTHER ACADEMIC ACTIVITY PREMISES.

Area includes: Administrative Building, Academic Complex, Lecture Halls, Central Workshop, Computer Centre, Central Library, Auditorium (including Mini Auditorium), Conference Centre, Technology Complex, Power House, Director’s Bungalow, Akshara Pre-School, Daycare Centre, Staff Community Halls (D-type and B-type), Commercial Complex, Nanotech Building, R & D Building, Class Room Complex (Core V) and Estate Office Building including common areas of the above places.

II. Work/ Job Specifications

The cleaning and upkeep work in office and classrooms shall include: Cleaning of classrooms (including windows, floor, grill and fan), offices (including floors, fans, windows and furniture), common areas (including corridors, passages, staircases), doors, store rooms, floors, windows (including frames, panes and grill), panel/glazed aluminium portions, urinals/latrines/bathrooms/washbasins, parking areas, grills and railings in the building, courtyards and paved areas, terrace, removal of cobwebs, and removal of garbage and dumping the same at the respective garbage bins and dustbin sites of the above-mentioned areas.

Other activities include: Controlling Audio and Video machineries, activities in classrooms areas in Academic activities areas, maintenance of furniture etc.

The details of works are as follows:

- 1) Placing of naphthalene balls and air freshener cakes in urinals/commodos of toilets twice a week on a regular basis and on particular occasions as per requirement.
- 2) Cleaning and dusting of doors, partitions, doorframes, windows & windows glass, ventilators etc. once in a day as per requirement. Glass of the window to be cleaned with appropriate ISI branded chemicals meant for cleaning the glass. There should not be any scratch on the glass and the glass should be neat and sparkling. The cleaning of the glass should be done by modern method and the method of using newspaper and old cloth for cleaning the same should be avoided.
- 3) All floors should be cleaned and washed with liquid cleaning material (e.g. Harpic, Sanifresh etc.) once or more daily as per requirement. Besides standard quality perfumed white phenyl, citronella shall be applied to floor as per need. Stains of pans etc., on washbasins shall be

cleaned by permitted cleaning agents. Floors cleaned/ washed by using ISI branded chemicals which should not affect the floor and painted surfaces to maintain the original colour of the Granite/kota/other stones floors.

- 4) The area (corridors/staircases/ terraces) has to be mopped once a day and more (as required) with water added with ISI branded detergent solution, scented phenyl and hand swabbing the area with clean cloth.
- 5) All the exposed porcelain surfaces shall be kept sparkling clean. No dirty stains/spots must be seen on the walls or floors.
- 6) Removal of cobwebs using cobweb brush inside and outside the building once in a week or as per requirement.
- 7) Sweeping/Cleaning common area/basement/parking of the Institute premises once in a day on a regular basis and on particular occasions as per requirement.
- 8) Sweeping/cleaning of community halls six days a week on a regular basis and on particular occasions as per requirement. Any other work as instructed by the HoS (Establishment).
- 9) The parking areas and courtyards in the front and surrounding areas and approach road to the building should be cleaned daily.
- 10) Water spots in floor, balcony and corridor to be cleaned once in a month.
- 11) After sweeping/cleaning, all the garbage are to be collected and dumped in the garbage bins located at various specified places of the building/units daily.
- 12) Cleaning, arrangement and placing of dustbins at various locations.
- 13) Frequency for sweeping/cleaning will be also decided by the Institute's Authority as per requirement from time to time on special occasions.
- 14) Methods of cleaning and disposal of different types of wastes should be ascertained from the In-charge concerned and the instructions issued by him shall have to be strictly adhered to.
- 15) The supervisor deployed by contractor/ agency should physically supervise all the works. Further, the Institute Authority may reserve the power to check/inspect all the work whether service provided by agency/company is satisfactory or not.
- 16) Auditorium and Conference Centre are to be cleaned in all respective areas (as per Schedule of work). During the Institute programme (Convocation, Alchreinga, Techniche, Conference, Workshop etc.), special care in terms of cleaning should be taken on priority basis (under Group-A)
- 17) Upkeep of Class Rooms and Lecture Halls that is, cleaning/ dusting of black boards, tables and chairs and benches include electrical fittings (switch board) daily including supply of chalks and dusters as per requirement (under Group-A).
- 18) All chairs, desks, benches, stages, table, other furniture placed in the Auditorium, Conference Centre, Conference halls in the different Depts./ Centres/ Schools/ Sections are to be cleaned

once in a day. However, the Vacuum Cleaning in the areas covered by carpet (carpet/ clothes) are to be done once in a week (under Group-A).

- 19) Sweeping/Cleaning of the Commercial Complex once in a day on a regular basis and on particular occasions as per requirement (under Group-A).
- 20) One Safaiwala/ Cleaner (Special) for Group-A will have to engage for clearing dead animals with co-operation with other Safaiwala/ Cleaner (Special) for Group-B.
- 21) Additional services required in Academic Activity Areas (Under Group-A), "Miscellaneous works such as fitting/removal of pencil batteries in the clock and remote control of LCDs, PA systems, switching off and on of LCDs, PA system, light and fans during and after the class of classroom located in Core-I, Core-II, Core-III, Core-IV, of the Academic Complex and Core-V of the New Class Room Complex" which will be provided by the agency under scope of work of Group-A. All of manpower deployed for this additional service shall have to report the HOS of Academic Section for providing the services towards the Institute.
- 22) Register/Check list of cleaning/upkeep schedule verified by the supervisor of the agency will be submitted to the Institute's In-charge or designated official. This register can be checked by the Institute designated official at any time on weekly/ monthly basis. This will form the basis of payment. Also registers will be maintained for upkeep schedule. In case there are any complaints regarding the performance of cleaners/ workers with regard to the tasks mentioned above from any HOD/HOC/HOS, a penalty as per Table in Sl. No. 42 (c)
- 23) The agency/contractor will be responsible for supplying and using standard quality of cleaning materials/agents which are to be certified by the concerned staff of the Institute. The Institute Authority shall have the power to change the product brands if the supplied and used products are found to be unsatisfactory.
- 24) Other cleaning equipment such as vacuum cleaner and other essential machineries etc. shall be provided by the bidder as per necessity of the cleaning work. For these items, no payment will be made from IITG. The same will be treated as agency's items. Maintenance expenses of such cleaning equipment will be borne by the agency.
- 25) Depending on requirements, IITG reserves the right to increase some or more areas within the premises. Extra payment for these will be made based on mutual agreement (based on area included @ rate/amount taken into account proportionately).
- 26) The bidder shall not be permitted to transfer or assign his rights and obligations under the contract to any other organization or otherwise.
- 27) The bidder shall keep the entire premises clean and beautiful in all respects.
- 28) Before tendering, the bidder is advised to inspect and survey the Institute campus and familiarize himself/herself by checking the quantum of work. For any clarification, the bidder may contact the Head of Section (HoS), Establishment during office hours on working days.

- 29) Depending on requirements, IITG reserves the right to increase some or more areas within the Institute premises. Extra payment for these will be made based on the rate fixed for each category.
- 30) The bidder shall not be permitted to transfer or assign his rights and obligations under the contract to any other organization or otherwise.
- 31) The bidder shall keep the entire assigned premises clean and beautiful in all respects.
- 32) In case of any male staff is required for running cleaning machineries/ tools, a permission should be taken from the Institute Authority.

III. TIMING OF WORK

The details of scope work as mentioned above for various activities related to cleaning are as under.

Works Details		Frequency of Cleaning
Entrance (All Buildings)		
	Wet mopping/ Sweeping of the Floor (Dry & Wet)	Thrice in a day
	Dust/wipe clean walls.	Twice in a day
Office Rooms/ Faculty Chambers/ Laboratories/ Other Closed Area		
	Wet mopping/ Sweeping of the Floor (Dry & Wet)	Once in a day
	Dusting of the Furniture & Fixtures	Once in a day
	Cleaning of the doors	Once in a day
	Removal of the Cobwebs	Once in a week
	Dusting of the verticals	Once in a week
	Cleaning of Electrical Switches	Once in a week
	Spot cleaning of the walls	As required
	Dusting of Windows	Once in a day
	Dust/wipe clean walls, ceilings including lighting, air grilles and fittings.	As required
	Cleaning of windows	Once in a week
	Scrubbing of the skirting	Once in a week
	Dusting of other article in the room	Once in a day
	Telephone. Fax & Xerox machine and Computer Cleaning	Once in a day
	Trash Removals	As required
	Emptying of Dustbins	Twice in a day
	Vacuum Cleaning of Carpets	Twice in a week

	Spotting of Carpet	As required
	Cleaning of the Doormat	Once in a day
Toilets / Bathrooms:		
	Cleaning of doors and windows	Once in a day
	Scrubbing of the Urinals	Thrice in a day
	Scrubbing of the sinks	Thrice in a day
	Washing of Toilet walls and floor	Thrice in a day
	Changing of the Urinal Cubes	As required
	Changing of the Odonil cubes	As required
	Cleaning of the Doormat	Once in a day
	Trash Removals	As required
	Refilling of the Soup dispenser	As required
	Refilling of the Toilet paper rolls	As required
	Refilling of the face tissues	As required
	Cleaning of Toilet Fittings	Once in a day
	Cleaning of Washbasin	Once in a day
	Cleaning of Mirrors	Once in a day
	Dust/wipe clean walls, ceilings including lighting, air grilles and fittings.	As required
Stairs :		
	Dry Mopping of Stairs	Twice in a day
	Scrubbing of Stairs	Once in a day
	Wet Mopping of stairs	Once in a day
Passage/ Corridor / Terrace / Verandah :		
	Wet mopping/ Sweeping of the Floor (Dry & Wet)	Twice in a day
	Scrubbing of front entrance tiles	Once in a week
	Dust/wipe clean walls, ceilings including lighting, air grilles and fittings.	As required
Parking Area/ Basement of outside the Buildings		
	Dusting	Once in a Day
	Sweeping/ Mopping (if required in the respective))	Once in a Day
	Thrashing removals/solid garbage	
Ceilings		
	Dusting/ cleaning	Once in a week
	Cobweb cleaning	As required
Thrashing Garbage & Disposal		

	Removal of paper, litter, garbage, packing material and other solid waste from all floors /rooms/chambers/labs./ etc and to be dumped to respective bins (already placed in the designated areas of the buildings)	As required
Additional services in Academic Activities areas (Under Group-A)		
	Fitting/removal of pencil batteries in the clock and remote control of LCDs, PA systems, switching off and on of LCDs, PA system, light and fans during and after the class of classroom located in Core-I, Core-II, Core-III, Core-IV and Core-V of the Academic Complex.	As per direction of the HOS, Academic Section
	Arrangement of chairs & tables, desks & benches before & after class session.	-Do-
	Cleaning of block and other miscellaneous works as per instruction of Dean/ HoS of the Academic Section	-Do-

Section VI
Forms, Annexures and Formats

Form I- Bidder's Information Form

- 1 Bidder's/ Tenderer's Name :

- Postal Address :

- Telephone No. :
- Contact Person :
- E-Mail Address :
- Headquarter Office Address :
- Local Assam Branch Office Address with Telephone No. and Fax No. :
- 2 Name and Address of the Directors/ proprietor /partners :

- 3 Registration No. of Company/Firm :
- 4 Type of organization (Whether proprietorship, partnership, private limited, limited company) :
- 5 Year of formation of the company/ experience as a house keeping (specially Cleaning Service) agency :
- 6 Branches in other cities in India and contact details :
- 7 Total Number of Employees of the Firm :
- 8 Whether the firm has be associated with any financial dealings with IIT Guwahati in the past or present. If yes, attach attested copy of "No Dues" certificate from IIT Guwahati Authority :
- 9 Annual turnover for the last three financial years (Please enclose copies of ITR/audited balance sheet and PandL A/c /etc.) for FY 2023-24, FY 2022-23, FY 2021-22, or FY 2020-21) :
- 10 GST Number with Certificate :
- 11 PAN Number :
- 12 EPF Registration Number :
- 13 ESI Registration Number :
- 14 Experience of Similar Work in the field during the last three years (attach the proof of the same) :
- 15 Specimen signature of the bidder/bidder :
 - 1.....
 2.
 3.

Signature of the Tenderer with official seal/ stamp

Date :.....

*** NOTE : Please strike out which is not applicable**

Form II – Acceptance of Tender Terms

To,

The Head of Section (Establishment)
Indian Institute of Technology Guwahati
Guwahati -781039

Sub: Acceptance of tender terms

Dear Sir,

We do hereby declare that we are happy to accept all the terms and conditions as per the NIT for providing CLEANING SERVICES IN THE INSTITUTE's ACADEMIC, ADMINISTRATIVE AND OTHER ACADEMIC ACTIVITY PREMISES (Group –A).

In case of our failure to comply to any terms and conditions of this tender you may cancel our bid or take any other actions as deemed fit by the Competent Authority of IIT Guwahati.

Signature of the Tenderer with official seal/ stamp

Date:

Form III – Technical Bid
(To be submitted on Letterhead of the Bidder)

NIT No _____ Dtd. _____

1.	Name of the Organization / Firm		
2.	Registered Office with Pin-code		
3.	Details of Authorized Representative	1. Name: 2. Address: 3. Mobile: 4. E-mail:	
4.	Bidder's Average Turnover in last 3 year ending on 31 st March, 2024	1. Average Turnover = (inclusive of GST) 2. Average Turnover = (exclusive of GST)	
5.	Bidder's Average Contract Value of Similar Works completed in last 3 years ending on 31 st March, 2024	1. Average Turnover = (inclusive of GST) 2. Average Turnover = (exclusive of GST)	
6.	Bidder's Experience in providing Cleaning Service to Organizations of repute (Yes / No)	Central Autonomous Institutions / Universities / IITs/ NITs AIIMS	
		Banks / PSUs / Central and State Org. / Private Organizations	
		School / colleges and Hospitals	
7.	Numbers of years of Experience in providing Cleaning Service to Organizations of repute till 31 st March, 2024	Central Autonomous Institutions / Universities / IITs/ NITs AIIMS	
		Banks / PSUs / Central and State Org. / Private Organizations	
		School / colleges and Hospitals	
8.	Bidder's Highest Single Work Order Contract Value for Providing Cleaning Service	Contract Value	
		Year of Award	
		Starting Date	
		Completion Date	
		Organization Name	
		Nos. of Manpower	
9.	Bidder's Experience in Similar Work Completed (i.e. Providing Cleaning Service) till 31 st March, 2024	Nos. of Contract	
		Nos. of Years	
10.	Bidder's Experience in Similar Work Continuing (i.e. Providing Cleaning Service) till 31 st March, 2024	Nos. of Contract	
		Year of Award (longest)	
		Start Date (longest)	
		End Date (longest)	
		Contract Value	
		Nos. of Manpower	

11.	Bidder's Total number of Manpower	As per Work Order	
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	Deployed in Similar works under all Contracts in last 6 months ending on 31 st March, 2024 (to be authenticated by reports as mentioned)	Payroll (Bank transfer)	
		EPF Return	
		ESI Return	
		Highest of above (a)	
		Lowest of above (b)	
		Average (a and b)	
12.	Bidder's Highest number of Manpower Deployed in Similar work in a Single Organization under Contract in last 3 years ending on 31 st March, 2024 (to be authenticated by reports as mentioned)	Payroll (Bank transfer)	
		EPF Return	
		ESI Return	
		Month/ Year	
		As per Work Order	
		Organization Name	

Statutory Declaration

I, _____ on behalf of M/s _____ as in the capacity of Authorized Representative declare that all the information given in this Technical Bid and supporting documents attached/ uploaded with this Tender as evidence of information provided by me on behalf of my Firm / Organization is true and authentic to the best of my knowledge and belief.

I also acknowledge that my Firm / Organization has followed all the Instructions and accepted all Terms and Conditions as given in the NIT.

Name of the Organization / Firm	
---------------------------------	--

Date:

Authorized Signatory

Place:

Name:

Designation:

Organization Seal

Form IV: Declaration of Clean Track / No legal Action

(To be submitted on the Letterhead of the responding firm)

To
The Head of Section (HOS) (Establishment)
Indian Institute of Technology Guwahati
Guwahati 781039
India.

Subject: Declaration for not involved in any litigation with IIT Guwahati, not being under an ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or Public Sector Units

Dear Sir,

We, the undersigned, hereby declare that

- We are not involved in any litigation with IIT Guwahati
- We are not under a declaration of ineligibility for corrupt or fraudulent practices
- We are not blacklisted with any of the Government or Public Sector Units.

If the information given here are found to be false after verification at any point of time, the Institute reserves the right to cancel the contract and forfeit the EMD or take any other action deemed fit by the Competent Authority of the Institute.

Thanking you,

Yours faithfully,

(Signature of the Tenderer)

Name:

Designation:

Date : _____

Place : _____

Seal

Annexure-1: Financial Information Sheet
Annual Turnover and Financial Information
(To be submitted on Letterhead of the Bidder)

NIT No _____ Dtd. _____

1.	Name of the Organization / Firm		
2.	Registered Office with Pin-code		
3.	Details of Annual Turnover <i>(in Rupees)</i>		
	Financial Year	Annual Turnover (Inclusive of GST)	Annual Turnover (Exclusive of GST)
	2023-24		
	2022-23		
	2021-22		
4.	Details of Annual Turnover of Similar Works <i>(in Rupees)</i>		
	Financial Year	Annual Turnover (Inclusive of GST)	Annual Turnover (Exclusive of GST)
	2023-24		
	2022-23		
	2021-22		
5.	Details of Highest Single Work Order of Similar Works <i>(in Rupees)</i>		
	Financial Year	Annual Contract Value (Inclusive of GST)	Annual Contract Value (Exclusive of GST)
	2023-24		
	2022-23		
	2021-22		

Details to be furnished duly supported by Facts and figures in Balance sheet/profit and loss account certified by the Chartered Accountant / Statutory Auditor, as submitted by the applicant to the Income Tax Department (Copies to be attached)

Certified that Financial Information
 Provided above are true and Correct

Authorized Signatory
 Name:
 Designation:

(Signature of Chartered Accountant)

Name :
 Address :
 UIN / Id :
 Seal

Organization Seal

Annexure – 2 – Previous Experience Form (Completed works)

Work performed as prime bidder (in a similar nature/services during the last three years and more years)

(Please use a separate sheet with duly signed and sealed if required)

Sl. No.	Name of the organization with complete postal address	Private Sector/ Govt. Body/ PSU/ Education Institute	Name and Designation of the contract person with Tel. /Mobile No(s).	Description/ Nature of work	Contract/ WO No. and date	Contract Value (Rs. In lacs)	No. of persons deployed by the firm (Skilled/ Semi-Skilled /Unskilled)	Contract period (from and to)	Remarks on performance report

** Attach authentication certificate(s) from the Employer.

Date : _____

Place : _____

Seal

Signature of Authorized Signatory

Annexure – 3 – Running Contract Declaration Form

(Please use a separate sheet with duly signed and sealed if required)

Sl. No.	Name of the organization with complete postal address	Private Sector/ Govt. Body/ PSU/ Education Institute	Name and Designation of the contract person with Tel. /Mobile No(s).	Description/ Nature of work	Contract/ WO No. and date	Contract Value (Rs. In lacs)	No. of persons deployed by the firm (Skilled/ Semi-Skilled /Unskilled)	Contract period (from and to)	Remarks on performance report

** Attach authentication certificate(s) from the Employer.

Date : _____

Place : _____

Seal

Signature of Authorized Signatory

**Annexure – 4 – Performance Certificate Form (from each Organization
bidder already worked)**

FORMAT FOR PERFORMANCE CERTIFICATION FROM EMPLOYER(S)

1. Name of the contract and location:
2. Agreement No./ Work Order No.:
 - a) Scope of Contract:
 - b) Contract Cost:
 - c) Date of start:
 - d) Contract period:
 - e) Amount of compensation levied, if any:
 - f) Average development of staff in a month:
 - g) No. of rooms/ areas covered under the scope of work:
 - h) Overall grading of service: Excellent/ Very good/ Good/ Average/ Poor
 - i) Compliance of all statutory requirements: Yes/ No.

Date : _____

Place : _____

Signature of Authorized Signatory
Seal

Annexure – 5 - Performance Guarantee Format

To

The Registrar
Indian Institute of Technology
Guwahati- 781 039

WHEREAS (Name of the Service Provider) hereinafter called "the Service Provider" has undertaken, in pursuance of Contract No:, dated: 20... to provide cleaning service hereinafter called "the contract".

AND WHEREAS it has been stipulated by you in the said contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the the Service Provider's performance obligations in accordance with the order.

AND WHEREAS we have agreed to give the Service Provider a Guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the the Service Provider, up to a total of (*Amount of the Guarantee in Words and Figures*) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the order and without cavil or argument, any sum or sums within the limit of (*Amount of Guarantee*) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of 20.....

Signature and Seal of Guarantors

.....
.....
.....
Date.....20....
Address:.....
.....
.....

All correspondence with reference to this guarantee shall be made at the following address:

The Joint Registrar
Establishment Section
Indian Institute of Technology
Guwahati- 781 039, Assam

Section- VII

NUMBER OF PERSONNEL

Sl. No.	Complex/Building /Classroom Areas for Cleaning Service
1	Director's Bungalow- Requirement of manpower • Supervisor (Skilled): 01
2	Administration Building– Requirement of manpower • Cleaner: 16 • Supervisor (Skilled): 05
3	Auditorium (Main and Mini) and Conference Halls- Requirement of manpower • Cleaner: 05 • Supervisor: (Skilled) : 01
4	Academic Complex- Requirement of manpower • Cleaner: 65 • Supervisor (Skilled) : 04
5	Transit Complex- Requirement of manpower • Cleaner: 08 • Supervisor: (Skilled) : 01
6	Market Complex and Community Hall- Requirement of manpower • Cleaner: 04 • Supervisor (Skilled) : 01
7	Library and Computer & Communications Centre- Requirement of manpower • Cleaner: 09 • Supervisor (Skilled) : 01 • High Skilled: 06
8	Powerhouse-33- Requirement of manpower • Cleaner: 01
9	Nanotechnology and Energy Building- Requirement of manpower • Cleaner: 01
10	Equipment Classroom Core I to V- Requirement of manpower • Supervisor (Skilled) : 08
11	R&D Building- Requirement of manpower

	• Cleaner: 11 • Supervisor (Skilled) : 02
12	New Classroom V- Requirement of manpower • Cleaner: 07 • Supervisor (Skilled) : 01
13	Day Care • Cleaner: 01
14	Akshara School • Cleaner: 01

Section VIII

CHECK LIST FOT TECHNICAL EVALUATION

			Page No.
1.	Do you have PAN, IT Clearance certificate, Provident Fund Registration No., Goods and Services Tax (GST) Registration No., Professional Tax Registration? If yes, attach attested copy of trade license registration/License certificate.	Yes/No	
2.	Do you have experience in dealing Cleaning Services under Educational Institutions / Medical Colleges / Establishments/ PSUs, etc. in general and experience in Providing Cleaning services in Rooms / Lavatory / Kitchens / Washing Area, Open and Close Areas etc. under any Premises / Campus in particular? If yes, attach a list of your earlier clients/organizations and also attach attested copy of all relevant documents viz. Experience Certificate, Work Orders, Testimonials etc. from the respective competent authority. (as per ANNEXURE-2)	Yes/No	
3.	Do you have submitted the Performance Certificates from the earlier employers in support of experiences in the similar works (as per ANNEXURE-4).	Yes/No	
4.	Do you have summated the Technical Inputs and Plan for Cleaning Services(in separate sheet)?	Yes/No	
5.	Do you have the Audited Balance sheet? If yes, attach copy of Balance Sheet (as per ANNEXURE-1).	Yes/No	
6.	Do you have PAN card for the Agency/Company/Firm? If yes, attach copy of the PAN card.	Yes/No	
7.	Do you have EPF, ESI and GST Registration.?	Yes/No	
8.	Do you have Income Tax clearance certificate? If yes, attach copy of the certificate.	Yes/No	
9.	Have you filled up Form I to IV and Annexure 1 to 8 and attached along with supporting documents with the tender document?	Yes/No	
10.	Have you given any other information /documents as mentioned in the tender document?	Yes/No	
11.	Whether you have enclosed Earnest Money Deposited in the form of Demand Draft? If yes, mentioned the draft No..... date and amount Rs.....	Yes/No	

I/We have read the entire tender document and shall be in a position to render the expected services.

Section IX

Financial / Price Bid

(To be submitted on Letterhead of the Bidder)

NIT No. _____ Dtd. _____

1.	Name of the Organization / Firm	
2.	Registered Office with Pin-code	

A	Manpower Cost				
Sl. No.	Category of Manpower	Number as per Annexure- 6	*Daily Wages (Basic + VDA) as on 01.10.2024	**Wages per month	Gross Total (per month in Rs.)
1.	Cleaner - Unskilled	129	656.00		
2.	Safaiwalla - Unskilled	-	656.00		
3.	Cleaner – Semiskilled	-	739.00		
4.	Supervisor - Skilled	25	868.00		
5.	High Skilled	06	954.00		
	Sub-total (Rs.)				
Agency Service Charge / Contractor’s Profit (to be quoted in Percentage % on Line 5 (Excluding GST))					
B	Fixed charge for Uniform, equipments, cleaning materials etc.				
Fixed charge for cleaning materials, equipments, consumables and uniform (excluding GST) per month per cleaner . For clarification please see Annexure 7. (Please note the fixed charge with the current service provider is Rs. 1500.00 per cleaner)					
C	General Cleaning Material and Other Consumable required for Office				
Discount in % (percentage on MRP) – refer to Annexure-8 to be quoted by the bidder					

Important points to be noted:

- *Daily wages (Basis + VDA) as per the Minimum Wages Act of Central Government notified from 1st April, 2024. The Actual payment to the successful bidder will be based on prevailing Minimum Wage Rate applicable from time to time.
- **Wages Per month is calculated for 26 days in a month which includes PF, ESI, Bonus wherever applicable
- Estimated deployment of Manpower is given at Annexure – 6, however it is subject to change depending upon assessment of manpower requirement from time to time
- Estimated requirement of Cleaning Materials and Other Consumables along with MRP is given at Annexure – 7, however items may vary time to time. MRP shall be valid for initial Contract period and for extended Contract Period if any such MRP may be reviewed on mutual consensus basis.

Accepted all terms and conditions

Date:

Place:

Organization Seal

Authorized Signatory

Name:

Designation:

Contact No.

E-mail:

Annexure-6

Details of Manpower Deployed at Various Complex/Building /Classroom Areas for Cleaning Service

Sl. No.	Complex/ Building / Classroom Areas for Cleaning Service	Unskilled	Skilled	High-skilled	Total
1.	Director's Bungalow	-	01	-	01
3.	Day Care	01	--	--	01
4.	Akshara School	01	--	-	01
5.	Administration Building –	16	05	-	21
6.	Auditorium (Main and Mini)	05	01	-	06
7.	Academic Complex	65	04	-	64
8.	Transit Complex	08	01	-	09
9.	Market Complex and Community Hall	04	01	-	05
10.	Library and Computer & Communications Centre	09	01	06	16
11.	Powerhouse-33	01	-	-	01
12.	Nanotechnology and Energy Building	01	-	-	01
13.	Equipment Classrom Core-I to V	-	08	-	08
14.	R&D Building	11	02	-	13
15.	New Classroom V	07	01	-	08
	Total	129	25	06	160

- This is Provisional estimate, subject to vary time to time.
- Distribution of skilled and unskilled workers may be changed from time to time by the Establishment section.

Annexure-7

1. Total number of existing cleaners-129
2. Tentative list of monthly requirement of cleaning materials given in the table below. Actual requirement may vary.

Sl. No.	Cleaning Materials and other Consumables	No. of Unit required	Unit
1	Odonil	2000	Nos.
2	Liquid Soap (1 ltr size)	700	Nos.
3	Brooms	600	Nos.
4	Brush Floor clean 5ft steel hand Nylon teeth	400	Nos.
5	Brush Floor Clean Hand Brush Nylon teeth	400	Nos.
6	Brush Floor scrub Pad	400	Nos.
7	Brush Toilet Clean (ROUND Plastic HEAVY)	400	Nos.
8	Caustic soda in Kg	100	Kgs
9	Checked cloth 12" x 18" big	200	Nos.
10	Cleaning Acid (HCl Acid)	200	Ltr.
11	Cobweb Stick STEEL MEDIUM	200	Nos.
12	Glass Cleaner (Colin) 500ml	150	Nos.
13	Handwash 250 ml	200	Nos.
14	Hand Wash (1Ltr Can)	200	Nos.
15	Floor cleaner 1 litre	400	Nos.
16	Napthelene Balls	100	Nos.
17	Toilet Cleaner (Harpic)	400	Nos.
18	Urinal cubes White/Pink	200	Nos.
19	Bleaching powder	200	Kgs.
20	Black phenyl	150	Ltrs.
21	White phenyl	300	Ltrs.
22	Citronella 100ml.	80	Nos.
23	Table Duster	100	Dzn.
24	Detergent Powder 170 gms.	600	Pcs.
25	Odopic Powder 1kg	300	Kgs.
26	Floor Duster	200	Dzn.
27	Bucket (Every three months)	200	Pcs.
28	Wiper (Every three months)	200	Pcs.
29	Dusting Plate (Every three months)	200	Pcs.
30	Uniform and shoes once a year		

Annexure-8

Toiletry items for Office use

Items to be provided to the caretakers per month

Sl. No.	Toiletry items	Brand
1	Bathroom air freshener	Odonil / Godrej
2	Toilet Soap	Dettol/Lifebouy
3	Liquid Soap	Dettol/Lifebouy
4	Room Freshener	Godrej/Park Avenue
5	Toilet paper roll	Any standard brand
6	Room Aer pocket	Godrej Aer
Discount on MRP (item no 1 to 6) in %		