TENDER ENQUIRY DOCUMENT

FOR

Providing Manpower for Sweeping, Cleaning and Housekeeping Services in the SRIC Office, SRIC Guest House and Vikram Sarabhai Residential Complex (VSRC) at IIT Kharagpur

FOR & ON BEHALF OF SRIC IIT KHARAGPUR

ON E-TENDER BASIS

Sponsored Research and Industrial Consultancy (SRIC)
Indian Institute of Technology Kharagpur
Kharagpur - 721302
Email: deansr@hijli.iitkgp.ac.in
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Invitation for Bids / Notice Inviting Tender  
(E-Procurement Mode)

Indian Institute of Technology Kharagpur is set up by the Act of parliament called “The Institutes of Technology Act 1961” and it is declared as Institutions of National Importance and Institutions of Eminence. Sponsored Research and Industrial Consultancy (SRIC) is a Research and Industrial Consultancy cell of Indian Institute of Technology Kharagpur. On behalf of Sponsored Research and Industrial Consultancy, INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR (SRIC, IIT KGP) e-tender are invited from domestic service provider, having registered office in India and who fulfil the criteria mentioned in the tender documents for Providing Manpower for Sweeping, Cleaning and Housekeeping Services in the SRIC Office, SRIC Guest House and Vikram Sarabhai Residential Complex (VSRC) at IIT Kharagpur. The list of Services provided and Details of Work to be done are given in Section V.

Complete Tender Documents can be downloaded from the website “https://eprocure.gov.in/eprocure/app” from 07 January, 2021 to 27 January, 2021 up to 12:00 HRS. IIT KGP -SRIC shall open the Technical Bids Electronically on the specified date and time at SRIC IIT KGP.

Interested eligible domestic service provider, having registered office in India may submit their bids online at https://eprocure.gov.in/eprocure/app in two bid system (i.e. Technical Bid and Price Bid) in prescribed proforma. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender Documents. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances, what so ever.

The Competent Authority at SRIC IITKGP reserves right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.

SRIC IITKGP reserves the right to accept either in full or in part any tender and to reject any or all offers without assigning any reason thereof.

Dated: 07/01/2021
Dean (SRIC)
Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

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<th>Details</th>
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<td>01.</td>
<td>Tender Number and Date</td>
<td>IIT/SRIC/VSRC/20-21/WORKS/01 Date: 07/01/2021</td>
</tr>
<tr>
<td>02.</td>
<td>Last date for submission of written queries for clarifications to the email id:</td>
<td>20/01/2021 <a href="mailto:aregsric-2@sric.iitkgp.ac.in">aregsric-2@sric.iitkgp.ac.in</a></td>
</tr>
<tr>
<td>03.</td>
<td>Date of Release of response to clarifications on <a href="http://www.iitkgp.ac.in">www.iitkgp.ac.in</a></td>
<td>07/01/2021</td>
</tr>
<tr>
<td>04.</td>
<td>Last date for submission of Tender (Online only)</td>
<td>27/01/2021 (12:00 HRS)</td>
</tr>
<tr>
<td>05.</td>
<td>Contact details</td>
<td>DEAN (SRIC) SPONSORED RESEARCH AND INDUSTRIAL CONSULTANCY (SRIC) INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR PO: KHARAGPUR, DIST: MEDINIPUR (WEST) WEST BENGAL, INDIA - 721302</td>
</tr>
<tr>
<td>06.</td>
<td>The date and time for opening of Technical Bid</td>
<td>28/01/2021 (12:00 HRS)</td>
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SECTION II

INSTRUCTIONS TO BIDDERS AND GENERAL TERMS AND CONDITIONS

A. INTRODUCTION

DEFINITIONS

“The Purchaser” means the DEAN (SRIC), INDIAN INSTITUTE OF TECHNOLOGY KHRAGPUR, KHRAGPUR, SRIC.

“The Bidder” means the individual or firm who participates in the tender and submits bid.

“The Supplier/ Agency” means the individual or firm rendering the services under the contract.

“The Services” means all activities related to conduct & performance of contractual obligations under the contract.

“The Advance Work Order/ Letter of intent” means the intention of SRIC, IIT KGP to place the Purchase Order on the bidder.

“The Work Order” means the order placed by SRIC, IIT KGP on the Supplier/ Agency signed by SRIC, IIT KGP including all attachments and appendices thereto and all documents incorporated by reference therein. The purchase order shall be deemed as “Contract” appearing in the document.

“The Contract Price” means the price payable to the Supplier/ Agency under the Work Order for the full and satisfactory performance of its contractual obligations.

“Acceptance “is a process of accepting satisfactory services rendered by “Supplier/ Agency” by IIT KGP- SRIC.

1. ELIGIBILITY CRITERIA

The invitation of bids is open to all domestic service providers, having registered office in India and who fulfil the following minimum criteria:

(I) The Bidder shall be registered legal entity under relevant act. and a copy of each of registrations shall be attached with the bids.

(II) The Bidder should have 5 (five) years’ experience and must have successfully completed at least three assignment of Government or its Departments/PSUs/ autonomous bodies/statutory bodies of Rs. 0.50 Crore during each of the year 2017-18, 2018-19 and 2019-20 in sweeping, cleaning and housekeeping services.

(III) The Supplier/ agency applying needs to be registered with Labour Department of State/Central Government.

(IV) It should have PAN, TIN number and GST Registrations (proof in this regard shall be upload with the bid).
(V) It should be registered under EPFO and ESI (proof in this regard shall be upload with the bid).

(VI) It should not have been blacklisted by the Government Organizations, GOI, Autonomous bodies. Undertaking in Section XI in this regards has to be uploaded.

(VII) The Supplier/ agency should have an average annual turnover of at least Rs. 1 Crore during last 3 financial years i.e. 2017-18, 2018-19 and 2019-20 for sweeping, cleaning, housekeeping and other similar nature of services. (Copy of Audited Annual Accounts of the organization for the financial year 2017-18, 2018-19 and 2019-20 shall be uploaded with the bid as proof in this regard).

(VIII) Copy of acknowledgement of filing of Income Tax Return for the financial year 2016-17, 2017-18 and 2018-19 shall be uploaded with the bid.

(IX) Three completion certificates of Government Ministries/ Departments/PSUs/autonomous bodies/ statutory bodies of Rs. 0.50 Crore during each of the financial year 2017-18, 2018-19 and 2019-20 in cleaning, sweeping and housekeeping activities.

2. COST OF BIDDING
   The bidder shall bear all costs associated with the preparation and submission of the bid. The Purchaser of services will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

3. BID DOCUMENTS
   1. The services required to be rendered, bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The Bid documents include:
      a) Invitation for Bids / Notice Inviting Tender – Section -I
      b) Time Schedule of Tender –Section IA
      c) Instructions to Bidders and General terms and Conditions- Section-II
      d) General (Commercial) Conditions of Contract –Section –III
      e) Special conditions of the Contract - Section IV
      f) Scope of Work – Section V
      g) Proforma for Technical Bid-Section VI
      h) Price Bid Form-Section VII
      i) Proforma for Financial Bid-Section VIII
      j) Performance Security Guarantee Bond-Section IX
      k) Bid Security Self Declaration Form – Section X
      l) Undertaking- Section XI
      m) Check List-Section XII

   2. The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder’s risk and shall result in rejection of the bid.
B. PREPARATION OF BIDS

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

4. DOCUMENTS COMPRISING THE BID

The bid prepared by the bidder shall comprise the following components (these will also be used for determining the eligibility criteria)

4.1 Documentary evidence established in accordance with the eligibility criteria explained above that the bidder is eligible to bid and is qualified to perform the contract if the bid is accepted.

4.2 Bid Security Self Declaration Form at a prescribed format shall be furnished.

4.3 A bid form and price schedule completed in accordance with the guideline.

4.4 Bidder shall furnish a clause-by-clause compliance to the requirements and commercial conditions demonstrating responsiveness to terms and conditions. In case of deviations, a statement of deviations and exceptions of provisions of the contract and commercial conditions shall be given by the bidder. A bid without clause-by-clause compliance of terms and conditions shall not be considered.

4.5 The Copy of Audited Annual Accounts of the organization for the financial year 2017-18, 2018-19 and 2019-20 in support of an average annual turnover of at least Rs.1 Crore during last 3 years i.e. 2017-18, 2018-19 and 2019-20 shall be uploaded.

4.6 Three completion certificates of Government Ministries/Departments/PSUs/autonomous bodies/statutory bodies of Rs. 0.50 Crore during each of the year 2017-18, 2018-19 and 2019-20 in sweeping, cleaning and housekeeping to be given by a level not below the rank of Section Officer of Government or Assistant Manager of a PSU.

4.7 Registration Certificate of the company as per eligibility criteria.

4.8 Income Tax Return for three financial years i.e. 2016-17, 2017-18 and 2018-19.

4.9 Copy of acknowledgement of latest Return of EPF, ESI.

4.10 Copy of Registration Certificate of EPF, ESI.

4.11 GST Registration Certificate.

4.12 Copy of Registration Certificate of the Firm/ Company.

4.13 Copy of PAN of the Company/ firm.

4.14 Lists of clients with reference in minimum five firms with name, designation and contact details.
4.15 Self-certification of full-fledged office infrastructure.

4.16 Brief on Services provided during last five years.

4.17 List of offices/branches in India/ West Bengal, with address and contact details.

4.18 Email id and phone number of the contact person of the firm.

5. BID FORM

The bidder shall submit the bid form in their own Stationery and by using only prescribed format. Use of any other format, the bid may be liable for rejection.

6. BID PRICES

6.1 The bidder shall submit their financial bid only at a prescribed format in Section VIII.

6.2 Prices indicated in the Price Schedule shall be entered in the following manner:

   i. Rates of unskilled /Semi Skilled workers/supervisor quoted by the bidders in price bid should not be lower than the minimum wages fixed by the Government of India on the date of publication of the tender document. Bid submitted without complying the minimum wages of GOI, will be considered unresponsive and will be summarily rejected.

   ii. The bidder shall quote as per price schedule given in Section VIII for all the items given in schedule of requirement.

6.3 A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

6.4. (a) The price quoted by the bidder shall remain fixed except the changes of statutory rate by the GOI such as rate of Minimum wages, EPF, ESI and similar nature during the entire period of contract, subject to the approval of the Competent Authority of SRIC, IIT Kharagpur.

6.4. (b) The successful bidder before implementing the revised rate which is in statutory in nature for payment to the manpower provided for the services shall have to take prior approval from the Competent Authority of SRIC, IIT Kharagpur.

6.5 “DISCOUNT, if any, offered by the bidders shall not be considered unless they are specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price taking all such factors like Discount, free service, etc, into account”.

6.6 The price accepted by the IIT KGP- SRIC for the service will be inclusive of Levies and Taxes.
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Sponsored Research and Industrial Consultancy

7. BID SECURITY

7.1 The Bidder should submit the Bid Security Self Declaration as per Format specified in Section X and it should be notarized along with the tender.

7.2 After accepting the Bid Security Declaration if bidder withdraw or modify their bids during period of validity etc., they will not be allowed to participate any tender of IIT Kharagpur for a period of 1(one) year from the date of notification by the IIT Kharagpur.

8. PERIOD OF VALIDITY OF BIDS

8.1 Bid shall remain valid for 90 days from the last date of submission of bid. Any bid valid for a shorter period shall be rejected by SRIC, IIT KGP as non-responsive.

8.2 In exceptional circumstances, SRIC, IIT KGP may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The Bid Security Self Declaration as per Clause 7 shall also be suitably extended. A bidder accepting the request and granting extension will not be permitted to modify his bid.

C. SUBMISSION OF BIDS

9. Information for Bidder on e-Procurement

9.1 Tender Documents may be downloaded from Central Public Procurement Portal http://eprocure.gov.in/eprocure/app. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website http://eprocure.gov.in/eprocure/app. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at ‘Instructions for online Bid Submission’.

9.2 Help for Service Providers, 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]

9.3 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.

9.4 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.

9.5 Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
9.6 Bidders may download and refer the “Instructions for Online Bid Submission” from 
(https://eprocure.gov.in/eprocure/app;jsessionid=A8B54EEC72D86DF9AA9D9B2DD 

9.7 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”.

9.8 Bill of Quantities with rates duly filled in are to be submitted in the format provided 
online in the name of “Financial Bid”.

9.9 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.

9.10 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.

9.11 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.

9.12 A standard BoQ format has been provided with the tender document to be filled by 
all the bidders. Bidders are requested to note that they should necessarily submit their 
financial bids in the format provided and no other format is acceptable. Bidders are 
required to download the BoQ file, open it and complete the white coloured 
(unprotected) cells with their respective financial quotes and other details (such as 
name of the bidder). No other cells should be changed. Once the details have been 
completed, the bidder should save it and submit it online, without changing the 
filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

9.13 The server time (which is displayed on the bidders’ dashboard) will be considered as 
the standard time for referencing the deadlines for submission of the bids by the 
bidders, opening of bids etc. The bidders should follow this time during bid 
submission.

9.14 All the documents being submitted by the bidders would be encrypted using PKI 
encryption techniques to ensure the secrecy of the data. The data entered cannot be 
viewed by unauthorized persons until the time of bid opening. The confidentiality 
of the bids is maintained using the secured Socket Layer 128 bit encryption technology. 
Data storage encryption of sensitive fields is done.
Indian Institute of Technology Kharagpur
Sponsored Research and Industrial Consultancy

9.15 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9.16 Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

9.17 Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

GENERAL TERMS AND CONDITIONS

1. CONTRACT PERIOD: The contract shall be initially for a period of one year from the date of letter of awarding the contract. However, the contract may be extended subsequently, on mutual consent, for a further period of one year at a time, as may be decided by the competent authority.

In the event of service rendered being found unsatisfactory or in the event of any other unforeseen circumstances the contract is liable to be terminated at any time without assigning any reason thereof, after giving one-week’s prior notice. The decision of IIT Kharagpur in this regard shall be final and binding on the contractor.

2. BID OPENING AND EVALUATION

2.1 OPENING OF BIDS BY SRIC, IIT KGP

2.1.1 IIT KGP-SRIC shall open the Technical Bids Electronically on 28/01/2021 at 12:00 HRS IIT KHARAGPUR (SRIC).

2.1.2 The date fixed for opening of bids if subsequently declared as holiday by SRIC, IIT KGP the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

2.1.3 The financial bid will be opened only for bidders declared eligible and selected after techno-commercial evaluation. The financial bid will be opened on a date fixed after evaluation of techno-commercial bids and will be intimated to all eligible bidders in advance.

3. CLARIFICATION OF BIDS

In case any bidder requires any clarification, bidder can feel free to raise their query on or before the date given in SECTION-1A of the tender document. Release of response to clarifications on queries shall be available in the Institute’s website www.iitkgp.ac.in, in by the respective principal investigator.

All interested bidders shall follow the institute’s website and CPP Portal at regular intervals for clarifications / corrigendum if any.

Signature of the Tenderer
Date with Seal
4. SELECTION PROCEDURE

4.1 Agencies found to fulfil eligibility conditions will be considered after verifications of eligibility criteria mentioned in Section II.

4.2 The bidders shall be evaluated as per criteria mention in the tender documents.

4.3 Financial bids of the selected agencies only shall be opened.

5. Evaluation of Bids

5.1 The technical bids will be evaluated in two steps

The bids will be examined based on eligibility criteria stipulated at Section-II-1 to shortlist the eligible bidders.

The technical bids of only the short listed eligible bidders shall be evaluated based on technical specifications stipulated.

The bidders whose technical bid is found to meet both the requirements as specified above will qualify for opening of the financial bid and will be informed about the date and time of the opening of the financial bid.

The duly constituted Tender Evaluation Committee (TEC) shall evaluate the bids. The TEC shall be empowered to take appropriate decisions on minor deviations, if any.

The bidder’s name, bid prices, discounts and such other details considered as appropriate will be announced at the time of opening of the financial bids.

5.2 Comparison of Bids

Only the short-listed bids from the bid evaluation shall be considered for commercial comparison.

The Financial bids will be evaluated on the basis of prices quoted. Taxes will not be considered at the time of evaluation of the Financial Bid.

The contract will be awarded to lowest evaluated bidder

5.3 Bidder selected will be offered contract as per clause 7, Section-II of the Tender Document.

5.4 SRIC -IIT KGP reserves the right to offer the contract to a qualified bidder.

5.5 SRIC -IIT KGP’s decision in regard to evaluation & selection shall be FINAL and binding on the Agency and same shall not be challenged by the agency before the Court.
6. **CONTACTING SRIC, IIT KGP**

6.1 No bidder shall try to influence SRIC, IIT KGP on any matter relating to the bid.

6.2 Any effort by a bidder to influence SRIC, IIT KGP in SRIC, IIT KGP’s bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

7. **AWARD of Contract**

7.1 IIT KGP- SRIC shall evaluate as the most suitable by those eligible bidders whose offers have been found technically, commercially and financially acceptable and evaluated as the most suitable by SRIC, IIT KGP.

7.2 Award of work shall be considered on the basis of requirement as assessed by SRIC, IIT KGP.

7.3 A work order will be issued by SRIC, IIT KGP to the successful bidder.

7.4 The Agency should begin the service by **15 (fifteen) days** after the award of work order.

7.5 Upon the successful bidder furnishing of performance security pursuant to clause 2 Section III, SRIC, IIT KGP shall discharge the bid security in pursuant clause 7.

7.6 The selection of the agency will be at the sole discretion of the SRIC, IIT Kharagpur.

7.7 The contact for the Cleaning and Housekeeping Services in the SRIC Office, SRIC Guest House and Vikram Sarabhai Residential Complex at IIT Kharagpur shall be awarded to the qualified tenderer who quotes the lowest rates as per as the given Financial Bid Proforma. Decision of IIT Kharagpur will be final in this regard.

8. **SRIC, IIT KGP’s RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

IIT KGP – SRIC reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of SRIC, IIT KGP’s action.

9. **JURISDICTION**

This tender and or the contract or work order issued under this tender shall be governed by Laws of India and shall be exclusive jurisdiction of courts at Medinipur, West Bengal.

10. **Others Terms and Conditions**

The work shall be carried out satisfactorily as per the directions of the competent authority of the SRIC, IIT Kharagpur.

10.1 The numbers of workers to be engaged will be as per details given in Scope of Services. The normal working hours shall be for 6 days from 8.00 A.M to 5 P.M. daily with a one-hour break
for lunch at appropriate timings. Further to that eligible to get 4 holidays (viz 26th January, 1st May, 15th August and 2nd October) every year. Even, during the Lunch Break, the contractor would ensure that the cleaning etc. work is not hampered. Initial sweeping & mopping of all areas must be completed by 9.00 A.M. for SRIC office and SRIC Guest house and by 10:00 a.m for VSRC (OLD and New), positively, every day, failing which monetary penalty of Rs.1000/- per day shall be imposed and recovered from the contractor’s bill. All cigarette buds / bidi pieces and other waste material including malba etc. lying in corridors, verandahs, staircases etc. will have to be removed immediately. It is the responsibility and duty of the contractor to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets.

10.2 The job of daily cleaning and lifting and removal of the garbage and malba strewn in the premises of VSRC, SRIC Office and SRIC Guest House or accumulated in the malba and garbage dump yard, within earmarked place of the boundary wall of IIT Kharagpur shall also be the responsibility of the firm.

10.3 Penalty Clause:

If it is found that due to any reason (whatsoever it may be) any area is not cleaned or any of the operation/functions/duties connected with the job of cleaning & general maintenance is not done/discharged properly and satisfactorily, recovery at the following rates shall be made from the Contractor’s bill: -

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Reasons for penalty</th>
<th>Penalty amount in Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>For not wearing uniform</td>
<td>100/- per worker per day</td>
</tr>
<tr>
<td>2.</td>
<td>For failure to clean toilets</td>
<td>500/- per toilet, per day</td>
</tr>
<tr>
<td>3.</td>
<td>For failure to clean corridor areas</td>
<td>500/- per floor (wing wise), per day</td>
</tr>
<tr>
<td>4.</td>
<td>For failure to clean out side area</td>
<td>500/- per day</td>
</tr>
<tr>
<td>5.</td>
<td>For failure to clean staircase and lift lobbies</td>
<td>500/- per floor (wing wise day)</td>
</tr>
<tr>
<td>6.</td>
<td>For failure to lift garbage or malba from the dump yard of IIT Kharagpur</td>
<td>6,000/- per day</td>
</tr>
<tr>
<td>7.</td>
<td>For failure to provide prescribed quality of liquid Soap in bathroom (for dilution of soap also)</td>
<td>100/- per dispenser per day</td>
</tr>
<tr>
<td>8.</td>
<td>For misbehaviour/harsh/rude behaviour</td>
<td>200/- on each occasion</td>
</tr>
<tr>
<td>9.</td>
<td>Housekeeping men/supervisors found sleeping/missing from the place of duty for any reason during duty hours</td>
<td>300/- on each instance</td>
</tr>
<tr>
<td>10.</td>
<td>Per person per day absence</td>
<td>500/- per person</td>
</tr>
<tr>
<td>11.</td>
<td>House Keeping Men/Supervisors found indulging in smoking/drinking during duty hours. (Besides such defaulters shall not be allowed to enter in IIT Kharagpur premises in future)</td>
<td>1000/- per instance</td>
</tr>
</tbody>
</table>
The decision of the competent authority shall be final and binding on the contractor and which shall not be open to arbitration.

10.4 Cleaning, sweeping and mopping have to be of excellent quality. This will include cleaning and washing of urinals, w.c. pans, marble flooring, tiled walls, taps and fittings with detergent powder / cleaning materials and liquid phenyl daily.

10.5 Arrangement will also be there to see that liquid soap (Branded liquid soap only) and naphthalene balls are always available. In addition, periodical cleaning of stained pottery items shall be done as and when required to keep the things in neat and tidy conditions. Arrangements will also be made for application of room enhancer and providing odonil sticks etc. The contracting agency shall be made responsible not only for up keep of the toilets but also to ensure that the common toilets are not misused.

10.6 Cleaning and dusting of all common areas/corridors, lift lobbies (where ever applicable), stair cases, wall dusting, removal of cob webs, glass cleaning, window panels cleaning, mopping up of floors and stair cases etc. The contracted agency shall be responsible for keeping the area satisfactorily neat and clean.

10.7 The contractor will ensure that all the window panels of all the rooms are fully neat and always clean. Light fittings in rooms as well as in bathrooms and corridors should also be kept neat and clean.

10.8 The contractor shall also arrange for requisite number of modern movable dustbins for collecting garbage from rooms/corridors/toilets to outside dump yard. No garbage should be thrown on the corridors and these should be collected in the dustbins and taken direct to the dump yard.

10.9 The contractor shall be wholly responsible for the conduct/integrity of each supervisor/sweepers etc deputed by him.

10.10 The contractor shall also be responsible for any act of omission or commission on the part of his sweepers and supervisors and he will keep a regular watch on their character. Any damage done/caused to the existing structure/furniture/fittings by the workers of the contractor firm shall be got rectified by the contractor at his own risk and cost received from the contractor.

10.11 In case of pecuniary and/or material loss suffered by the Institute on account of negligence attributable to the Contractor or his employees, the SRIC, IIT KGP will have the right to forfeit the Security Deposit. In case the Security Deposit falls short or found to be insufficient to the loss thus incurred by the Institute, the balance, as may be necessary, shall be recovered from the contractual charges due to the contractor firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf. Contractor will be solely responsible for the integrities of his workmen and will ensure their integrity before engaging them in the Institute. Before engaging these workers, the contractor will ensure police verification of these workers.

10.12 All the sweepings etc shall be collected and transported to dust bin/incinerator/dump yard by the contractor at his own risk and cost. While doing so it will be ensured that these sweepings are shifted through staircases and not through lifts.
10.13 The contractor himself shall be responsible for the safety and maintenance of his tools and plants materials. No damages/claim of the contractor on this account shall be entertained.

10.14 All the Tools and Plants, viz. Scrubbing machine, trolley, ladders etc. shall have to be arranged by the contractor himself. The Institute shall not entertain any extra claim on account of these tools and plants and materials.

10.15 The contractor will supply Two (2) sets of uniforms, who shall invariably wear the same while at work and also keep the uniform clean. If during working hours, any outsourced manpower is found to be without uniform, he/she will be penalized and recovery as per condition will be made from the contractor’s bill.

10.16 Under no circumstances shall the contractor appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated without any notice by the officer-in-charge.

10.17 The standard of sanitation will always be to the satisfaction of the authorized representative or the officer-in-charge whose decision in this regard shall be final and binding on the contractor.

10.18 The sweepers and supervisors shall be under the direct control of the Warden/Assistant Warden/ Joint Registrar or his/her authorized representative for day-to-day maintenance operations.

10.19 Electricity will be supplied free of cost to the contractor but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the contractor and nothing extra shall be paid on this account.

10.20 IIT Kharagpur is a restricted area, where movement and routes are restricted. The Contractor shall have to apply for entry passes well in advance for carrying out the work. No claim shall be entertained for any loss on this account.

10.21 The contractor shall at his own cost, if required, take necessary insurance coverage in respect of his staff and other personnel for service to be rendered and shall also, during the time period of the contract, comply with all the relevant labour laws as may be applicable or modified from time to time by the concerned authorities and in no case the IIT Kharagpur would compensate for the losses and damages of material/men power.

10.22 The firm shall comply with all the prevalent rules and regulations in force relating to EPF Act, ESI Act., Minimum Wages Act etc.

10.23 The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be cleaned by the contractor by using iron brushes, Carborundum stone and with suitable detergents. No extra payment or cost shall be paid on this account.

10.24 Necessary tools for items such as ladder etc. shall be arranged by the contractor himself. No extra payment shall be paid on this account.

10.25 All materials that may be required for cleaning & maintenance work will be provided by SRIC, I.I.T. Kharagpur.
10.26 The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern, gumboots, rubber gloves etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.

10.27 The material for daily use will be provided by the Institute based on requisition receipt from the supplier / agency, subject to the approval of the Competent Authority of SRIC, IIT Kharagpur.

10.28 The intending tenderers may visit SRIC, IIT Kharagpur on any working day before the last date of tender between 2.30 P.M. to 4.30 P.M. to see the site carefully before quoting the rates in the tender.

10.29 The contractor shall ensure attendance of the prescribed number of workers/supervisors on each working day. The attendance of the workers will be verified by the Warden and such other officials as may be determined by the Competent Authority SRIC from time to time.

10.30 The rates approved by IIT Kharagpur shall be valid throughout the period of contract and no extra payment shall be made towards escalation/hike during the currency of contract, except hike in minimum wages, EPF, ESI or any statutory rates hiked by the Government/Authorities.

10.31 Bidders should quote a reasonable price at which quality of service can be maintained during the entire period of contract. Quoting unreasonably low rates only to secure the contract will be considered unfair and liable for rejection.

10.32 Only acceptable quality of hand gloves/rubber gloves shall be used by the workers for cleaning purposes.

10.33 The dusters/brushes or other tools used for cleaning of WC and urinals shall not be used for cleaning of washbasins, for which a separate duster or disposable tissue napkins shall be used. The cleaning of hard floor other than toilet areas such as VIP gate staircase etc. shall be maintained separately and the duster used for cleaning of these areas shall not be used for cleaning the toilet areas.

10.34 All the duster clothes shall be cleaned/washed with soap at least once in a day. These dusters can only be used for seven days for toilets and 15 days for other areas.

10.35 While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves so as to ensure his/her personal safety against any possible electric shock due to use of water or otherwise.

10.36 The contractor has to ensure that their workers are present at their assigned areas of duty and that they are not wandering around or sitting idle in groups during the working hours. Violation of this instruction will be viewed seriously.

10.37 The inspection of toilets as well as the sanitary fittings shall have to be undertaken by supervisor-in-charge every day and minor defects/repair in the sanitary fittings, if any noticed, shall have to be rectified/replaced by the contractor immediately. No extra payment shall be paid by this department on this account.

10.38 The contractor shall be responsible for all injury and accident to persons employed by him while on duty. It is desirable that all employees are covered under an Insurance cover.
10.39 All employees of the Agency/Contractor shall be issued Identity Cards bearing their photographs. Photographs for identity cards shall be provided by the Agency/Contractor at their own cost. The ID Cards will be issued by the Contractor.

10.40 The Agency/Contractor shall be responsible for the good conduct and behaviour of its employees. If any, employee of the Agency/Contractor is found misbehaving with the supervisory staff or any other staff members of the IIT Kharagpur, the Agency/Contractor shall terminate services of such employees forthwith at their own risk and responsibility.

10.41 The Agency/Contractor shall issue necessary instructions to its employees to act upon the instructions given by the Warden/Assistant Warden / Joint Registrar (SRIC)/Assistant Registrar (SRIC) or any other authorized staff of the SRIC IIT Kharagpur.

10.42 No right, much less a legal right, shall vest in the contractor workers to claim/have employment or otherwise seek absorption in SRIC IIT Kharagpur nor the contractor workers shall have any right whatsoever to claim the benefits and or emoluments that may be permissible or paid to the employees of the contractor.

10.43 The workers will remain the employees of the Agency/contractors and this should be the sole responsibility of the Agency to make it clear to their workers before deputing on work at SRIC IIT Kharagpur.

10.44 The contractor will take day to day instructions from the Warden/Joint Registrar (SRIC)/Assistant Registrar (SRIC) of SRIC IIT Kharagpur and shall maintain diary for the same. Any shortcoming or defect or damage in the bathroom/toilets should be reported to warden/Assistant Registrar (SRIC) immediately. It will be sole responsibility of the contractor for the safety and security of the bathroom fittings.

10.45 None of the employees of the Agency/Contractor shall enter into any kind of private work at SRIC IIT Kharagpur during working hrs. None of the workers engaged for SRIC IIT Kharagpur will be allowed to work for other Departments/Sections, a penalty of Rs.500/- on each occasion will be imposed by SRIC IIT Kharagpur. The contractor is required to inform whether it has contract with any other Departments/Sections of IIT Kharagpur.

10.46 The employees of the contractor shall be of good character and of sound health and not below the age of 18 (eighteen) years and not more than 60(sixty) and no worker will be allowed to stay in IIT Kharagpur campus. The Supervisor engaged should be at least with 10 + 2 qualification with sufficient experience in this field.

10.47 The Agency/Contractor shall abide by all laws of the land including Labour Laws, Company Act, Tax deduction liabilities, Welfare measure of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the contractor, and it shall not involve SRIC IIT Kharagpur in any way what-so-ever.

10.48 It will be the sole responsibility of the contractor to ensure that the full payment is made to the workers as per the minimum wages or statutory wages/rate fixed by Government of India and SRIC IIT Kharagpur will not be responsible for any lapse of the contractor in such matters.
10.49 The SRIC IIT Kharagpur reserves the right to ask and require the contractor to remove any person deployed by him without assigning any reason/notice.

10.50 In case of any dereliction of duty, gross neglect, an unintended damage caused by the contractor or its staff or otherwise, any harm done to IIT Kharagpur, its properties, its designated officials or other employees, the contractor shall be liable to make good the loss or pay compensation, refund expenditure on legal/judicial proceedings as well as pay penalty which IIT Kharagpur may deem fit.

10.51 The contractor shall in no case pay his employees less than the minimum mandatory rates per day per month as per notifications issued from IIT Kharagpur from time to time.

10.52 Cleaning should be an ongoing regular process and all the toilets, corridors, lift lobbies, stair cases and open areas should be cleaned every hour and also as and when required. Contractor’s supervisor will inspect each toilet in every hours and sign in display board/notice board regarding the condition of toilets after cleaning the toilets.

10.53 Mirrors of toilets/bathrooms should always remain clean and without any spot.

10.54 The employees of contractor shall be bound to perform the assigned jobs by the Warden/Assistant Warden/ Joint Registrar (SRIC) and any other authorized representatives of Joint Registrar (SRIC) even though the same may not have been included in the Schedule of Services as in the case of a SRIC IIT Kharagpur employee (cleaner) is absent on leave or on his retirement.

10.55 The contractor would sign and give an undertaking as per Proforma every month for compliance of the provision of Contract Labour Act, Rule and other Laws as applicable. Proforma will be provided to the successful bidder.

10.56 SRIC IIT Kharagpur can increase or decrease the manpower requirement in case there is a further increase or decrease in area to be cleaned.

10.57 The firm/agency will deploy only female cleaners for all the ladies’ toilets.

10.58 The cleaners deployed should not squat in the open verandas/lawns during leisure hours.

10.59 All wash basins should be provided with liquid soap of good quality only. Any dilution will invite penalty.

10.60 IIT Kharagpur is a 'No Smoking Zone'. The Contractor should ensure that his employees do not smoke while working in the area. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and chew pan/khaini/tobacco etc. They will not play cards or indulge in 'gambling' on the area.

10.61 SRIC IIT Kharagpur reserves the right to accept or reject any or all quotations without assigning any reason. The decision of the competent authority in IIT Kharagpur shall be final and binding on the contractor firm.

10.62 The successful bidder may decide to pay Bonus to its employees, but Institute/ SRIC will not reimburse any payment towards Bonus.
SECTION III

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

1. APPLICATION

The general condition shall apply in contracts made by SRIC, IIT KGP for the procurement of goods/services.

2. PERFORMANCE SECURITY

2.1 The successful bidder shall be required to deposit 3% of the total value of the order/contract as performance security, within 14 days of issue of Purchase Order/letter of intent in the form of D.D*/Pay Order*/Fixed Deposit Receipt* / Bank Guarantee (performance security bond prescribed in Section VIII) from commercial bank drawn in favour of “IIT Kharagpur, payable at Kharagpur” and the bank guarantee shall remain valid for 60 days beyond the date of completion of all contractual obligation of supplier including warranty obligation for the equipment/goods/services provided.

2.2 The amount of performance security so withheld will be discharged after the warranty period is over.

2.3 If the contractor fails or neglects any of the bid obligations under the contract it shall be lawful for IITKGP-SRIC to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure.

2.4 The proceedings of performance security shall be payable to IITKGP-SRIC as compensation for any loss resulting from Supplier/Agency’s failure to complete its obligation under the contract.

2.5 The performance security bond shall be extended suitably in the event of extension of period of contract or till all obligations under the contract has been satisfied.

*Performance Security will not be carrying any interest.

3. PAYMENT TERMS

(i) Payment shall be made on monthly basis and on receipt of monthly bill/s supported by the attendance sheet of the persons deputed for swiping, cleaning and housekeeping services as per tender documents duly certified by the Warden of the VSRC and Assistant Registrar (SRIC)/ Administrative Officer (SRIC) for SRIC Guest house and SRIC office.

(ii) Reimbursement of bill/s for supply of materials etc will be made based on actual supply and certified by the Warden of VSRC for VSRC work and Assistant Registrar (SRIC)/ Administrative Officer (SRIC) for SRIC Guest House and SRIC office.

4. PRICES

4.1 Prices charged by the service provider for the services performed under the contract shall not be the higher than the price quoted by the supplier in his bid, except the revision/amendment
of statutory rates (such as minimum wages, EPF/ESI or similar nature) by the Government or other statutory authority, wherever applicable.

4.2 In case of reduction of taxes and other statutory duties during the tenure of contract, purchaser shall take the benefit of decrease in these taxes/duties/rates for the supplies made from the date of enactment of revised statutory rates/duties/taxes.

4.3 In case of increase in statutory rates/duties/taxes during the period of contract, the purchaser shall revise the prices as per new statutory rates/duties/taxes for the supplies, to be made during the remaining contract period as per terms and conditions of the Work Order.

5. **CHANGES IN PURCHASE/WORK ORDERS**

5.1 SRIC, IIT KGP may, at any time, by a written order given to a Supplier/Agency, make changes within the general scope of the contract related to terms & references, enlarging the scope, analysis or specifications.

5.2 If any such change causes an increase or decrease in the cost of, or the time required for the execution of the contract an equitable adjustment shall be made in the contract price or contract period, or both, and the contract shall accordingly be amended. Any proposal by the Supplier/Agency for adjustment under this clause must be made within thirty days from the date of the receipt of the change in order.

6. **FORCE MAJEURE**

6.1 If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of SRIC, IIT KGP as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

6.2 Provided, also that if the contract is terminated under this clause, SRIC, IIT KGP shall be at liberty to take over from the contractor at a price to be fixed by SRIC, IIT KGP, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the contractor at the time of such termination or such portion thereof as SRIC, IIT KGP may deem fit, except such materials, bought out components and stores as the contractor may with the concurrence of SRIC, IIT KGP elect to retain.
7. TERMINATION FOR DEFAULT

7.1 SRIC, IIT KGP may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier/Agency, terminate this contract in whole or in part,

(a) If the Supplier/Agency fail to execute the services and deliver the material as per Annexure – I within the schedule time and satisfactorily, IIT KGP- SRIC may terminate this contract in whole or in part, or impose the penalty as per clause of tender document.

(b) If the Supplier/Agency fails to perform any other obligation(s) under the Contract; and

(c) If the Supplier/Agency, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as SRIC, IIT KGP may authorize in writing) after receipt of the default notice from SRIC, IIT KGP.

7.2 In the event SRIC, IIT KGP terminates the contract in whole or in part to SRIC, IIT KGP may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the Supplier/Agency shall be liable to SRIC, IIT KGP for any excess cost for such similar services. However, the Supplier/Agency shall continue the performance of the contract to the extent not terminated.

8. TERMINATION FOR INSOLVENCY

SRIC, IIT KGP may at any time terminate the Contract by giving written notice to the Supplier/Agency, without compensation to the Supplier/Agency. If the Supplier/Agency becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SRIC, IIT KGP.
SECTION IV

Special conditions of the Contract: -

1. The special conditions of the contract shall supplement the ‘Instructions to the Bidders’ as contained in Section II & "General Conditions of the Contract" as contained in Section III and wherever there is a conflict, the provisions herein shall prevail over those in Section II and Section III.

2. If the date fixed for opening of bids is subsequently declared as holiday by the Government of India, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

3. Purchaser reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contracts entered into with the purchaser.

4. Any clarification issued by purchaser in response to query raised by prospective bidders shall form an integral part of bid documents and it may amount to amendment of relevant clauses of the bid documents.

5. Purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid as per bid declaration form.

6. The Agency shall be responsible for compliance of all applicable laws, codes, statutory Regulations & established practice as required for performance of services under this contract. Whether now in force or which may hereinafter come in force during the currency of the contract and or extension thereof.

7. Invoices should be in the name of the Dean (SRIC), IIT Kharagpur, Kharagpur-721302, Dist: Paschim Medinipur, West Bengal, India.
SECTION V

Scope of Work

Sweeping, cleaning and mopping of SRIC Office, SRIC Guest House and Vikram Sarabhai Residential Complex (VSRC) at IIT Kharagpur:

i. All stair cases, rooms and all lift lobbies of VSRC Complex.
ii. All corridors of VSRC.
iii. All toilets of VSRC.
iv. Lifting of malba and garbage from the dump yard/outside premises daily and to be taken out from VSRC.
v. Cleaning and sanitization of SRIC office rooms, conference room and SRIC Guest House etc.
vi. Dusting and cleaning of doors, windows furniture, ventilators blinds, and removing of cobwebs etc. and removal of garbage.
vii. The contractor will carry out all the above works on daily basis from 8.00 AM to 5.00 PM on all working days except 4(four) national holidays or as required by this SRIC, IIT Kharagpur. However, the work can be requisitioned even beyond the given normal time. The firm will not claim any extra payment for occasional work beyond normal timings.
viii. Cleaning of glasses of doors, windows, ceiling fans, carpets and ventilators of all areas of VSRC, SRIC Office and SRIC Guest House.
ix. Grass cutting and Hedge tree pruning of Old and New VSRC and SRIC Guest House
x. Sweepers/Farashes for VSRC will report for duty to the warden/ Assistant Warden / Manager VSRC and Assistant Registrar (SRIC) for SRIC office and SRIC Guest houses or such other official as per the SRIC, IIT Kharagpur.
xi. The duty timings of the Sweepers/Farashes will be from 8.00 A.M. to 5.00 P.M. on all working days. Appropriate lunch timing of one hour will be provided.
xii. The Sweeper/Farashes can be deployed by the Warden/ Assistant Warden / Joint Registrar (SRIC)/ Assistant Registrar(SRIC)/ Administrative Officer (SRIC) to some other works also related to the house keeping jobs.
xiii. Cleaning of ceiling fans, Almirah tops etc og SRIC Guest house and SRIC office, office of Warden and Assistant warden at least once in a fortnight.
xiv. If any pecuniary damage occurs in the SRIC, IIT Kharagpur due to lapse of the worker of the firm, the cost of the damage will be borne by the firm/ agency.
Maximum Number of persons required:

<table>
<thead>
<tr>
<th>SL No.</th>
<th>Particulars</th>
<th>Areas</th>
<th>Manpower</th>
<th>Minimum Number of Manpower</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Sweeping, cleaning, sanitization, moping of Rooms, stair case, lobby/ common places, toilets, Lifting of malba &amp; garbage, Grass cutting, Hedge tree pruning, cleaning of grass panes of common areas, cleaning of drains, Cycle Shed and other common areas</td>
<td>OLD VSRC</td>
<td>Un skilled</td>
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<td></td>
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<td>Male</td>
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<td></td>
<td>Female</td>
<td>03</td>
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<td></td>
<td></td>
<td></td>
<td>Semi-Skilled (supervisor)</td>
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<td>Male</td>
<td>01</td>
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<td></td>
<td>Female</td>
<td>01</td>
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<td></td>
<td></td>
<td></td>
<td>Skilled</td>
<td>Nil</td>
</tr>
<tr>
<td>02</td>
<td>Sweeping, cleaning, sanitization, moping of Rooms, stair case, lift lobby, lobby/ common places, toilets, Lifting of malba &amp; garbage, Grass cutting, Hedge tree pruning, cleaning of grass panes of common areas, cleaning of drains, Cycle Shed and other common areas</td>
<td>NEW VSRC (Boys Block and Girl Block)</td>
<td>Un skilled</td>
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<td></td>
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<td></td>
<td>Male</td>
<td>9</td>
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<td>Female</td>
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<td></td>
<td></td>
<td></td>
<td>Semi-Skilled (supervisor)</td>
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<td>Male</td>
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<td>Skilled</td>
<td>0</td>
</tr>
<tr>
<td>03</td>
<td>Cleaning, sanitization and mopping of SRIC office rooms, conference room, dusting &amp; cleaning of doors, windows furniture, ventilators blinds, and removing of cobwebs etc. and removal of garbage</td>
<td>SRIC Office</td>
<td>Unskilled</td>
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<td></td>
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<td>Male</td>
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<td></td>
<td></td>
<td>Female</td>
<td>01</td>
</tr>
<tr>
<td>04</td>
<td>Cleaning, sanitization and mopping of SRIC Guest rooms, dusting &amp; cleaning of doors, windows furniture, ventilators blinds, removing of cobwebs, removal of garbage, grass cutting, Hedge tree pruning and gardening</td>
<td>SRIC Guest House</td>
<td>Unskilled</td>
<td>01</td>
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</tbody>
</table>

Note: It must be noted that number of workers may increase or decrease at the sole discretion of the SRIC, IIT Kharagpur.
Activities involved under Scope of Work

The agency will be responsible for providing the following services:

i. Cleanliness of the above mentioned areas indicated at para 1 above.

ii. Regular cleaning with approved cleaning material and scrubbing of toilets, washbasins, sanitary fittings, toilet floors, window panes, frames, grills etc. including staircase and railing.

iii. Spraying baygon/flit and room fresheners in toilets and other rooms on regular basis and keeping naphthalene balls in toilets.

iv. Any other work of like nature required for high level of House Keeping.

v. Minor repair work in the toilets will have to be carried out by the plumber of the firm but the material used for the repair work to be provided by SRIC, IIT Kharagpur.

vi. Washing of toilets with soap solution once in a week. Wet mopping and dusting of washable wall windows, wall mounted light, ventilators, glass panes, exhaust fans, ceiling fans etc. daily.

vii. Washing of WCs and washbasins with Harpic/Vim and/or acid daily in the morning and as and when required.

viii. Removing of cobwebs form the toilets, corridors and staircases on day-to-day basis.

ix. Maintenance of staircase, cleaning, dusting and mopping of railing window sills and projected beams daily, sweeping once in each hour, wet mopping of staircase railing with hands daily.

x. Maintenance of surrounding area, sweeping of surrounding area on regular basis and removing of garbage and its disposal.

xi. Any other duties as assigned by SRIC, IIT Kharagpur.

xii. Floor Cleaning/Polishing/Scrubbing/Sweeping etc. of the floors/platforms/toilets etc. shall be done by manually as well as by machines suitable for the site and as per techno-functional requirements. The machines shall comply with relevant BIS codes and should be of renowned make to be operated by licensed/certified personnel only.
**SECTION-VI**

**PROFORMA FOR TECHNICAL BID**

Questionnaire to be filled up by the agency applying for tender for cleaning and housekeeping services contract

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Indicate also page number where uploaded/ attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name, address &amp; telephone number of the agency/firm</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Name, Designation, Address and telephone No. of authorized person</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Please specify as to whether Tenderer is sole Proprietor/Partnership Firm/Private or Limited Company.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>The manpower supplying agencies should have its Office in India and have been in existence for a period not less than 5 (five) years. (Proof of Registration certificate shall be uploaded/ attached)</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Name, Address and Telephone No. of Directors/Partners/Chief Executive officer; Fax No. E-mail Address.</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Is the firm registered with labour Deptt. of State/Central Government (please attach documents)</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Copy of PAN card issued by Income Tax Department and Copy of acknowledgement of filing of Income Tax Return for previous 3 Financial Year’s (i.e.2016-17, 2017-18 and 2018-19)</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>EPF No</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>ESI No.</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>GST No.</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Monthly Return of EPF (w.e.f August, September and October 2020) (Please attach)</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Monthly Return of ESI (w.e.f August, September and October 2020) (Please attach)</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Latest return of GST (period ending 31.3.2020)</td>
<td></td>
</tr>
</tbody>
</table>
14. Three completion certificates of Government Ministries/ Departments/PSUs/ autonomous bodies/ statutory bodies of Rs. 0.50 Crore during each of the year 2017-18, 2018-19 and 2019-20 in cleaning/sweeping/ housekeeping (Please attach)

15. Copy of Audited Annual Accounts for the financial years 2017-18, 2018-19 and 2019-20 as proof of an average annual turnover of at least Rs. 1 Crore from the activities of sweeping, cleaning, housekeeping and similar activities (Please attach)

16. Bid Security Self Declaration Form Section X

17. Any other information

**Declaration by the bidder:**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

**Signature of the Tenderer with Seal**

**Note:** Please indicate the page numbers where documents uploaded/attached. The entire tender document should be serially page numbered including enclosures.

**N.B.:** - 1. All the bidders are requested to provide true statement in the columns. Concealing of facts will liable to be rejected the tender completely. No communication will be made in this regard.

2. Separate page, if required may be used for the stated information with same format.
SECTION-VII

Price BID FORM

No. IIT/SRIC/VSRC/20-21/WORKS/01 Date: 07/01/2021

To
Dean (SRIC)
Sponsored Research and Industrial Consultancy (SRIC)
Indian Institute of Technology Kharagpur
P.O.: Kharagpur; Dist: Medinipur (West)
Kharagpur - 721302

Dear Sir,

Having examined the conditions of contract and specifications including addenda Nos. (If any) the receipt of which is hereby duly acknowledged, we, undersigned, offer to provide as per tender terms and conditions in conformity with the said services to be rendered, conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence deliveries within schedule time frame and to complete delivery of all the services specified in the contract within as per schedule calculated from the date of issue of your purchase order/RO.

If our Bid is accepted, we will obtain the performance guarantees of a Scheduled Bank for 3% of the value of contract.

We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Purchase Order/Work Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any bid, you may receive.

We have applied and have submitted required bid security as per clause 7, section II of tender document.

Dated this .................................. day of .......................... 2020

Name and Signature ------------------------

In the capacity of ----------------------

Duly authorized to sign the bid for and on behalf of.............................................
## PROFORMA FOR FINANCIAL BID

<table>
<thead>
<tr>
<th>S. No</th>
<th>Description</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Sweeper/ Farash</td>
<td>Superviser nos</td>
</tr>
<tr>
<td></td>
<td></td>
<td>nos Unskilled</td>
<td>Semiskilled</td>
</tr>
<tr>
<td>3</td>
<td>Total Number of Manpower for providing Sweeping, Cleaning and Housekeeping services at VSRC (Old &amp; New), SRIC office and SRIC Guest House</td>
<td>34</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>Minimum wages rate per man day as per the prevailing rate fixed by the Government of India as on the date of publication of tender</td>
<td>Rs. 427/- per day</td>
<td>Rs. 500/- per day</td>
</tr>
<tr>
<td>6</td>
<td>Maximum number of man days per month</td>
<td>26</td>
<td>26</td>
</tr>
<tr>
<td>7</td>
<td>Total wages per month (7) = (3) X (5) X (6)</td>
<td>Rs. 377468</td>
<td>Rs. 52000</td>
</tr>
<tr>
<td>9</td>
<td>EPF @13.00%</td>
<td>Rs. 49070.84</td>
<td>Rs. 6760.00</td>
</tr>
<tr>
<td>10</td>
<td>ESI @3.25%</td>
<td>Rs. 12267.71</td>
<td>Rs. 1690.00</td>
</tr>
<tr>
<td>11</td>
<td>Total Statutory Charges (11) = (9) + (10)</td>
<td>Rs. 61338.55</td>
<td>Rs. 8450.00</td>
</tr>
<tr>
<td>12</td>
<td>Total (per month) (12) = (7) + (11)</td>
<td>Rs. 438806.55</td>
<td>Rs. 60450.00</td>
</tr>
<tr>
<td>8</td>
<td>Percentage(%) of Contractor’s Service Charges per month</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Total Monthly Contractor’s Service Charges (13) = (7) X (8)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Total Monthly charges for entire services (14) = (12) + (13)</td>
<td>Rs. 438806.55</td>
<td>Rs. 60450.00</td>
</tr>
<tr>
<td>15</td>
<td>Total yearly charges (excluding taxes) (15) = (14) x 12 Months</td>
<td></td>
<td>Rs. 5991078.60</td>
</tr>
</tbody>
</table>

### Amount in words

**Note:**

(i) Taxes as applicable and shall be paid separately. Taxes will not be taken into consideration for determining the lowest bid.

(ii) Variation in minimum wage and statutory charges will be allowed during currency of contract in accordance with the minimum wages decided by Government of India from time to time.
Note:

a) It is mandatory on bidder to quote all items rates in BOQ as asked for in the Tender form. Failure to adhere to the condition will lead to rejection of Tender. The bidder should quote unconditional rates neatly written without any overwriting, cutting, using white fluid etc. and duly signed and stamped on all pages.

b) Contractor shall acquaint himself fully with site conditions and the working environment of IIT Kharagpur before quoting his rates. He is advised to do a complete survey at his own of all the buildings before offering rates. No compensation on account of any site difficulties will be entertained at a later date after award of works.

c) Tender documents once submitted will remain with Institute and will not be returned to the bidders.

d) It is once again reiterated that the rates of labourers/workers quoted by the bidders in price bid should not be lower than the minimum wages fixed by Government of India. It will be full responsibility of the contractor to ensure that the wages paid to the workers/labourers is not less than those fixed by Government of India. Such bids will be considered unresponsive.
SECTION IX

PERFORMANCE SECURITY GUARANTEE BOND

In consideration of Indian Institute of Technology Kharagpur, (SRIC) (herein after called the “SRIC, IIT KGP”) having agreed to exempt ___________________ (hereinafter called “the said contractor(s)’) from the demand under the terms and conditions of an agreement/(Purchase Order) No ________________ dated __________ made between _____________ and _________________ for the supply of _____________________ (hereinafter called “the said agreement”), of security deposit for the due fulfilment by the said contractor(s) of the terms and conditions contained in the said Agreement, on production of __________________________________________________ we, (name of the bank) _________________ (hereinafter refer to as “the bank”) at the request of __________________ (contractor(s)) do hereby undertake to pay to SRIC, IIT KGP an amount not exceeding ___________________ against any loss or damage caused to or suffered or would be caused to or suffered by the government by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractors’ failure to perform the said Agreement.

2. We (name of the bank) _________________ do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demanded from SRIC, IIT KGP stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by SRIC, IIT KGP by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractors’ failure to perform the said Agreement or roll out the services as per schedule V & parameters for failure of compliance of intellectuals property rights. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of SRIC, IIT KGP in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding ___________________.

3. We undertake to pay to SRIC, IIT KGP any money so demanded not withstanding any dispute or disputes raised by the contractor(s)/Supplier/ Agency(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/Supplier/ Agency(s) shall have no claim against us for making such payment.

4. We (name of the bank) __________________ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of SRIC, IIT KGP under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till expiry of 90 days beyond the date on which the warranty period of the equipment(s) expire.

5. We (name of the bank)___________________________ further agree with SRIC, IIT KGP that SRIC, IIT KGP shall have the fullest liberty without our consent and without affecting in any manner our obligations there under to vary any of the terms and conditions of the said Agreement or to extend

Signature of the Tenderer
Date with Seal
time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by SRIC, IIT KGP against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of SRIC, IIT KGP or any indulgence by SRIC, IIT KGP to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. We (name of the bank) ____________________ lastly undertake not to revoke this guarantee during its currency except with the previous consent of SRIC, IIT KGP in writing.
Dated the ________________ day of _______ for __________________________________

(Indicate the name of bank)
SECTION X
Bid Security Self Declaration Form

Date: 07/01/2021  Tender No. IIT/SRIC/VSRC/20-21/WORKS/01

To
The Dean (SRIC)
Indian Institute of Technology Kharagpur
Sponsored Research and Industrial Consultancy
Po: Kharagpur, Dist: Medinipur (West)
Kharagpur - 721302

I/We The undersigned, declare that:
I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with the Indian Institute of Technology Kharagpur for a period of 1 (one) year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

e) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
f) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

IN WITNESS WHEREOF, I/We have hereunto set my/our hand/s this ____ day of [month] [year] at [place of execution].

[Insert NAME OF BIDDER’S AUTHORIZED REPRESENTATIVE]
[Insert signatory’s legal capacity]  Affiant
SECTION XI
UNDERTAKING

I hereby undertake and declare that the agency M/S.............................................................. have not been black listed by any Government Organizations, autonomous bodies, Department of Government of India and Department of Government of West Bengal and any others State Government in India.

Signature of the Authorized Persons..........................................
Name & Seal of the Company

Date:
Place:
SECTION XII

TENDER DOCUMENT FOR providing Manpower for Sweeping, Cleaning and Housekeeping Services in the SRIC Office, SRIC Guest House and Vikram Sarabhai Residential Complex (VSRC) at IIT Kharagpur

TENDER NO. IIT/SRIC/VSRC/20-21/WORKS/01

CHECKLIST FOR THE TENDERER

<table>
<thead>
<tr>
<th>Name and Address of the Tenderer:</th>
<th>List of Services Quoted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bid Security Self Declaration Format</td>
<td>Yes/ No</td>
</tr>
</tbody>
</table>

*Supportive Documents must have enclosed for fulfilling Eligibility criteria, to be submitted by the Tenderer

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Minimum 5 (five) years’ experience in the field of Services provided</td>
</tr>
<tr>
<td>02</td>
<td>Annual Turnover of at least Rs. 1 Crore (Rupees One Crore Only) in each of the preceding three years (i.e. 2017-18, 2018-19 and 2019-20) as per P&amp;L audited statement of account</td>
</tr>
<tr>
<td>03</td>
<td>A bid form and price schedule at a prescribed format/schedule</td>
</tr>
<tr>
<td>04</td>
<td>Bid Security Self Declaration Form</td>
</tr>
<tr>
<td>05</td>
<td>Audited Financial Statement for last three financial years (i.e. 2017-18, 2018-19 and 2019-20)</td>
</tr>
<tr>
<td>06</td>
<td>IT Return Acknowledgement for the preceding three financial years (i.e. 2016-17, 2017-18 and 2018-19)</td>
</tr>
<tr>
<td>07</td>
<td>Registration Certificate/Certificate of incorporation, if any</td>
</tr>
<tr>
<td>08</td>
<td>Three completion certificates of Government Ministries/Departments/PSUs/autonomous bodies/statutory bodies of Rs. 0.50 Crore during each of the financial year 2017-18, 2018-19 and 2019-20 in cleaning, sweeping and housekeeping activities.</td>
</tr>
<tr>
<td>09</td>
<td>the firm registered with labour Deptt. of State/Central Government (please attach documents)</td>
</tr>
<tr>
<td>10</td>
<td>GST Registration Certificate</td>
</tr>
<tr>
<td>11</td>
<td>Copy of PAN/CIN No. of the Company</td>
</tr>
<tr>
<td>12</td>
<td>Lists of clients with reference in minimum five firms with name, designation and contact details</td>
</tr>
<tr>
<td>13</td>
<td>Brief on Services provided during last five years</td>
</tr>
<tr>
<td>14</td>
<td>List of offices/branches in India, with address and contact details</td>
</tr>
<tr>
<td>15</td>
<td>Contact Person Mobile No. &amp; Land Line</td>
</tr>
</tbody>
</table>

Date with Company Seal

Signature of the Tenderer
Date with Seal