INDIAN INSTITUTE OF TECHNOLOGY KHALAGPUR
KHALAGPUR, WEST BENGAL 721302

TENDER DOCUMENT

for
Mechanized Cleaning and House Keeping of the floor area for all floors and all toilets including road sweeping at IIT Kharagpur Rajarhat campus.

NIT No. IW/SS/NIT/2122/08
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# 1. NOTICE INVITING TENDER

## 1.1. INTRODUCTION

Indian Institute of Technology (IIT) Kharagpur, hereinafter called IITKGP, invites online tenders from the eligible contractors for Mechanized Cleaning and House Keeping of the floor area for all floors and toilets including road sweeping at IIT Kharagpur Rajarhat campus.

## 1.2. PARTICULARS

<table>
<thead>
<tr>
<th>1. NIT Number</th>
<th>NIT No. IW/SS/NIT/2122/08</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Name of Work</td>
<td>Mechanized Cleaning and House Keeping of the floor area for all floors and toilets including road sweeping at IIT Kharagpur Rajarhat campus.</td>
</tr>
<tr>
<td>3. Location of Work</td>
<td>IIT Kharagpur Research Park, NewTown, West Bengal</td>
</tr>
<tr>
<td>4. Estimated Cost (Including GST)</td>
<td>Rs.2,37,00,151.00/- (Rupees two crores thirty seven lakh one hundred and fifty one only)</td>
</tr>
<tr>
<td>5. Earnest Money Deposit</td>
<td>Rs. 474004.00/- (Rupees four lakhs seventy four thousand and four only) (Not mandatory for bidders registered under MSE category)</td>
</tr>
<tr>
<td>6. Time Limit for Execution</td>
<td>Contract Period is for 5 (FIVE) years subject to yearly renewal on satisfactory performance.</td>
</tr>
<tr>
<td>7. Tender Basis and Mode</td>
<td>Two stage (Technical Bid &amp; Financial Bid)</td>
</tr>
<tr>
<td>8. Mode of Payment to IITKGP (EMD)</td>
<td>i) Original Demand Draft/Pay Order or copy of valid registration certificate under MSE category has to be submitted physically at the office of Sr. EE(C) on or before the due date/extended date of submission of bid. &amp; Scanned copy of Demand Draft/Pay Order/Registration under MSE category has to be uploaded on <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> ii) Demand Draft/Pay order to be drawn in favour of IIT Kharagpur payable at Kharagpur.</td>
</tr>
<tr>
<td>9. Date, Time &amp; Venue of Pre-bid Meeting</td>
<td>08.03.2022, 03:30 pm, CCM Meeting Room, 1st Fl, Old Bldg., IIT Kharagpur, Kharagpur-721302</td>
</tr>
<tr>
<td>10. Closing Date &amp; Time for Receipt of bids</td>
<td>14.03.2022upto 15:00 hrs</td>
</tr>
<tr>
<td>11. Date &amp; Time for Opening of Technical Bid</td>
<td>15.03.2022at 15:30hrs</td>
</tr>
<tr>
<td>12. Date &amp; Time for Opening of Price Bid</td>
<td>To be intimated to the eligible bidders subsequently.</td>
</tr>
<tr>
<td>13. Engineer-in-charge and contact details.</td>
<td>Mr. S.K. Biswas, Sr. Executive Engineer, Tel: 03222-282580, Email: <a href="mailto:skbiswas@adm.iitkgp.ac.in">skbiswas@adm.iitkgp.ac.in</a></td>
</tr>
<tr>
<td>14. Address for tender issue, submission and opening</td>
<td>Office of Sr.EE(C), 1st Floor, Old Building, IIT Kharagpur, Kharagpur WB 721302</td>
</tr>
<tr>
<td>15. Website for full and updated information</td>
<td><a href="http://www1.iitkgp.ac.in/topfiles/tenders.php">http://www1.iitkgp.ac.in/topfiles/tenders.php</a>; <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a></td>
</tr>
<tr>
<td>16. Website for tender submission &amp; processing</td>
<td><a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a></td>
</tr>
</tbody>
</table>
1.3. ELIGIBILITY CRITERIA

1.3.1. 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 Government / PSUs/ Nationalized Banks/ Reputed Organizations. Services rendered with list of such Central/ State Government / PSUs/ Nationalized Banks/ Reputed Organizations with duration of service shall be furnished.

1.3.2. The bidder must have successfully executed/ completed similar services over the last three years i.e. the current financial year and the last three financial years:-

1. Three similar completed services costing not less than the amount equal to 40 % (Forty per cent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50 % (Fifty per cent) of the estimated cost; or
3. One similar completed services costing not less than the amount equal to 80 % (Eighty per cent) of the estimated cost.

Note:

(i) The estimated cost is Rs.2,37,00,151.00/- (Rupees two crores thirty seven lakh one hundred and fifty one only)

(ii) The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum; calculated from the date of completion to the last date of receipt of applications for tender.

1.3.3. Similar works shall mean: Mechanized Cleaning and Housekeeping of Building(s)/ Public Place(s) etc.

1.3.4. The bidder must be registered with appropriate government authority as a bonafide business entity and must have GST registration certificate and Permanent Account Number of income tax.

1.3.5. Average annual turnover of the bidder as per ITCC or profit & loss statement shall not be less than 30% of the estimated cost, not having incurred loss in more than two years, during last 5 years ending 31 Mar 2021.

1.3.6. Networth certificate of minimum 15 % of the estimated cost i.e Rs. 35.55 Lakhs issued by certified chartered accountant is to be submitted. Format for the same is enclosed in Annexure -3.

1.3.7. The service provider shall have valid Trade License/Society Registration number, Labour license, EPF registration number, ESI registration number, GST registration number. The registrations and licenses should be valid during the execution phase.

On behalf of the Director, Indian Institute of Technology Kharagpur

Copy to:

1) Registrar
2) SE(E&M)
3) Senior Executive Engineer (Civil/ E&M/WW& SS)
4) Executive Engineer (Civil/E&M)
5) Assistant / Junior Engineer (Civil/ E&M)
6) Notice Board
7) Office file
2. INFORMATION TO BIDDERS

2.1 SCOPE OF WORK

2.1.1. IITKGP intends to award the work for Mechanized Cleaning and House Keeping of the floor area for all floors and toilets including road sweeping at IIT Kharagpur Rajarhat campus. Material required for the work is within the scope of the bidder.

2.1.2. An indicative drawing of the building plan and the adjoining area is enclosed in Annexure 1.

2.1.3. The mechanized cleaning job is to be carried out by using Ride on drive automatic floor scrubber, Walk behind Automatic floor scrubber, Ride on sweeper, Wet & dry vacuum cleaner, Single disk floor scrubber, High pressure water jet machine, Automatic Wet & Dry Floor Scrubber, Walk behind sweeping machine, High pressure vacuum cleaning etc. including adequate cleaning materials of standard quality so as not to damage the floor, walls, tiles, mirrors, fittings, fixtures etc.

2.1.4. Constraint: The job needs to be executed in the IIT Kharagpur Rajarhat Campus area without causing any disturbances to the normal functioning of the Institute / Academic work. Adequate/ safe barricading has to be ensured to segregate the working zone from public circulating area.

2.1.5. The vendor shall work out execution sequence and methodology so as to complete the work within the envisaged time and the estimated cost, duly handling the constraint mentioned above.

2.1.6. All the machines deployed by agency, are to be parked in working condition within the IIT Kharagpur Rajarhat campus during the entire contract period.

2.1.7. The machines/equipment and disinfectant detergents/liquids should not destroy the surface of flooring. Cleaning and housekeeping operations shall not cause any damage to the buildings, equipment, personnel etc.

2.1.8. The site handed over for Mechanized Housekeeping and Cleaning should be always kept neat and clean and executed as per frequency mentioned in tender (Annexure 5) by using adequate no. of manpower, machinery & equipment. The contractor may have to use the suitable cleaning & washing Detergents/Reagents etc. or as specified by IITKGP.

2.1.9. The minimum no. of Machinery/Tools/Plants to be deployed are mentioned in Annexure 4. Minimum number of manpower to be engaged for the work is 18 Nos. per day (Unskilled). Total floor area is 159575sqm and the building is G+9 floor building. The building has a basement area also.

2.1.10. The work will continue for 5 days a week basis (except Saturday and Sunday). All other days in a year will be considered as working days (including national holidays). However, in case of emergency requirement, work will have to be carried out on Saturdays and Sundays also. No extra payment will be given to the contractor for working on Saturdays and Sundays.

2.1.11. CLEANING OPERATIONS

(i) Internal Areas: Different types of floors provided for functional rooms, corridors, lobbies including entry and exit structures. The entire area should be kept neat and clean always and as per frequency mentioned in contract by using wet and dry cleaning methods with adequate trained personnel, machines and equipments. The eco-friendly disinfectants detergents/liquids shall be used. The machines/equipment and disinfectant detergents/liquids should not destroy the surface of flooring. Cleaning and housekeeping operations shall not cause any damage to the buildings, equipments, personnel etc. The necessary signage boards and cordon shall be used during operation to avoid any accidents.

(ii) Adjoining Paved Area: Adjoining paved areas shall also be cleaned and kept neat and clean always using required tools and equipments and as per frequency mentioned in contract. The garbage/sweepings should be disposed off safely in approved manner to the nearest designated disposal site. Bitumen surface provided for the service roads, circulating area/parking area is to be cleaned by using dry cleaning methods as per frequency given. Proper safety signage is to be used while cleaning to avoid any accidents. No traffic or people movements to be affected due to cleaning operations.

(iii) Different types of finishing works to walls, pillars etc.: Different type of finishes like tiles, stone, plaster, paint applied on plaster, concrete, wood or metal works etc. shall be kept neat and clean as mentioned in contract by using wet & dry cleaning methods with specified & cleaning equipments. While cleaning no damage should occur to the provided finishing works.

(iv) Cleaning of doors/window frames & shutters: Different type of paneled or glazed doors/windows (installed/ to be installed in future) like wooden, Aluminium, Galvanized steel sheet doors, fire rated door etc. shall be kept neat and clean always and shall be cleaned by suitable (wet or dry or both) cleaning methods as per frequency mentioned in the contract. No scratches or damages shall occur on the surfaces being cleaned.
(v) Cleaning of Glasses fixed to the doors, windows, etc: The Glass surface (installed / to be installed in future) shall be kept neat and clean always and cleaned gently with wet/dry cleaning methods using glass cleaning kits as per frequency mentioned in the contract. While cleaning the high raised glass surface proper care should be taken so that no cracks/ breakages occur. Suitable detergent/ reagents to be used for cleaning.

(vi) Cleaning of Rolling shutters: Various sizes of rolling shutters (installed / to be installed in future) provided are required to be kept neat and clean always by using suitable methods & trained personnel as per frequency mentioned in the contract. The colour of the cleaned surface & the lubrication material like grease, oil etc. should not be deteriorated while cleaning.

(vii) Cleaning of stainless steel / mild steel/PVC hand railing: Stainless steel/ mild steel/PVC hand railing (installed / to be installed in future) provided to the stair cases/balconies etc. to be kept neat and clean always and cleaned along with the balusters by wet/dry cleaning methods as per frequency mentioned in the contract. While cleaning it should be ensured that no damage shall occur to the cleaning surfaces.

(viii) Cleaning of suspended ceilings: Different type of ceiling (installed / to be installed in future) including false ceiling, boxing etc. to be kept neat and clean always and cleaned as per frequency mentioned in the contract with suitable method and specified equipments. This activity should be carried out with due care, while cleaning no person should be affected. While cleaning no damage to be occurred to the cleaning surfaces. The contractor shall take adequate care so that no accident occurs & cleaning operation does not cause any damages. The contractor shall make necessary arrangement to clean elevated surfaces with due safety.

(ix) Cleaning of Lighting Fixtures, Fans & Accessories: All type of Lighting Fixtures (In-door as well as Outdoor (installed / to be installed in future)) provided in various locations in the considered area to be kept neat and clean always and suitably cleaned as per frequency mentioned in the contract without affecting the Fixtures & its accessories & without causing any damages to them. No stigmas or impressions should remain on the items, fittings and fixtures. While cleaning, the fastening should not get loosened.

(x) Cleaning of Air-Conditioners: All type of Air-conditioners like Window type, Split type, package type etc (installed / to be installed in future) are to be kept neat and clean always and cleaned by using suitable cleaning methods as per the frequency mentioned in the contract. All safety precautions need to be taken while cleaning Equipments and only outer body of equipments along with Louver etc. are to be cleaned.

(xi) Cleaning of All Firefighting Equipments: The different types of Firefighting equipments (installed / to be installed in future), fire extinguishers, smoke detectors, Fire detectors are to be kept neat and clean always and cleaned by suitable methods & equipments as per frequency mentioned in contract. No operational services should be disrupted due to cleaning operations. While cleaning, the safety has to be ensured by the cleaning personnel. Any accident if occurs, shall be the sole responsibility of the contractor. No equipment should be damaged due to cleaning.

(xii) Cleaning of Lifts: The Lifts (installed) are to be kept neat and clean always and cleaned as per frequencymentioned in contract. Basically the Lift room meant for passengers to be cleaned. The Floor, walls, Electrical Fan & Light fittings are to be cleaned. The Switch panel inside the Lift room & outside the Lift room is also to be cleaned including indication panel & communication equipment. Similarly, Lift Doors inside & Outside are to be cleaned. All Safety precautions are to be taken while cleaning the Lifts.

(xiii) Cleaning of butterfly valves / landing valves /internal hydrants, piping of all types: All type of valves (installed / to be installed in future) provided for fire fighting pipe lines are to be kept a clean and neat always and cleaned as per frequency mentioned in contract by dry and wet cleaning methods. It should be ensured that no dust should be accumulating on the valves. The exposed surface of the pipe also to be cleaned and kept in neat condition always.

(xiv) Cleaning of Cable Trays, Cable Trench Covers etc: All types of Cable Trays, Cable Trenches covers (installed / to be installed in future) etc. are to be kept neat and clean always and cleaned by using suitable cleaning method.

(xv) Cleaning of Signage boards to be provided /Notice boards/Black boards: Different types of Signage boards/Notice boards etc. (installed / to be installed in future) in buildings are to be cleaned as per frequency by suitable methods. The said boards should be kept neat & clean always.
(xvi) Cleaning of furniture provided in all rooms/offices: The different type of furniture provided in all rooms/offices (installed/to be installed in future) are to be cleaned as per frequency by suitable methods.

(xvii) Supply and Cleaning of Dust bins: Supply of dust bins and Bio-degradable garbage disposal bags
   a. The contractor shall supply adequate number of small and big dustbins with the approval of employer.
   b. Sample of dust bin should be approved by the employer.
   c. Dust bins should only be provided in waste collection/Refuse room for collection of waste generated during cleaning.
   d. Dustbins should be cleaned as per the requirement on daily basis.
   e. Dust bins shall be provided with bio-degradable garbage disposal bags/cover inside. Such dustbins should be sealed and be emptied in the approved garbage disposal locations. The dustbins should be transported in a sealed condition only. Spare dustbins should be kept for waste collection when dustbins are sent for waste disposal.
   f. The dustbins are to be kept in neat and clean manner and should be cleaned and washed on daily basis.

(xviii) Cleaning & sanitation of Bathrooms & Toilets: The Bathrooms & Toilets are to be cleaned and to be kept always in neat & in hygienic condition. Necessary disinfectant is to be used for cleaning of toilets/urinals/wash basins & flooring. Liquid soap, toilet tissues, odozoires etc. to be provided on consumable basis as & when required at the cost of contractor. These items should be made available in the adequate quantity at various places in the Bathrooms & Toilets etc.

(xix) The blockage in the Sewage/water supply pipes shall be attended immediately: The water leakage in pipe fittings i.e. Taps, Bends, Valves etc. to be attended immediately. The Employer will supply the required fittings or contractor shall make his own arrangements with the approval of the Employer. The blockage /leakage or any type of attention required for sanitary fittings like Washbasins, Cisterns, W.C. pans etc. to be made immediately. The washbasins, cisterns etc. If overflows due to blockage or due to any defects in the fittings should be attended immediately. The over flow in water tanks shall be attended immediately. Contractor should take care about no water stagnation in the building premises due to leakage of pipes/overflows & spillage of water. Drain blockage caused due to negligence will be penalized as specified.

(xx) Pest control: Pest Control to be carried out as per frequency mentioned in contract. Treatment shall be given for Cockroaches, lizards, Flies and ants, Silver fish and all other flying/crawling pests, Honey Bee control, Household Rodent, Climbing rats, sewer rats, Bandit coots, Carpet beetles- Pesticide used should not leave any strain on the carpet.

(xxi) Removal/disposal of garbage/debris/waste:
The collected garbage/debris/waste shall be disposed off to the designated locations in closed condition by arranging vehicle by vendor at his end daily and as & when required by IITKGP without causing inconvenience to anybody. The contractor shall submit necessary procedure for removal/disposal of garbage/debris/waste for approval. The garbage/debris/waste may be required to be disposed several times in a day if required.

(xxii) Cleaning of Drainage System: The drains provided at different locations i.e. surface and sub-surface drains along the service roads, parking areas etc. to be cleaned regularly and ensure that no blockage of water should occur. If any blockage occurs, it should be removed immediately & disposed off to the designated locations. While cleaning, proper care should be taken to avoid any accidents. While removing the cover slabs proper care should be taken so that no cover slabs should be broken and the cover slab should be put back after the completion of cleaning work.

(xxiii) Cleaning of Roof: The roof shall be kept neat and clean always and to ensure that the mouth of rain water pipes are free of dust, leaves, debris, cleaning of weeds etc. throughout the contract period.

(xxiv) Cleaning of Writing Boards in Class Room: The writing boards in the class room shall be cleaned after each class / period.

2.1.12. The above cleaning operations has to be carried out so that the IIT Kharagpur Rajarhat campus and its surroundings are always kept neat and clean even during special events/programmes of various centres, departments, schools etc. held alongside or beyond the normal office, academic programmes etc.
2.2. GENERAL INSTRUCTIONS

2.2.1. Bidding documents are to be obtained electronically through websites: http://www1.iitkgp.ac.in/topfiles/tenders.php. The tender fee in the prescribed mode must accompany the tender documents issued electronically at the time of submission.

2.2.2. The bid document shall be read in conjunction with GCC (General Condition Contract) available on http://www1.iitkgp.ac.in/topfiles/tenders.php.

2.2.3. The bidder shall visit and inspect the site and obtain all information on his own responsibility and at own cost, which may be necessary for the purpose of quoting and submitting the tender. No excuse or ignorance as to site conditions and local information shall be accepted after awarding of the contract. Access to the site will be granted by the Engineer-in-charge on all working days within working hours.

2.2.4. The quoted rate should be inclusive of manpower, machine, tools & plants, POL, materials etc. required for performing the contract satisfactorily.

2.2.5. IITKGP shall not provide any space at site for labour hutments.

2.2.6. IITKGP will provide the water and electricity for cleaning of the premises free of cost. However in case of incidents of pilferage / wastage are noticed, penalty will be levied as per applicable charges and provisions.

2.2.7. All clarifications about the tender shall be sought by bidder on or before pre-bid meeting. The bidders may make suggestions which shall be considered during the Pre Bid Meeting. Intending bidder(s) may also send their queries or suggestion, if any, through e-mail to the Engineer-in-charge on skbisswas@adm.iitkgp.ac.in on or before, 08.03.2022, 03:00 pm. No queries shall be entertained after notification of replies to noteworthy queries received till the date of pre-bid meeting.

2.2.8. Completion certificate issued by Competent Authority will only be considered as credential. If the Completion certificate issued by Competent Authority does not reflect the type of work, then Final bill / Schedule of Quantity of the qualifying works also to be attached along with the Completion certificates.

2.2.9. The bidding document (consisting of specifications, the schedule of quantities of various types of items to be executed, the set of terms and conditions of the contract and other documents / drawings, if any), Addendum/Corrigenda, Clarifications to Pre-bid queries can be downloaded from the websites: i)http://www1.iitkgp.ac.in/topfiles/tenders.php; ii)https://eprocure.gov.in/eprocure/app. Corrigenda, if any shall be published only on these websites at any time before the closing time of tender. The institute shall not be responsible for any delay / difficulties / inaccessibility of downloading facility for any reason what so ever. The tenderers who have downloaded the tender documents from website must visit the website and ensure that such addendum(s)/corrigendum(s) (if any) is also downloaded by them. This shall be the responsibility of the prospective registered bidders to check the web site for any such corrigendum/addendum before closing time of tender and ensure that bid submitted by them are in accordance with all the corrigendum's/addendums.

2.2.10. All costs, charges & expenses that may be incurred in connection with the preparation of his tender shall be borne by him and the institute accepts no liability whatsoever therefore.

2.2.11. Firm Price: Bidder’s quoted Rates/Prices for executing the activities under the Contract shall remain firm till completion of the entire work & shall not attract any escalation under any circumstances whatsoever.

2.2.12. Rates quoted by the bidders shall be inclusive of GST (Goods and Services Tax - Central, State and Interstate) and all applicable taxes. Income Tax and all other statutory deductions like labour cess etc. will be deducted from the bill as per prevailing rules.

2.2.13. Exemption to IITKGP against any tax/ duty/ fee/surcharge/ charge/ cost, if any, found applicable or sought later from IITKGP after award shall be passed on to IITKGP by the contractor without dispute.

2.2.14. IITKGP reserves the right to reject any or all of the bids without assigning any reason.

2.2.15. Bid Validity: Bid shall remain valid for 120 days from the date of submission.

2.2.16. If any information furnished by the bidder is found as false / fabricated, then his bid will be rejected and treated as cancelled. Even if such manipulation is detected at any stage after-signing of the contract, it would lead to termination of the contract besides forfeiture of Earnest Money Deposit and liabilities towards prosecution. In such cases the bidder will be debarred from participation in future tendering process in IITKGP for next 05 (Five) years.
2.2.17. **Earnest Money Deposit (EMD)** of requisite amount and that in prescribed mode or proof of payment thereof shall be submitted with the Technical Bid explained in following section.

2.2.18. **Exemption from EMD**: MSEs registered with District Industries Centers, National Small Industries Corporation and any other body specified by Ministry of MSME or Startups as recognized by Department of Industrial Policy and Promotion shall be exempted from payment of EMD in the bid. The self attested photocopy of their evidence should be submitted by the bidder(s) along with the formal request letter for exemption

i. In case the NSIC/MSEs registration certificate is found invalid during evaluation, the bid of such bidder shall be rejected.

ii. Bidder so exempted for submission of EMD shall have to submit an undertaking as per Annexure-2.

iii. Bidders not having NSIC/ MSE’s registration has to submit EMD along with an undertaking as per Annexure -2.

2.2.19. **Refund / Conversion of Earnest Money Deposit**: The Earnest Money received shall be refunded to the unsuccessful bidders without any interest upon executing the Contract Agreement by successful bidder. The Earnest Money Deposit of successful bidder shall be retained and converted into part of Security Deposit.

2.2.20. **Forfeiture of Earnest Money Deposit**: Earnest Money Deposit will be forfeited in any of the following cases:

(i) The bidder withdraws / modifies his tender during the period of Bid Validity.

(ii) The bidder, in case of tie between lowest bids, refuses to submit revised offer.

(iii) The bidder does not accept the correction of arithmetical errors of his tender.

(iv) The bidder fails to deposit Performance Guarantee and information as per format given in GCC within the stipulated time period before award of the work.

2.3. **SUBMISSION OF TENDER**

2.3.1. Help for Contractors, FAQ. Information about DSC and Bidders Manual Kit containing the detailed guidelines for e-Procurement system are also available on Central Public Procurement Portal.[https://eprocure.gov.in/eprocure/app]

2.3.2. It is mandatory for all the bidders to have a valid Class-II/Class-III Digital Signature Certificate (in the name of person having power of attorney to sign the Bid) from any of the licensed Certifying Agency (Bidders can see the list of licensed CA’s from the link www.cca.gov.in) to participate in e-Procurement of IIT KHARAGPUR.

2.3.3. It is mandatory for the bidders to get their firm/company registered with e-procurement portal https://eprocure.gov.in/eprocure/app to have user ID & password.

2.3.4. Tender documents will be available online on website https://eprocure.gov.in/eprocure/app which can be downloaded free of cost.

2.3.5. Bidders may download and refer the “Instructions for Online Bid Submission” from (https://eprocure.gov.in/eprocure/app;jsessionid=A8B54ECC72D86DF9AA9D9B2DDACDAB8D.eprocgep4? page=BiddersManualKit&service=page).

2.3.6. The tender documents shall be submitted online in the prescribed format given on the websites and technical bids received online shall be opened as per NIT or Corrigendum thereof. No other mode of submission is acceptable. Detailed credentials as per the requirement of eligibility criteria and all tender papers except Bill of Quantities are to be submitted in "Technical Bid".

Bill of Quantities with rates duly filled in are to be submitted in the format provided online in the name of "Financial Bid". Hence, physical submission of the documents is limited to submission of MSE registration certificate as per provision given in sub-clause 1.2.5 of NIT & 2.2.17, 2.2.18 of General Instructions.

Representative of the bidder, who chooses to attend, may attend the online opening of the technical bids on the scheduled date and time of Bid opening. However, such representatives shall be allowed to attend the opening of the Technical Bids, only, if such person presents the letter of authority Issued in his name by the bidder on his letter head.

2.3.7. Bidders cannot submit the tender after the due date and time of e-bid submission. Time being displayed on Central Public Procurement Portal https://eprocure.gov.in/eprocure/app ("Server System Clock Time") shall be final and binding on the bidder. e-Bids are required to be submitted by bidders, only as per the Indian Standard Time (IST) and not the time as per their location/country.
2.3.8. The bidders are advised to submit their e-bids well before the e-bid due date. IIT KHARAGPUR shall not be responsible for any delay in submission of e-bids for any reason including server and technical problems.

2.3.9. The Technical and Financial Bid shall be digitally signed by the Authorized Signatory of the bidder & submitted “on-line” only. The authorized signatory of the bidder must be in possession of Power of Attorney before submitting the digitally signed bid. Scanned copies of various documents can be prepared in .pdf file format.

2.3.10. Any tender received without original Earnest Money in the form as specified in clause 1.2.5, 1.2.8 of tender documents shall not be considered and shall be summarily rejected.

2.3.11. IIT KHARAGPUR reserves the right to cancel the tenders before submission/opening of tenders, postpone the tender submission/opening date and to accept/reject any or all tenders without assigning any reasons thereof. IIT KHARAGPUR’s assessment of suitability as per eligibility criteria shall be final and binding.

2.3.12. Tenderers may note that they are liable to be disqualified at any time during tendering process in case any of the information furnished by them is not found to be true. EMD of such tenderer shall be forfeited. The decision of IIT KHARAGPUR in this regard shall be final and binding.

2.3.13. The EMDs shall be received at the Office of Sr.EE(C), 1st Floor, Old Building, IIT Kharagpur, Kharagpur WB 721302, up to 15:00hrs, 14.03.2022 or Corrigenda otherwise.

2.3.14. EMDs shall be submitted in an envelope super scribed ‘Mechanized Cleaning and House Keeping of the floor area for all floors and toilets including road sweeping at IIT Kharagpur Rajarhat campus’ with the NIT No. IW/SS/NIT/2122/08.

2.4. EVALUATION OF BIDS AND AWARD OF WORK

2.4.1. The Bid of bidder will be opened electronically on the specified date and time of opening at the Office of Sr.EE(C), 1st Floor, Old Building, IIT Kharagpur, Kharagpur WB 721302 in the presence of willing bidders or their authorized representatives.

2.4.2. Date, time and place of opening of Financial Bid will be informed after evaluation of Technical Bid to the Technically Qualified Bidders.

2.4.3. Bids shall, first, be checked for payment of Earnest Money Deposit. Only those bids found to have duly paid/ submitted Earnest Money Deposit shall be considered for evaluation.

2.4.4. Evaluation of Technical Bid: The bids received will then be assessed on the eligibility criteria mentioned at Para 1.3 of Notice Inviting Tender. Bids found not meeting the eligibility criteria shall be considered non-responsive and shall be rejected summarily.

2.4.5. IITKGP retains the right to revert back to individual bidders with further clarifications / queries on the Technical Bid. The bidder has to respond to the queries within the specified time mentioned in the covering letter.

2.4.6. On the date & time specified for opening of Financial Bid or the Revised Financial Bids as the case may be will be opened on specified date and time.

2.4.7. EVALUATION OF Financial Bids: The Financial Bid should contain the complete bid document with duly filled in Schedule of Financial Quote. Financial Bids opened as above will be checked for arithmetical errors.

2.4.8. The successful bidder shall be issued Letter of Acceptance (LOA) of the bid, and be required to furnish a Performance Guarantee as per General Conditions of Contract, Program Schedule with specific Milestones to be achieved as to complete the work within the stipulated time limit.

2.4.9. Letter of Award (Work Order) shall be issued to the successful bidder only after receipt of the Performance Guarantee, along with Program Schedule and the details of Technical Staff to be deployed for the work.

2.4.10. Agreement (Contract) consisting of complete tender document including conditions, bill of quantities, technical proposal and specialized services, drawings, if any, and acceptance thereof together with any correspondence leading thereto, shall be drawn and signed with the awardee after issue of Work Order.

2.4.11. Date of start of work shall be reckoned from 7th day from the date of issue of “Letter of Acceptance”.
2.5 COMPLAINTS HANDLING:-

2.5.1 All maintenance complaints shall be got addressed by the contractor to the satisfaction of Engineer-in-charge within 3 days from the date of issuance of the “Job Card” from IIT Kharagpur.

2.5.2 Complaints requiring completion time more than 3 days shall be responded specifically by the contractor with the scheme, in consultation with Engineer-in-charge, and timeline for compliance, to the Engineer-in-charge within 3 days from the date of issuance of the “Job Card”.

2.5.3 Any complaint left unattended by the contractor beyond 3 days without specific reasons on record shall attract levy of penalty of Rs.50/- per complaint per day from 4th day to 7th day and Rs.100/- per complaint per day thereafter recoverable from dues to the contractor.

2.5.4 In case of emergency situation, contractor should be available 24 x 7 to attend that specific emergency work.
3. UNDERTAKING BY THE BIDDER

UNDERTAKING

I / We have read and examined the Tender document including terms & conditions, specifications, bill of quantities, drawings and designs, general rules & directions, General Conditions of Contract, Special Conditions of Contract and all relevant other documents, publications and rules referred to in the Conditions of Contract and all other contents in the tender documents for the work.

I / We, hereby tender for execution of the work specified for the Indian Institute of Technology Kharagpur within the time specified and in accordance in all respects with the specifications, designs, drawings and instructions in writing.

We agree to keep the tender open for 120 days from the last date of its submission and not to make any modifications in its terms and conditions. A sum of Rs. ________ has been deposited in cash/ demand draft of a scheduled bank as earnest money. If I / we, fail to furnish the prescribed performance guarantee within prescribed period, I / we agree that the said Director, Indian Institute of Technology Kharagpur or his authorized officer shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. Further, if I / we fail to commence work as specified, I / we agree that the Director, Indian Institute of Technology Kharagpur shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said earnest money and the performance guarantee absolutely, otherwise the said earnest money shall be retained by him towards security deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein.

Further, I / We agree that in case of forfeiture of earnest money or both Earnest Money & Performance Guarantee as aforesaid, I / We shall be debarred for participation in the re-tendering process of the work.

I / We hereby declare that I / We shall treat the tender documents, drawings and other records connected with the work as secret / confidential documents and shall not communicate information derived therefrom to any person other than a person to whom I / We am / are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Seal & Signature of Contractor
Postal Address

Dated

Witness

Address

Occupation
3. Checklist for Documents to be uploaded on [https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Documents</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Tender Documents</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>EMD</td>
<td>1.2.5</td>
</tr>
<tr>
<td>3.</td>
<td>Document support of Bonafide Business Entity</td>
<td>1.3.4</td>
</tr>
<tr>
<td>4.</td>
<td>GST Registration Certificate</td>
<td>1.3.4</td>
</tr>
<tr>
<td>5.</td>
<td>Permanent Account Number</td>
<td>1.3.4</td>
</tr>
<tr>
<td>6.</td>
<td>Average annual turnover of the bidder as per ITCC or profit and loss statement for last 5 year</td>
<td>1.3.5</td>
</tr>
<tr>
<td>7.</td>
<td>Experience Certificate</td>
<td>1.3.2</td>
</tr>
<tr>
<td>8.</td>
<td>Annexures 1,2, 3, 4, 5</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>SOQ</td>
<td></td>
</tr>
</tbody>
</table>
Drawing of basement plan of IIT Kharagpur, Rajarhat campus
Drawing of Ground floor plan of IIT Kharagpur, Rajarhat campus
Drawing of 1st floor plan of IIT Kharagpur, Rajarhat campus
ANNEXURE - 2

UNDERTAKING FOR GCC COMPLIANCE

UNDERTAKING

We hereby undertake that we shall fulfill all the terms & conditions within the specified time frame, after the acceptance of our offer in case our offer is accepted; failing which IIT KHARAGPUR may go ahead to take necessary action such as reporting the non-compliance to appropriate Government authorities and barring us from future participation in IIT KHARAGPUR works.

Seal & Signature of Contractor

DATED:
Format for Net Worth Certificate

It is to certify that as per the audited balance sheet and profit & loss account during the financial year ................................, the net worth of ................................ (individual/farm/company) having registered address at .... as on 31.3.2021 is Rs............................... after considering all liabilities. It is further certified that the net worth of the company has not eroded by more than 30% in the last three years ending on 31.3.2021.

Signature of Chartered Accountant

............

Name of Chartered Accountant

............

Membership No. of ICAI

Dt & Seal
**Equipments and Material**

Minimum number and types of cleaning machines are listed below. Vendor, at their discretion, may choose to deploy more or superior machines if they so require to optimize the cleaning process. However, any claim by vendor for extra payment on account of more or superior machines shall not be entertained by IITKGP.

1. For IIT Kharagpur, Rajarhat campus

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the Machine*</th>
<th>Minimum nos. to be deployed</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>Ride on drive automatic floor scrubber</td>
<td>2</td>
</tr>
<tr>
<td>b.</td>
<td>Walk behind sweeping machine</td>
<td>2</td>
</tr>
<tr>
<td>c.</td>
<td>Ride on sweeper</td>
<td>1</td>
</tr>
<tr>
<td>d.</td>
<td>High pressure water jet machine</td>
<td>4</td>
</tr>
<tr>
<td>e.</td>
<td>Wet and dry vacuum cleaner</td>
<td>4</td>
</tr>
<tr>
<td>f.</td>
<td>Single Disc floor Scrubber machine</td>
<td>4</td>
</tr>
<tr>
<td>g.</td>
<td>High pressure vacuum cleaning</td>
<td>2</td>
</tr>
<tr>
<td>h.</td>
<td>Battery Operated Walk behind automatic floor scrubber</td>
<td>2</td>
</tr>
<tr>
<td>i.</td>
<td>Floor polishing machine</td>
<td>1</td>
</tr>
<tr>
<td>j.</td>
<td>Automatic wet and dry floor scrubber machine(Mini)</td>
<td>2</td>
</tr>
</tbody>
</table>

*Approved Makes: Karcher, Taski-Diversey, Eureka Forbes, Fasa, Roots, Comac or equivalent approved by IIT Kharagpur*

**Note:**

1. The machineries to be parked for entire contract period in IIT Kharagpur Rajarhat campus.
2. All the machineries deployed should be in working condition at any point of time during the contract period.
3. The servicing of machineries is preferred to be done inside the campus only during weekends.
4. Prior permission from Engineer – In – charge is to be taken, if it is absolute necessary to shift machine outside campus for repairing or maintenance purpose.
5. Non deployment of any machineries (i.e due to non availability of machineries in the campus or breakdown of machineries) as given in Annexure-4 will lead to cancellation of work order with forfeiting of PBG.
## Schedule of Cleaning and Housekeeping at IIT Kharagpur Rajarhat campus

<table>
<thead>
<tr>
<th>Items</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Scrubbing, wet cleaning of room floor, corridors, lobby, staircase etc.</td>
<td>Once in each shift and as and when required</td>
</tr>
<tr>
<td>2. Cleaning of Different types of finishing works in walls.</td>
<td>Once in a day and as and when required</td>
</tr>
<tr>
<td>3. Cleaning of Different types of doors/ windows frames and shutters/louvers, handles, peg stays, bolts, all fixtures etc.</td>
<td>Once in a day and as and when required</td>
</tr>
<tr>
<td>4. Cleaning of Glasses fixed to the doors, windows, partitions etc.</td>
<td>Once in a day and as and when required</td>
</tr>
<tr>
<td>5. Cleaning of Rolling shutters.</td>
<td>Once in a day and as and when required</td>
</tr>
<tr>
<td>6. Cleaning of Stainless steel /PVC/ MS/ Wooden hand railing.</td>
<td>Once in a day and as and when required</td>
</tr>
<tr>
<td>7. Cleaning of suspended ceiling.</td>
<td>Once in a Fortnight and as and when reqd.</td>
</tr>
<tr>
<td>8. Cleaning of Roof Ceiling etc.</td>
<td>Once in a month and as and when required</td>
</tr>
<tr>
<td>9. Cleaning &amp; sanitation of Toilets.</td>
<td>Twice in each shift and as and when required</td>
</tr>
<tr>
<td>10. Cleaning and attention of all drains at all levels.</td>
<td>Once in a day and as and when required</td>
</tr>
<tr>
<td>11. Cleaning of Portable fire extinguishers/smoke detectors/ Fire detectors.</td>
<td>Once in a Fortnight and as and when reqd.</td>
</tr>
<tr>
<td>12. Cleaning of Fire pump panel.</td>
<td>Once in a Fortnight and as and when reqd.</td>
</tr>
<tr>
<td>13. Cleaning of Butterfly valves /landing valves/internal hydrants/piping of all types/Fire hydrant panels.</td>
<td>Once in a Fortnight and as and when reqd.</td>
</tr>
<tr>
<td>14. Cleaning of Indoor light fittings &amp; accessories.</td>
<td>Once in a week and as and when required</td>
</tr>
<tr>
<td>15. Cleaning of Switch boards/ Panels/ distribution boards.</td>
<td>Once in a week and as and when required</td>
</tr>
<tr>
<td>17. Cleaning of External lighting fittings &amp; accessories.</td>
<td>Once in a Fortnight and as and when reqd.</td>
</tr>
<tr>
<td>18. Cleaning of Lifts.</td>
<td>Once in a day and as and when required</td>
</tr>
<tr>
<td>No.</td>
<td>Task Description</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>19.</td>
<td>Cleaning of computers and its accessories, Telephone sets and all other misc. items.</td>
</tr>
<tr>
<td>20.</td>
<td>Cleaning of furniture, equipments etc.</td>
</tr>
<tr>
<td>21.</td>
<td>Cleaning of DG room with DG set &amp; connected equipments.</td>
</tr>
<tr>
<td>22.</td>
<td>Cleaning of all LT equipments available in LT Switch room.</td>
</tr>
<tr>
<td>23.</td>
<td>Cleaning of all equipments available in UPS room (Signaling &amp; Electrical).</td>
</tr>
<tr>
<td>24.</td>
<td>Cleaning of cable trays, cable trench covers, Undercroft area(for u/g stations) etc.</td>
</tr>
<tr>
<td>25.</td>
<td>Cleaning of Air conditioners.</td>
</tr>
<tr>
<td>26.</td>
<td>Cleaning of all equipments available in Telecom room.</td>
</tr>
<tr>
<td>27.</td>
<td>Cleaning of underground/ over head water tank.</td>
</tr>
<tr>
<td>28.</td>
<td>Cleaning of Pavement, roads / circulating area.</td>
</tr>
<tr>
<td>29.</td>
<td>Cleaning of terraces, roofs, rainwater outlets etc.</td>
</tr>
<tr>
<td>30.</td>
<td>Cleaning of Sign Boards/ Name Boards/Notice boards/Advertisement boards.</td>
</tr>
<tr>
<td>31.</td>
<td>Supply of Dust bins and supply Bio-degradable garbage disposal bags and disposal of waste, garbage, dust, dirt, rubbish etc in it.</td>
</tr>
<tr>
<td>32.</td>
<td>Disposal of waste, garbage, dust, dirt, rubbish in designated garbage disposal place and cleaning of dust bins.</td>
</tr>
<tr>
<td>33.</td>
<td>Pest control.</td>
</tr>
</tbody>
</table>
# Bill of Quantity

Name of work: Mechanized Cleaning and House Keeping of the floor area for all floors and toilets including road sweeping at IIT KharagpurRajarhat campus.

<table>
<thead>
<tr>
<th>Item</th>
<th>Rate per month (Rs) (Inclusive of all taxes)</th>
<th>Rate per month in words (Inclusive of all taxes)</th>
<th>Amount for 60 months (Rs) (Inclusive of all taxes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mechanized Cleaning and House Keeping of the floor area for all floors and toilets including road sweeping at IIT KharagpurRajarhat campus.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total (Rs)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of the Agency with Seal Date