



INDIAN INSTITUTE OF TECHNOLOGY, KANPUR
GT ROAD, KALYANPUR, KANPUR – 208016
UTTAR PRADESH, INDIA

TENDER REFERENCE NO. : VH/PI/2020-21/05

BID SUBMISSION END DATE- 16.07.2020

TENDER DOCUMENTS

FOR

**“Providing Housekeeping Services, for Visitor’s Hostel, V F A,
Main Auditorium, Outreach Centre & PBCEC ”**

BID DOCUMENT

Online bids (Technical & Financial) from eligible bidders which are valid for a period of 90 days from the date of Technical Bid opening (i.e. 17.07.2020) are invited for and on behalf of the Officer In-charge Visitor Hostel, IIT Kanpur for providing “**HOUSEKEEPING SERVICES**” in Visitor’s Hostel & Allied Services.

| | |
|--|---|
| Name of Work | Providing House Keeping, Operation & General Maintenance Services in (Visitor’s Hostel, Outreach Centre, VFA, PBCEC & Main Auditorium). |
| Date of Publishing | 25.06.2020 at 4:00 p.m. |
| EMD (if any) | Rs 50,000/- |
| Clarification Start Date and Time | 25.06.2020 at 4:00 p.m. |
| Clarification End Date and Time | 16.07.2020 at 4:00 p.m. |
| Queries (if any) | No queries will be entertained after clarification end date and time |
| Bid Submission Start Date | 25.06.2020 at 4:00 p.m. |
| Last Date and time of uploading of Bids | 16.07.2020 at 4:00 p.m. |
| Last Date and time of submitting , EMD uploading documents (if any) | On or before 14.07.2020 UPTO 05:00 p.m. (mandatory) |
| Pre- bid meeting date | On 04.07.2020 at 04:00 p.m. (if any amendment done in date then we intimate 5 days prior from decided date on same website of tendering by Competent Authority) |
| Pre-bid meeting Place | Conference Hall (PBCEC) Visitor’s Hostel IIT Kanpur-208016 |
| Date and time of opening of Technical Bids | 17.07.2020 at 4:00 p.m. |
| Date and time of opening of Financial Bids | Will be separately notified for Technically shortlisted/qualified bidders |
| Contract Duration | 12 months (extendable up to 36 months on satisfactory performance which shall be reviewed every 12 months) |

Interested parties may view and download the tender document containing the detailed terms & conditions from the website <http://eprocure.gov.in/eprocure/app>

(The bids have to be submitted online in electronic form on www.eprocure.gov.in only. No physical bids will be accepted.)

INSTRUCTION FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e. <http://eprocure.gov.in/eprocure/app> , using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

REGISTRATION

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online Bidder Enrolment” option available on the home page. **Enrolment on the CPP Portal is free of charge.**
- (ii) During enrolment/ registration, the bidders should provide the correct/ true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/ bidders through email-id provided.
- (iii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iv) For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY /nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/ SmartCard.
- (v) Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- (vi) Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- (vii) Bidders can then log into the site through the secured login by entering their userID/ password and the password of the DSC/ eToken.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords, etc., to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk

PREPARATION OF BIDS:

- (i) For preparation of bid Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids.
After selecting the tender document same shall be moved to the 'My favourite' folder of bidders account from where bidder can view all the details of the tender document.
- (ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (iii) Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.
- (iv) Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. **Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.**
- (v) Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, EPF & other details etc., under “My Space/ Other Important Document” option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

SUBMISSION OF BIDS:

- (i) 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.
- (ii) Bidder should prepare the EMD as per the instructions specified in the NIT/ tender document. The details of the DD/BC/BG/ others physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- (iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.
- (iv) Bidders shall select the payment option as offline to pay the EMD and enter details of the DD/BC/BG/others.
- (v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (vi) Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- (vii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.

- (viii) **If price quotes are required in pdf. format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.**

Bidders shall download the Schedule of Quantities & Prices i.e. Schedule-A, in pdf. format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter save and upload the file in financial bid cover (Price bid) only.

If the template of Schedule of Quantities & Prices file is found to be modified/corrupted in the eventuality by the bidder, the bid will be rejected and further dealt as per provision of clause no 23.0 of ITB including forfeiture of EMD.

The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.

- (ix) Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). **The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.**
- (x) After the bid submission **(i.e. after Clicking “Freeze Bid Submission”** in the portal), the bidders shall **take print out of system generated acknowledgement** number and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
- (xi) Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.
- (xii) All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) 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 128bit encryption technology.

ASSISTANCE TO BIDDERS:

- (i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contract person indicated in the tender. The contact number for the helpdesk 05122596770 between 10:30 hrs to 17:00 hrs.
- (ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The 24 x 7 Help Desk Number 0120- 4200462, 0120-4001002 and 0120-4001005. The helpdesk email id is support-eproc@nic.in

INSTRUCTION FOR e-PROCUREMENT

1. PREPARATION AND SUBMISSION OF BIDS :

- a. The detailed tender documents may be downloaded from <http://eprocure.gov.in/eprocure/app> till the last date of submission of tender. The Tender may be submitted online through CPP Portal <http://eprocure.gov.in/eprocure/app>
- b. The bidder should submit the bid online in two parts viz. Technical Bid and Financial Bid. Technical Bid should be upload online in cover 1 and Financial Bid in “.Xls” should be upload online in cover-2

2. SUBMISSION OF THE BID : All interested eligible bidders are requested to submit their bids online on CPP Portal: <http://eprocure.gov.in/eprocure/app> as per the criteria given in this document:

- a. Technical Bid should be upload online in cover-1.
- b. Financial Bid should be upload online in cover-2

Both Technical and Financial Bid covers should be placed online on the CPP Portal (<http://eprocure.gov.in/eprocure/app>).

3. TECHNICAL BID: Signed and Scanned copies of the Technical bid documents as under must be submitted online on CPP Portal: <http://eprocure.gov.in/eprocure/app>.

a) List of Documents to be scanned and uploaded (Under Cover-1) within the period of bid submission:-

- i. Scanned copy of Bank details. (Bank details of principal supplier in case of Import shipments)
- ii. Name and Postal Address including valid and current telephone/Mobile number, E-mail address.
- iii. Scanned copy of GST registration and PAN Card.
- iv. Tenderer should submit the **EMD(Rs 50,000/-)** along with the tender by way of Demand Draft drawn in favor of “ REGISTRAR IIT KANPUR ” payable at SBI, IIT Kanpur Branch (Branch Code: 1161), from any nationalized/scheduled bank must reach office of VH & Allied Facilities (Back office Visitor’s Hostel)
- v. And all technically related details as mentioned in complete tender.
- vi. Firm Authorization letter/factory License.
- vii. Bank Details along with CA turn over & Audited balance sheet of at least 3 year
- viii. Scan copy of tender acceptance letter.
- ix. All the documents must be with proper signatory and seal.
- x. Scanned copy of other document mentioned in tender document (if any)

Please note that bids without the information and documents mentioned above will be rejected without further consideration.

NOTE - no indication of the rates/amounts be made in any of the documents submitted with the TC-BID.

4. Financial Bid

- a. The currency of all quoted rates shall be Indian Rupees. All payment shall be made in Indian Rupees.
- b. In preparing the financial bids, bidders are expected to take into account the requirements and conditions laid down in this Tender document. The financial bids should be uploaded online as per the specified “.pdf” format i.e. Price Bid Excel sheet attached as ‘.pdf’ with the tender and based on the scope of work, service conditions and other terms of the Tender document. It should include all costs associated with the Terms of Reference/Scope of Work of the assignment.
- c. The Financial Proposal should be inclusive of all applicable taxes, duties, fees, levies, and other charges imposed under the applicable laws. The rates quoted in the Tender are inclusive of all applicable taxes, duties etc. **except service tax**. The service tax component shall be re-immersible by the department after receipt of paid challans etc. if applicable.

5. Last Date for Submission of Tender:

- a. Online bids complete in all respects, must be submitted on or before the last date and time specified in the schedule of events.
- b. The IIT, Kanpur may, at its own discretion, alter/extend the last date for submission of tenders.

6. Bid Validity

- a. All the Bids must be valid for a period of 90 days from the last date of submission of the tender for execution of Contract. However, the quoted rates should be valid for the initial/extended period of the Contract from the effective date of the Contract. No request will be considered for price revision during the original Contract period.
- b. A bid valid for a shorter period shall be declared as non-responsive.
- c. In exceptional circumstances, prior to expiry of the original time limit, the IIT may request the bidders to extend the period of validity for a specified additional period beyond the original validity of 90 days. The request and the bidders' responses shall be made in writing. The bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their Bid Security.

7. Modification / Substitution/ Withdrawal of bids:

- a. No Bid shall be modified, substituted or withdrawn by the Bidder after the Bid's due Date.
- b. Any alteration/ modification in the Bid or additional information supplied subsequent to the Bid's due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

8. Rejection of the Bid: The bid submitted shall become invalid and tender fee shall not be refunded if:- a) The bidder is found ineligible.

- b) The bidder does not upload all the documents as stipulated in the bid document.

INDIAN INSTITUTE OF TECHNOLOGY KANPUR
VH & Allied Facilities

TENDER NOTICE

The Officer In-Charge, **Visitors' Hostel & Allied Facilities** on behalf of the IIT Kanpur Invites CPPP tenders under 2-Cover Bid System i.e. Technical and Financial Bid in separate covers from reputed, experienced and financially sound Companies/Firms/Agencies for **"Providing House Keeping, Operation & General Maintenance Services for Visitors' Hostel & Allied Facilities"**.

The tender document can be downloaded from the website: <http://www.eprocure@iitk.ac.in> or CPPP portal

- i. Interested Companies/Firms/Agencies may submit their bid documents on website, complete in all respects along with and other requisite documents, & Earnest Money Deposit (EMD) by way of Demand Draft drawn in favor of "REGISTRAR IIT KANPUR" payable at SBI, IIT Kanpur Branch (Branch Code: 1161), from any nationalized/scheduled bank must reach office of VH & Allied Facilities (Back office Visitor's Hostel) /office of the Officer Incharge ,VH & Allied Facilities IIT Kanpur-208016, UP (if online through SBI then give the proof of the released payment) on or before opening technical bid on dated 17.07.2020 at 4:00 p.m.

Tender Notice No.: VH/PI/2020-21/05

Officer-In-Charge
Visitors' Hostel & Allied facilities

FEES TO BE DEPOSITED
(ATTACH SEPARATE DEMAND DRAFTS WITH THE TECHNICAL BID)

Tender Fee : Not Applicable
E.M.D : Rs. 50,000/-

Note: Bidders must submit their Technical and Financial bid document in online CPPP as & when the bid covers open for **“Technical” and further selected bidder goes for “Financial” respectively and, subscribing “Tender Notice No. VH/PI/2020-21/05 Dated 23.06.2020 and “Tender for Providing House Keeping and Catering Services for Visitors’ Hostel, VFA, Auditorium, Outreach Centre & PBCEC (Pioneer Batch Continuing Education Center)”**

The EMD as mentioned , drawn on any nationalized bank in favor of “Registrar, Indian Institute of Technology Kanpur.”, as separate demand draft, payable at SBI, IIT Kanpur Branch (Branch Code: 1161), from any nationalized/scheduled bank must reach office of VH & Allied Facilities (Back office Visitor’s Hostel)& should be enclosed in the envelop of having Agency/Bidder name.

PROCESS OF SELECTION OF AGENCY FOR OUTSOURCING OF SERVICES

1. Release of web advertisement inviting proposals from reputed & registered companies engaged in providing services in Visitor Hostels/Guest house etc. of reputed Government Institutions/ PSUs or other equivalent establishment.
2. Bidders are required to submit the complete proposal (in two-cover format) on or before the deadline given in schedule.
3. The technical bids will be opened on the day and time indicated in Schedule in the presence of authorized representatives of the company. Representatives of the companies invited for technical bid opening may be asked to give presentation on their strengths and suitability to meet our standards, before the technical committee appointed by the institute.
4. The Technical committee will evaluate the proposals on various parameter (as defined in all Annexure for technical evaluation); Agencies meeting the bidder’s eligibility criteria (mandatory) as per our requirement in good scope with beneficial attachments for valid justification will be technically qualified. The evaluation of the technical committee will be final.
5. Please do not mention price anywhere in technical bid. It may lead to rejection of the bid.
6. The financial bid of technically qualified bidder will be opened in the presence of representative of the technically qualified agencies at a date and time to be communicated later.
7. A Financial evaluation (based on least prices quoted on consolidated list monthly/yearly for deployed contract workers as per our 44 Nos. manpower requirement; selected as L1)would be used in deciding the successful bidder & same performa/format being set in BOQ. for financial bid opening.

DEFINITIONS

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning hereunder respectively:

1. The expression "Owner" and/or "Institute" occurring in the tender document shall mean IIT Kanpur.
2. The expression "Bidder" shall mean the tenderer who submits the tender for the work and shall include the successor and permitted assigns the tenderer.
3. The expression "Contractor" shall mean the successful bidder selected by the institute for carrying out the subject work and shall include the successor and permitted assign of the bidder.
4. "The officer in-charge" shall mean any representative of the institute authorized to act as the Officer-in-Charge of the work or any specified part thereof.
5. "Work" and "Scope of work" shall mean the totality of the work/services and supplies of good and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof.
6. IITK shall mean Indian Institute of Technology Kanpur.
7. "Contract " shall mean the contract for the work and shall include the tender document, the specifications, general and special conditions of contract of IITK, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.
8. "Course" shall mean regular academic program and short-term management/executive development programs, including academic/scientific training program or events, seminars, workshop, conferences, summer or winter schools etc. which are being conducted or allowed to be conducted by the institute from time to time on residential basis.
9. Visitor hostel & Allied facilities shall mean the (Visitors' Hostel, Outreach, Visiting faculty Apartment, Main Auditorium, VH lounge & PBCEC) in the present tender.
10. "Competent Authority" shall mean the IITK (Director, HOD or any other Nodal Officer/Officer-In-Charge designated by Institute) for the purpose of this work/tender pertaining to the Visitors' Hostel and Allied Facilities, Maintenance thereof and powers delegated there to, for the conduct of the Defined work and smooth running of the visitors' hostel, VFA, Main Auditorium, Outreach center & PBCEC.

SPECIAL NOTE

- The Bidder should specify the average monthly manpower required for housekeeping service and maintenance for the visitors' Hostel, VFA, Main Auditorium, Outreach Centre & PBCEC, considering from 0-100% occupancy or referring to given manpower requirement list.
- In future if any amendment will take in tender(like extension in the Scope of work /required more manpower) by the IITK , then it is the responsibility of Contractor to prevail / furnish the requirement of the Institute as per norms.
- Staff worker's complaint reply- should be done by the contractor with the institute's appointed Nodal Officer within the period given by the Competent Authority.

INTRODUCTION

Indian Institute of Technology Kanpur (IITK), an autonomous academic Institute under the Ministry of Human Resource Development, Government of India is desirous of appointing an agency/firm for providing Housekeeping, Catering, Operation & General Maintenance services at Visitors' Hostel & Allied Facilities.

DESCRIPTION OF VISITORS' HOSTEL & ALLIED FACILITIES

Housed in an imposing double storied building and located at a central place, Visitors' Hostel provides boarding and lodging facilities for the Institutes guests, newly appointed faculty, officers and staff members, delegates and participants attending various conferences, seminars, symposia and workshops.

The Visitors' Hostel and Allied Facilities comprise the following Accommodation/ Dining/ Conferencing facilities as listed below:

| Name of Building | Details of Accommodation & Facilities | Approx Plinth Area (sq m) |
|--|--|---------------------------|
| Visitors' Hostel (VH) | 15 Suites with small Kitchenette 01VVIP Lounge 67 Guest Rooms (twin -bed) 02 Dining Halls 01 Guest Lobby 01 Front Office 05 Back Offices 03 Store Rooms 01 Driver's Room | 4,000 |
| | 01 PRESIDENTIAL SUITE (Covering Area of 03 Rooms) | |
| Visiting Faculty Apartments | 04 nos. of 2-BHK Apartments (VFA) 08 nos. of 1- BHK Apartments (VFA) | 2,160 |
| VH Lounge & PBCEC (Pioneer Batch Continuing Education Center) | 02 Seminar Room 01 Conference Room 01 Meeting Room 01 Lobby | 1,000 |
| Outreach Building | 01 Auditorium (210 seats) 01 Seminar Room No.102 (40 seats) 01 Video-Conference Room no.205 (30 seats) 01 Hall of Fame 01 VH Office 01 VIP Lounge 19 Meeting rooms 06 Common Toilets | 1,590 |
| Main Auditorium | 01 Main Auditorium(1300 seats) 02 Foyer (front & back) 01 Prayer Hall 01 Office 01 Open Stage 03 Green Rooms 03 Store room 01 Switch-room 01 Projector Room 01 AC Control Room 08 Common Toilets | 2,580 |

All the buildings are in reasonably good condition at present. The offices are well equipped with telephones, computers etc. The Guest Rooms are well furnished and equipped with internal telephone, Internet connection, television, air-conditioners and hot & cold water supply. Each Guest room has an attached toilet and independent balcony sit-out.

A pre bid meeting with the prospective bidders will be held, as mention in starting, to appraise them about the visitors' hostel operation, expectations of the institute and to familiarize them with the scope of work and obligations in the proposed contract. The prospective bidders expressing interest must visit the visitors' hostel & PBCEC, and acquaint themselves with the scope and schedule of work, supervision and commitment needed on the date set for the pre-bid meeting. IITK expects the visitors' hostel, & PBCE to be maintained as a high end facility for our visiting academic community, ensure state-of-the art housekeeping service management at the level of **Three Star Standard**.

ESTIMATED NUMBER OF PEOPLES / MANPOWER REQUIRED FOR SERVICES

| Particular description of the work | Cat | Minimum Education Qualifications & Experiences | No.of Manpower (Required) |
|---|----------------------|---|---------------------------|
| • Front Office & Enquiry | Semi skilled/skilled | 10th pass + 5 year exp. with good commutation & representative skills in English and Hindi. | 04 |
| • Accounts & all Bills summary Checking manager | Highly Skilled | 12 th + 5 year exp. In relative accounting sector with good | 01 |
| • Accounting & HR manager | Highly Skilled | 12 th + 5 year perfective exp. In Accounting sector in any recognizable HM sector. | 01 |
| • Facility Manger | Highly Skilled | Graduate Degree in stream of Hospitality/HM and 08 year experience in relevant field. | 01 |
| • Room Attendants / Housekeeping boys | Unskilled | 8 th pass + 5 years exp. in any 3 star HM sector with descent speaking & Hard working skills. | 28 |
| • Utility Boys / Guest Service attendants | Unskilled | Same as Room attendants. | 06 |
| • Technicians (Audio/Video & Computer hardware software and etc.) | Semi skilled/skilled | Exp. & Knowledge in various technical works or done with some technical courses in reputative technical sector. | 03 |
| | | TOTAL :- | 44 |

Key point :- Reception manager should deploy 01 supervisor to VHIITK ,whose work is to daily passes all the general report work of housekeeping, Dining & office charges bill to the institute's appointed Nodal Officer, which is responsive for all such things, on behalf of competent Authority of the VH & Allied Facilities.

***Minimum Qualification criteria of Service staff being deployed by the Agency Should be -**

1)**For Semi-skilled-** the worker should min. 10th pass and having relevant experience of 5 years in High grade Hospitality Sector.

2)**For Unskilled workers-** the workers qualifies upto 8th pass & have knowledge/ experience of min. 2 years or work

in High grade Hospitality sector.

3) **For Skilled workers** – the worker min. qualified 10th pass or 12th; more is appreciable and having 05 year relevant experience and certificates in High grade Hospitality Sector.

4) **For highly Skilled/Technically Skilled workers** :- the worker must have technical knowledge in respective field & min. 12 pass or graduate in his appropriate field. + 08 years experiences in that field with some good response.

- The facility manager should have minimum 05 years of industry experience and Diploma/Degree in hotel management from recognized institute. Fluency in English , Hindi.
- Facility supervisor should have 03 to 05 years of experience in a reputed hotel, large industrial canteens, establishment or institution.
- Receptionist will have good knowledge about reception work with Fluency in English.
- Other contract personnel for house-keeping, room-boy, being engaged by the agency should have minimum experience of 2-3 years' experience in their respective fields.
- The service personnel being engaged by the agency should be polite, smart and physically sound.
- All the personnel being engaged by the agency should wear the formal dress. Formal dress mean white full-sleeves shirt and black trouser and black shoes as summer uniform and the same dress with black sweaters as winter uniform. They should be provided with hand gloves while doing the dusty work.

In all given resp. fields the performance and knowledge/experience of the worker in that work should prefer first.

PROFILE OF IITK GUESTS

Visitors' Hostel & Allied Facilities provide hospitable environment for participants of short duration executive education programmes. Its location on the campus encourages and facilitates interaction between participants and the faculty. The Visitors' Hostel & Allied facilities are also utilized to host several national and international events like conferences, seminars, talks, alumni meets, Institute guests etc.

BROAD SCOPE OF WORK

Work includes providing excellent quality Housekeeping, Operation & General Maintenance services at Visitors' Hostel. IIT Kanpur

1. Front Office Management

2. Receiving requisitions from users for booking of rooms/meals/conferencing facilities etc.
3. It is the centralized booking area of all allied facilities of Visitor's hostel & all booking work should perform or regulate from this place.
4. Allotment of rooms/ facilities in consult of Competent Authority.
5. Receiving guests & escorting them to guest rooms.
6. 24-hour online check-in, check-out, billing and settlement of bills through cheques/cards/etc..
7. Settlement and Collection of payments from the guest, Indenter or Institute as specified in the booking requisition.
8. Follow up of the collection of unpaid bills of current & previous years.
9. All revenue collected to be deposited to VH bank account daily.
10. Record keeping of all financial transactions and other relevant records.
11. Night Auditing of all daily transactions.
12. Manning the Front Office (Reception) in three shifts.
13. Maintain the complaint register & do the needful against the quoted complaint regularly.
14. All VIP movements in VH must done in concern of Competent Authority.

2. Housekeeping Services on Daily Basis

- a) Guest Rooms** (include guest rooms/apartments at Visitors' Hostel with attached bathrooms and balconies/verandah)
1. Bed making
 2. Dusting / Sweeping / moping the living rooms + balcony
 3. Attached toilet cleaning
 4. Placing Toilet kits in rooms
 5. Placing Newspaper in rooms
 6. Changing face & bath towels daily basis
 7. Changing bed linen
 8. Garbage disposal on daily basis
 9. Other works under Hospitality service
 10. Change permissible amenities in case of any damage or under consultancy of competent Authority.
- b) Common Areas** (includes Reception, Lounges, Recreational areas, Corridors, Staircases, Common area bathrooms, store rooms, any other specified area)
- 24×7 cleaning, upkeep and maintenance
- c) Conference Facilities** (includes Class rooms/ Meeting & Conference Rooms/ Auditorium, Lobby, Foyer etc. at VH Lounge, PBCEC, Outreach and Main Auditorium.
(24×7 cleaning, upkeep and maintenance of such services)

3. Operation & General Maintenance of Conferencing Facilities at PBCEC, VH Lounge & Presidential Suite .

1. Prepare and operate Audio-Video Facilities for the meetings/ Conferences etc.
2. Make sure that not any kind of negligence done in this area while its operation/Housekeeping & General maintenance.
3. General maintenance of Audio-Video equipment/ systems in classrooms/ meeting rooms/ conference rooms.
4. General maintenance of all Personal Computers in Offices & Deluxe rooms.

4. Repair & Maintenance

Coordination and follow up of all repair & maintenance complaints related to civil/ electrical/ AC/telephone/Television Internet facilities etc in Visitors' Hostel with appropriate unit/concern persons of the Institute/AMC persons.

PRE-QUALIFICATION CRITERIA

Only those bidders who meet the following minimum criteria will be considered for evaluation of technical and financial bids:

1. The bidder should be in the business of providing Housekeeping or in the business of hotel management/ hospitality services for a minimum period of EIGHT years as on 31.12.2019.
 - o The Firm should be registered under any prevailing law in India.
 - o The Firm should have registered in EPF, ESI and GST offices.
 - o The Firm shall obtain a Labour License from the office of the Labour commissioner ,exclusively to run this contract (if awarded) and submit a copy of the same before commencement of the contract.
 - o The Firm should submit a copy of PAN card issued in the name of Firm.

- Firm should have on its rolls trained personnel with pleasant behavior.
 - The bidder should have experience in providing housekeeping & hospitality services, reception and room allotment, general maintenance services, etc. for a minimum of 100 room guest house or 200 guests. **Preference will be given to bidders having national presence.**
 - The bidder/Company/ Firm/ Agency should have at least 2 successfully executed contracts in the last 3 years in providing Similar services to Public Sector Companies/Government Department/Research Organizations/Reputed Private organization, of these at least one should be for a Public Sector/private sector/ Company/Government Department.
 - **The bidder/Company/ Firm/ Agency should be registered with the appropriate registration authority (ies) (Labour commissioner etc.)**
 - **The bidder/Company/ Firm/ Agency should be registered with Income Tax and all other relevant departments.**
 - **The bidder/company/Firm/Agency should be registered with appropriate authorities under the employees provident fund and Employee State Insurance Acts.**
 - The bidder/Company/ Firm/ Agency should have its own Bank Account
2. The bidder should have a national presence. For the purpose of assessing national presence, following criteria will be used: Bidder must have presence in at least four Indian states by virtue of a client being serviced or a hotel being run in that state.
 3. The bidder should have satisfactorily completed contracts/assignments in the field of Housekeeping, Operation & General Maintenance of Conferencing Facilities during last five years with at least:
 - (a) One client for a value more than Rupees **1.8 crores** per year OR
 - (b) Two clients for a value more than Rupees **1.2 crores** per year per client OR
 - (c) Three clients for a value more than Rupees **1 crores** per year per client OR
 - (d) In case the bidder is in the business of hotel management then the bidder can cite single hotel establishment having average annual turnover of more than Rupees **4 crores** for this criteria.
 4. The bidder must have an average annual turnover of at least Rupees **4 crores** in last three financial years.
 5. The bidder must be a profit making organization during each of the last three financial years.
 6. The bidder must have minimum employee strength of **200 people (on payroll)**. Copy of valid registration and licences with concerned Labour Authorities and valid ESI & PF registration to be attached. Copy of up to date remittances to ESI & EPF authorities are to be also attached.

Submission of documents to assess pre-qualification criteria:

INFORMATIONS AND INSTRUCTIONS TO THE TENDERER

All information called for in the enclosed forms should be furnished against the respective columns in the forms. If the information is furnished in the separate document, reference to the same should be given against respective columns in such case. If any particulars/query is not applicable in the case of applicant, it should be stated as not applicable. However the applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information, may result the applicant being summarily disqualified. Applications made by FAX/ e-mail and those received late or in an open envelop will not be entertained.

- The application should be typewritten. The applicant's name and Firms' stamp should appear on each page of the application.
- Overwriting should be avoided. Neatly crossing out, initiating, dating and rewriting shall make correction(s), if any. All pages of pre-qualification documents shall be numbered and submitted as a package with signed and stamped letter of transmittal.
- A Senior officer of the client should sign references, information and certificates from the respective clients certifying suitability, know-how and capability of the applicant.
- The applicant is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the applicant is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after pre-qualification document is submitted, unless the Institute calls it for.

The pre-qualification document in prescribed form duly completed and signed shall be submitted In an CPPP portal visit www.eprocure.gov.in . **“Pre-Qualification document for providing round the clock contractual hospitality services for the Visitors’ Hostel of Indian Institute of Technology, Kanpur”** shall be received in the office of the In – charge, Visitors’ Hostel, IIT – Kanpur.

Prospective applicants may seek clarification regarding the scope of work and/or the requirements for pre-qualification, in writing, within a reasonable time. Any clarification given by the Institute will be forwarded to all those who have obtained the pre-qualification document directly from the office of the Competent Authority /Officer in-charge, Visitors’ Hostel, IIT - Kanpur. No request for clarification will be considered after receiving the pre-qualification tenders.

METHOD OF APPLICATION:

If an individual makes the application, it shall be signed by the proprietor above his full typewritten name and current address.

If a proprietary firm makes the application, it shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.

If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current address or alternatively by a partner holding power of attorney for the firm. In such a case a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed and current address of all the partners of the firm shall also accompany the application.

If a limited company or a corporation makes the application, a duly authorized person holding power of attorney for signing the application shall sign it. In such a case a certified copy of the power of attorney shall accompany the applications. Such limited company or corporation may be required to furnish satisfactory evidence of its existence before the pre-qualification application is filed.

If the application is made by a co-operative society, it shall be signed by the secretary of the co-operative society above his full typewritten name and full name of the co-operative society. Such co-operative society shall be required to furnish satisfactory evidence of its existence along with a certificate of the selection of Secretary by the chairman/ administrator of the co-operative society duly approved by the Registrar’s office of the Co- operative society registering office.

FINAL DECISION MAKING AUTHORITY:

The employer reserves the right to accept or reject any application and to annul pre-qualification process and/or reject all applications at any time, without incurring any liability to the affected applicants or specifying the grounds for the Employer's action.

CAMPUS VISIT:

The applicant is advised to visit and examine the campus and its surroundings and obtain for himself on his own responsibility, all information that may be necessary for preparing the pre-qualifications application and subsequently the financial bid. The cost of visiting the site shall be at applicant's own expense.

EVALUATION CRITERIA FOR PRE-QUALIFICATION:

For the purpose of pre-qualification, applicant will be evaluated in the following manner:-
The application will first be scrutinized on basis of the initial criteria prescribed.

Those firms qualifying the initial criteria, as set out in paras above will then be evaluated for given criteria:

| | |
|--|----------|
| Financial Strength | (Form-A) |
| Experience in similar class of business | (Form-B) |
| Contracts under execution / awarded | (Form-C) |
| Performance on these contracts | (Form-D) |
| Structure of the company's organization | (Form-E) |
| Details of employees on the rolls of the company | (Form-F) |

Even though applicants must satisfy the above requirements, they may be disqualified, if they have:

1. made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document;
2. records of poor performance such as abandoning work, not properly completing the contract or financial failure / weaknesses, and if confidential enquiry reveals facts contrary to the information provided by the applicant.

TENDER SUBMISSION:

After evaluation of pre-qualification application, a list of qualified agencies will be prepared. Thereafter, only those agencies that are pre-qualified for the works will be invited to submit financial bids.

AWARD CRITERIA:

The Institute reserves the right to:

- Amend the scope and value of contract & reject any or all the bids without assigning any reason. Also for any of the above actions, the institute shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same.
- Effort on the part of the bidder or his agent to exercise influence or to pressurize the Institute for his bid shall result in rejection of such bid. Canvassing of any kind is strictly prohibited.

FINANCIAL INFORMATION

1. Financial Analysis details to be furnished duly supported by figures in Balance Sheet / Profit and Loss Account for 3 (Three) years and certified by the Chartered Accountant, as submitted by the applicant to the Income Tax department (copies to be attached) :

| Financial Years | | | | |
|-----------------|--|-----|-----|-----|
| Sl. No. | Details | (1) | (2) | (3) |
| i) | Gross annual turnover in Hospitality Services | | | |
| ii) | Profit / Loss | | | |
| iii) | Financial Position: a) Cash b) Current assets c) Current liabilities d) Working capital (b-c) e) Current ratio: f) Current Assets/Current Liabilities (b/c) g) Acid Test Ratio Quick Assets/Current Liabilities (a/c) | | | |

- II. Up-to-date Income Tax Clearance Certificate.
III. Certificate of Financial Soundness from bankers of applicant.
IV. Financial arrangements for carrying out the proposed works.
V. Detail(s) of bank account(s) of the Firm in India and abroad.

Note: Attach additional sheets, if necessary

(Signature of the Applicant)

**PERFORMANCE REPORT OF CONTRACTS REFERRED IN FORMS
'B' & 'C'**

*(Furnish this information for **each individual contract** in the following format, from the employer for whom the contract was executed)*

1. Name of contract & location :
2. Agreement No. :
3. Annual value of contract :
4. Date of start :
5. Date of completion :
6. Performance report :
 - i) Quality of service : Excellent/Very Good/Good/Fair
 - ii) Resourcefulness : Excellent/Very Good/Good/Fair
7. Any penalty imposed for bad performance :
8. Any litigation pending :
- :

(Signature)
Senior Level Officer of the Client
(Seal of the organization)

Date:

FORM 'E'

DETAILS ABOUT THE ORGANISATION OF THE COMPANY

| | | |
|----|---|--|
| 1. | Name and address of applicant | |
| 2. | Telephone, Mobile No., Fax No. and e-mail address | |
| 3. | Legal status: (Attach copies of original document defining the legal status) a) An individual b) A proprietary Firm c) A Firm in partnership d) A limited company, corporation or Co-operative society | |
| 4. | Particulars of registration: a) Of the Firm under any prevailing law of India. b) ESI, EPF, Service Tax, Income Tax etc. attach attested photocopies detailing: i) Registration Number ii) Organization/Place iii) Other relevant details | |
| 5. | Name and title of Director(s) and officer(s) with designation and contact details who will be directly concerned with this work. | |
| 6. | Have you or your constituent partner(s) been debarred/black Listed from tendering in any organization at any time? If so, give details. | |
| 7. | Any other information considered necessary but not included above. | |

(Signature of the Applicant)

SCOPE OF SERVICES TO BE PROVIDED BY THE AGENCY

House keeping and facility Management Services for Visitors' Hostel, PBCEC, Outreach, Visiting Faculty Apartment & Main Auditorium.

Responsibility :-

1. Account management.
2. Housekeeping management.
3. Booking management.
4. Complaint management has two categories, first guest queries with instant Soln. second category for staff complaints & generous issue like aquagaurd not run properly.
5. Inventory management.
6. Making and maintaining the the Duty Roaster shift –wise.
Finally all information/management report must reach to office of competent Authority on daily basis/shift wise, when required.

All cleaning materials and equipment should provided by the Institute, contractor manpower used such materials as per norms without damaging it otherwise penalty shall imposed.

- Receiving and allotting accommodation to the guest coming to stay at visitors hostel and allied facilities; services include managing the reception and office, round the clock on all days of the year, maintenance of allotment register, billing, allotment and opening of rooms for bonafied occupants, perfect upkeep of rooms through good housekeeping, and room service (which includes provision of bottled drinking water and waiter service)
- Bedroom linen and bathroom towels shall be changed every day whenever the rooms are in use. In case of higher requirement (during high occupancy) fresh linen, towel etc. should be provided as per requirement. A floor register for this purpose shall be maintained by the contractor and will be scrutinized by IITK official/competent Authority from time to time.
- The contractor should be check the quality cleaning of bed and bath linens as per industry norms before and after laundry services as provided to guests by institu on payment basis at rates approved by IITK competent authority. Travel/Help Desk should assist the guests' requirement.
- Toiletries items to be supplied daily supply can be on the basis of usage of room as per amenities provided by the institute.
- The contractor should promptly send request on PINGLA to institute works department for electrical, carpenter and plumber as when the repairs are reported and also in consultancy of Competent Authority.
- The contractor shall ensure overall general maintenance, like drainage, cleaning, garbage, disposable and wet garbage/plastic and non-plastic waste disposable etc. in an eco friendly manner, using protective/closed bins), services and repairs (electrical, plumbing, HVAC etc.), breakdowns, emergency relief and help on urgency basis. To ensure that managers/supervisors are sufficiently trained and equipped with mobile phones.
- The agency has to provide the necessary contract laborers(housekeeping, room boys, supervisors and facility manager) as required for the Visitors' hostel & allied facilities.
- Housekeeping Management during several institute events PBCEC building of visitors' hostel shall be the sole responsibility of contractor.
- Apart from daily cleaning services, the agency shall be required to provide housekeeping services

to prestige standard for all the rooms and toilets during the hosting of several institute events at PBCEC building of visitors' hostel.

- Services will be provided by presentable, neatly attired and well-mannered trained workers as per their functional designation. The personnel deployed of certified character and antecedents be Indian national and must display name badges and identity card signed by the agency/contractor and be conversant in speaking and understanding Hindi, and English.
- The dress code, as appropriate for particular personnel, to be provided by the contractor to its employees shall comprise the following (the list is not exhaustive but indicative):
 - o Dark coloured trouser
 - o Light coloured shirt (Full / Half sleeve)
 - o Blazers/Jacket
 - o Apron
 - o Tie &/or Bow tie
 - o Shoes /Gumboot – Black
 - o Gloves
 - o Head gear
 - o Chef caps
- The service provider will be responsible to ensure that its employee should be in proper uniform while on duty. However the colour/design of the dress/uniform shall be approved by IIT Kanpur Authority.
- Maintenance and cleaning as per SOP of TGH on daily basis of all the rooms (with toilet cum bath), glass window pane, venetian blinds and all fixtures/furniture at the Guest House including the office/meeting rooms on the ground floor/first floor and other rooms belonging to the Guest House Complex, shall be the duty and responsibility of the contractor and their team. A status report on day to day basis shall be maintained by the contractor as a permanent record and should be sent via Visitor's Hostel (Back office) to Officer In-charge, preferably daily but definitely within the next 24 hours.
- Bedroom linen and bathroom towels shall be changed every alternate day whenever the rooms are in use. In case of higher requirement (during high occupancy) fresh linen, towel, cleaning materials be arranged. All curtains to be cleaned every three months; blankets to be dry cleaned every three months by the contractor at no extra charge. A register supported by the Laundry order/Invoice details for this purpose shall be maintained by the contractor for IIT Kanpur to inspect from time to time.
- Floors of the rooms and corridors/wings A, B, C and D including common rooms, Outer dining Area & same for Lounge area shall be cleaned daily with cleaning material & such cleaning material will provide by IITK. (Like floor cleaner / phenyl (eco-friendly of reputed brands such as Dettol ,Lysol, Ajax, etc.) and will be kept clean all the time. The particular brand used needs to be approved by the IITK authority. Carpets wherever available, shall be cleaned daily by a vacuum cleaner and dry/wet cleaning will be done on quarterly basis, as per requirement. Cleaning of sofa set, covers, curtains of reception will be done as per details mentioned in this tender document, or as and when required. All material provided by IITK at his own expense shall arrange all consumables and cleaning materials for both dry & wet cleaning only the contractor has to provide Services against such works.

List of Cleaning Agents to be used under instruction of competent Authority:-

All the below listed items provided by the institute to Housekeeping Department.

- | | |
|-------------------------|------------------------------|
| 1. Dusting cloth | 2. Scrubbers with handle |
| 3. All Purpose Cleaner | 4. Dust Pan |
| 5. Window Glass Cleaner | 6. Dust brushes |
| 7. Window Applicator | 8. SS scorch pads/Steel wool |
| 9. Window Squeeze | 10. Nylon brooms with sticks |

- The Contractor shall ensure wearing of smart, neat, clean and well-ironed uniform by Security personnel deployed at IIT Kanpur. The uniform is to be worn by the personnel at all time during the deployment and shall be in good condition. The pattern and outlook of the uniform will be decided by the Institution and should be identical.
- The Contractor shall provide necessary accessories and all safety equipment to the deployed personnel at his own cost.
- Contractor personnel will bear good personality, smart turnout, well dressed with neat & clean uniform and of sound health, physically fit and mentally alert. All the contractor personnel should be polite and have good vocal capability. Preference should be given to them who can understand, speak and write the Hindi and English languages.
- The contractor will produce medical fitness certificate for all their men/women while appointing at the time of first deployment and also to submit annual medical certificate for all personnel every year. No physically unfit personnel should be deployed for related duty.
- Replacement of any personnel shall be provided within 24 hours from time of intimation as and when required. Decision of Head of Department, Visitor Hostel and allied facilities IIT Kanpur will be final in the matter of withdrawal/removal of any of the personnel deployed by the contractor and shall be binding on the contractor and the contractor shall replace with such personnel within 24 hours of intimation.
- The contractor will be responsible for all his employees in observing security and safety regulations and instructions as may be issued by the Institute from time to time.
- Any change of staff should be informed in advance.
- In case the property of the IIT Kanpur damaged or defaced due to misuse or mishandling or carelessness by the contractor or his employees, the contractor will be liable to replace the item at his own cost or the Institute shall have the right to recover the loss from the contractor.
- The contractor shall not appoint any Sub-contractor for the work assigned to him without the written permission of the Institute.
- The contractor personnel deployed by the Contracting contractor shall not be treated as the Institute's staff for any purpose whatsoever. The contractor shall be responsible for strict compliance of all statutory provisions of relevant labour laws applicable from time to time in carrying out the above job. The Institute shall not be liable, to any penalty under relevant rules, enactment or related regulations for which contractor is responsible under the law.
- The contractor shall be responsible for fulfilling the requirements of all provisions of relevant enactments viz. The Minimum Wages Act 1948, The Payment Of Wages Act 1936, The Contract Labour (Regulation & Abolition) Act, 1970 and as enforces by Govt. time to time and all other labour enactment at his own risk and cost in respect of all staff employed by him and keep the Institute indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts etc..
- The contract will be effective initially for a period of one (01) years and extendable up to 3 years subject to appraisal of satisfactory performance by Visitor's Hostel Management committee (VHMC).

- The Contractor shall be responsible for maintaining an effective pest control services within the premise (both inside & outside) of the Guest House through Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repellent, or any other effective and modern and safe means etc. to control pests, shall have to be done on a regular basis and additionally whenever required as suggested by IIT Kanpur. The contractor shall be responsible for maintaining a pest control log book for record keeping and checking purpose of the Officer-in-Charge, & competent Authority. Failing which the contractor is liable for penalties as mentioned in the penalties clause of this tender document.
- Bathroom/toilet shall be cleaned daily and mopped with cleaning materials as provided by IITK preferably ISI marked good quality reputed bathroom cleaner / toilet cleaner like (eco-friendly WHO recommended materials of reputed brands such as Lysol, Dettol, Harpic, Ajax etc.). Air filters of Split/Window type air conditioner shall have to be thoroughly cleaned at regular intervals. Liquid Soap Dispenser/ Bath Soap, tissue rolls, toilet paper, room fresheners such as Odonil, Glade, etc., naphthalene balls, duster brooms and other cleaning/sanitary materials shall be provided by the IITK. The particular brand used for various items needs to be approved by the IIT Kanpur authority.
- IIT Kanpur will hand over to the contractor all materials such as beds, cots, chairs, tables, refrigerator, machinery tools/appliances & all general consumables(as mentioned in above points) and the contractor has to agree to keep proper inventory of such items. The contractor shall take care to maintain these items properly. Malfunctioning of any equipment shall not be entertained as excuse for unsatisfactory services. Upon end of contract / termination thereof, the contractor is liable to return the same to IIT Kanpur in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill or security deposit of the contractor.
- The contractor shall be responsible for quality cleaning of bed and bath linens as per industry norms. The contractor should also provide laundry services to the guest(s) on payment basis at rates approved by IIT Authority.
- The contractor shall ensure overall general maintenance, cleaning of drainage system of entire Guest House premise (both inside and outside plinth area), regular spray of disinfectant, bleaching powder or pest control chemicals in drain chambers at no extra cost to IIT Kanpur. Cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins), services and repairs (electrical, plumbing, air-conditioning, etc.) under concern of competent Authority & do needful with coordination of our civil department or directly complaint on PINGLA, breakdowns, emergency relief and help on urgency basis. To ensure that managers/ Supervisors are sufficiently trained in related fields or basic computer tech & equipped with mobile./ Phone.
- The contractor must ensure to maintain the minimum (as requirement put in given tender) number of manpower to meet the contractual obligation and also arrange a pool of standby cleaning staff/supervisor to meet the needs of services during any unwanted situation such as mass absenteeism. In the event of any shortage in the minimum number of manpower or man hours on a particular shift/day, an amount proportionate to a day's salary will be deducted from the monthly bill of the contractor. Proper record of daily Biometric/ RFID attendance (electronic muster roll) of each staff must be submitted to Back VH office/competent Authority on daily basis. Contractor must also submit the detailed monthly summary of biometric/ RFID attendance w.r.t. its workers along with monthly bills.
- Bills for the service should be presented to the visitor staying at the guest house and payment to be received as in consolidate monthly bill & All amenities(incl. rooms & Office area), materials or in need of any equipment, tools related to Housekeeping services, then Housekeeping supervisor must shall inform the competent authority or appointed Nodal Officer prior 3 weeks with complete description of

product & reasonable justification for procuring that product.

Obligation of IIT Kanpur

The Institute shall provide following inventory:

1. **All the material shall purchase or provide by the Institute but its stock management & proper distribution & regulation on time assurance will done by the side of contractor.**
2. Any kind of negligence in such duties by contractor/Agency side will attract max. penalty (as mentioned or given at that time by the competent Authority).
3. Furnishing of rooms.
4. All the safety equipment is to be served /provided by Contractor as per requirement given by Employee like pair of good quality uniform and pair of shoes (as approved by competent Authority) .
5. All the cleaning material is to be purchase by Visitor' as per requirement.
6. Materials shall provided by the Institute as mentioned below, only the contractor role is to provide the manpower which help in maintaining, operating the services of visitor's hostel.
7. Air Conditioners, Voltage Stabilizers (if required), TVs, Geysers, etc.
8. Provision of Curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, wall hangings etc. as one time support.
9. Telephone instruments and extensions, computer/modem/TCPIP connection.
10. Electrical fittings, tube lights, bulbs, fans, etc, as aggregate level infrastructure will be provided by IITK.
11. Payment of electrical charges, water charges, telephone bills, house/municipal tax shall be taken care of by IITK.
12. The Cable Network/Dish TV will be provided by IITK in all rooms.
13. It shall be the responsibility of contractor to keep the hostel premises free from the menace of dogs and stray cattle.
14. Renovation/addition to the building, solar water heating, fire, emergency power line etc. shall be taken care of by the institute.
15. Cable TV connection and its monthly subscription will be provided by the institute but TV and DTH channel daily working report given by contractor assigned person to competent Authority.
16. Matter related to civil or major electrical works shall be taken care of by the institute.
17. Racks, Almirah, Room Locking, arrangements, shoe/luggage rack etc. as one time support.
18. IITK will provide a comprehensive computing software and room reservation/allotment system, networked connection/interface, billing, inventory management and complaint redressal mechanism through the said software and its day to day report must reach to the office of competent Authority.
19. Any other general works regarding H.M. services as per the instruction issued by competent authority.
20. The contract is for a period of 12 months, extendable up to 36 months, subject to satisfactory services by the agency which shall be reviewed every 12month.

HANDING / TAKING OVER

- **IITK will hand over to the agency materials like beds, cots, linen chairs, tables, mixer/grinder, fridge, kitchen equipment's, machineries' etc, and the agency has to agree to keep proper acknowledgement and agency shall take care to maintain these items properly. Malfunctioning of any equipment shall not be entertained as excuse for unsatisfactory services. Upon end of contract/termination thereof, the agency is liable to return the same to IITK in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill or Security Deposit.**
- The fittings, fixture, furnishings, linen, gadgets and all other items will be properly handed over after making separate inventory/bar coding and details of each items giving specification, duly signed by institute representative of the visitors' hostel, IIT Kanpur and the contractor for the visitors' hostel. Each room shall display the inventory list and be reconciled on quarterly basis with compulsory annual inventory verification of the complete visitors' hostel & report must reach to the competent Authority.

GENERAL TERM AND CONDITIONS

1. Bids submitted after the deadline shall not be accepted under any circumstance what so ever.
2. Any conditional bid shall not be considered and will be out rightly rejected in the very first instance.
3. The bidder shall quote the technical and financial bids as per the format enclosed.
4. The Earnest Money will be forfeited if the bidder rescinds from the offer.
5. The Bidder should include the list of firms where they have provided similar services at least in the last 3 years, along with name, phone and fax number of the contract person there, so that reference for their services can be obtained, if required.
6. All entries in the BOQ form in financial format should be legible and clear. **No digit/No. transparency is permitted in the financial Bid Form. In such cases, the tender shall be summarily rejected.** Cutting, if any, in the technical bid must be initiated by the person authorized to sign the bid.
7. IITK being an Educational institution, the contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.
8. All personnel/employees/workmen employed by the agency shall be, preferably, in the age group of **18-57** with good health and sound mind. The personnel/employees/workmen of the agency shall be liable to security screening by the security staff/agencies deployed by IITK.
9. The agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of IITK.
10. The agency shall appoint qualified and competent workers; appropriate operations-in-charge personnel should be deployed by the agency, at their own cost, to ensure that the services rendered by them are at the level of **three standard** the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the IITK the agency as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees/workmen to fulfill their obligations under this agreement with enough reasons for doing so, with approval of the institute authority.
11. The employees/workmen employed by the agency shall always be under the direct and exclusive control and supervision of the Institute and the agency may transfer its employees/workmen and in accordance with their needs, provided in consultation with the officer-in-charge/competent Authority, visitors' hostel allied facilities/ the officer designated by the director, IITK adequate and necessary numbers of employees/ workmen are deployed by the agency for fulfillment of their contractual obligations/ manpower requirements under this agreement. It shall be the sole responsibility of the service provider to ensure that employees/workmen, deployed by him, fulfill the obligations undertaken by the services provider under this agreement and the service provider shall provide such employees /workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
12. The number and composition of staff required for VH, VFA ,Outreach Centre, Auditorium & PBCEC etc. should be given in prescribed forms. The tenderer should have sufficient number of permanent employees on roll, specifically qualified and trained for housekeeping and allied work as per tender requirement/manpower requirement list.
13. The successful bidder shall furnish the following documents in respect of the individual man

power who will be deployed to IITK before the commencement of work:

- a. **List of manpower short listed by agency for deployment at IITK containing full details i.e. date of birth, marital status, address etc.**
- b. **Bio-data of the persons with passport size photograph.**
- c. **Character certificate from a gazetted officer of the central/state government.**
- d. **Certificate of verification of antecedents of persons by local police authority.**
- e. **Their deployment will be only after the clearance from the security unit of IIT Kanpur.**

14. The selected agency shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the visitors' hostels.

15. Services will be provided by presentable, neatly attired and well-mannered qualified and trained attendant/personnel as per their functional designation, mentioned. The personnel deployed of certified character and antecedents be Indian National and must display name badges and identity card signed by contractor and be conversant in speaking Hindi, English.

16. Each & every report should be maintain regularly & pre- executive actions taken regarding housekeeping Services must be done under consultancy or in concern of competent Authority.

17. The agency should provide min. two good quality appropriate winter and summer uniforms seasonally to all personnel employed by him. The staff should wear uniforms as per their job assignments. Staffs working without uniform are liable to be turned down from being engaged in work in the visitors' hostels. The specified uniforms are as follows:

Housekeeping- Appropriate full uniform for gents and ladies.

Likely:- (Light grey shirt + dark grey pant)

- **Supervisor- Sky blue shirt & black pant.**
- **Reception Staff- White shirt & Black pant.**
- **Account & Facility Manager- Same as reception dress.**
- **Sweaters/blazers in winter is as per match .**

- **Follow as per said criteria towards dress or decided by the institute's (VH) competent Authority.**
- **Contractor will be ensure, all his employee wear full neat and clean uniform as per higher grade industry norm.**

General Rules for all staff while Duty :-

- 1) While doing work the worker's personal cell phones must be in silent or vibrational mode.
- 2) All employees should wear full neat & clean dress(shoes, socks, or as per favorable mentioned dress + Name Plates/Badges of their names(mandatory)).
- 3) Prepare all the types of register of appropriate field & check/maintain it regularly.

RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

Log Book (Daily/Weekly/Monthly)

| | | |
|--------------------------|------------------------|--------------------------------|
| Visitor Register | Cleaning Checklist | Staff Personal data file |
| Guest Comment Book | Machine Checklist | Food Bill Book |
| Check in and out Reports | Key register | Staff orientation file |
| Attendance Register | Medical box Check list | Staff Training File |
| Lost And found Register | Grooming Register | pre maintenance service report |

- 4) And it is the responsibility of facility manager to keep briefing/check of such registers & also finalized the work of next day. During briefing he also ensures that the employees is in proper dress & matched all general aspects or not.
18. The contractor should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions.
19. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Competent Authority, IIT Kanpur or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.
20. All personnel and their bags and baggage deployed with the contractor shall be liable for physical security check both at the time of entry and leaving the visitors' hostel campus. The institute may introduce a system of Bio Metric/GIS checking system, bar-coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the visitors' hostel and allied facilities.
21. The service will be provided round the clock on all days of the year (24x7x365) with sufficient number of manpower required to run the operation, Leaved of the contract employees of the agency should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty to the contractor.
22. No Items will be taken out of the visitors' hostel and Allied Facilities without written permission of the officer-in-charge, Visitors' hostel and Allied Facilities or the designated officer nominated by the Competent Authority, IITK normally no inventory be shifted from one room/place to another, without approval of Authority, Visitors' Hostel and Allied Facilities/designated officer and making valid entry in the stock register of the inventory.
23. The allotment of rooms (accommodation), in the visitors' hostel will be done by a nominated official of IITK, the institute will introduce a web/IT based room reservation system/billing etc. which will be binding and acceptable to the contractor.
24. Room and other charges will be collected by the contractor and the same will deposited with official nominated by IITK room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited on next working day, failing which 24% interest will be charged on the withheld amount from the contractor.
25. No accommodation for workmen, supervisors and proprietor shall be provided by the institute the agency shall have to make his own arrangement for the lodging and boarding for their workmen.
26. The contractor or his representative will not allow any unauthorized person including company officials to stay in the visitors' Hostel, if at any time or during surprise check it is found that any unauthorized person is staying in the visitors' hostel, the contractor will be directly responsible and a financial penalty of Rs.10,000/- per day will be imposed on the contractor for the damage and the same will be recorded in the complaints precedence register.
- 27. IITK will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy**

duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.

28. Compliance of policy regulation viz, payment of central government minimum wages act, employers liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date existence or revised/changes in future, will be whole sole responsibility of the contractor. In this regards the contractor at all-time should indemnify IIT Kanpur against all claims and will maintain necessary books, log, register, verification, returns, receipts, computerized database etc, mandatory as per the law and as per the government rules and make its available for inspection and verification to the concerned government office/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government Machinery and summary termination of contract and/or such other action as the state me deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc. including registration number shall be provided to the IITK authority for verification and record.

LEGAL

For all intents and purposes, the bidder shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IITK for contractual services.

- a. The selected agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. IITK shall in no way be responsible for settlement of such issues whatsoever. IITK shall not be responsible for any damages, losses, FINANCIAL or other injury claims to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
- b. The manpower deployed by the contractor shall not have any claims of Master and Servant relationship with IITK nor have any principal and agent relationship with or against IITK.
- c. The manpower deployed by the contractor for the contract job shall not be entitled to claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IITK during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not have any claim for absorption in any capacity in IITK.
- d. The Contractor should communicate the above to all the manpower deployed by him in IITK.
- e. **The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government. The bidder will maintain proper record as required under the Law/ Acts. The contractor shall be responsible for fulfilling the requirement of all the licenses and other provisions of Minimum Wages Act. The authorized representative of Institute & officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance with all statutory provisions of the relevant laws applicable from time to time for carrying out the contract job. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments etc. for any reason whatsoever, the Institute shall recover the same from any dues payable by Institute to the contractor and/or from the security deposit of the contractor.**

- f. The selected agency will be responsible for compliance with provisions relating to Provident Fund, Employees State Insurance etc. in respect of the persons deployed by it at IITK.
- g. The selected agency shall also be liable for depositing all taxes, levies, Cass etc. on account of service rendered by it to IITK, to concerned tax collection authorities from time to time as per extant rules and regulations.
- h. The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned competent authority of IITK or any other authority under Law.
- i. Tax Deduction at Source (T.D.S.) shall be applied as per the provisions of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by IITK.
- j. In case the service provider fails to comply with any statutory/ taxation liability under appropriate law, and as a result thereof IITK is put to any loss/ obligation, monetary or otherwise, IITK will be entitled to get itself reimbursed from of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms
- k. The selected agency will indemnify IITK against all legal, FINANCIAL, ESI & EPF, taxation, and associated other liabilities.
- l. To resolve any dispute/ legal issue matter will be referred to competent Authority, IITK or a person nominated by him. If any dispute/ legal issues are not settled through arbitration, then legal jurisdiction would be Kanpur only or settled by the IITK director.
- m. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before or after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach therefore, shall be referred to a Sole Arbitrator to be appointed by the Director/competent Authority of the Institute at the time of the dispute.
- n. If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns for any reason from the position of arbitration, it shall be lawful for the Competent Authority of the Institute to appoint another person to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties consent to his effect, failing which the arbitrator shall be entitled to proceed de-novo.
- o. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitrator at the time of invocation of arbitration under the clause. It is a terms of the contract that cost of an arbitration shall be borne by the parties themselves. **The venue of arbitration, if any, shall be in Kanpur.**
- p. Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being enforce shall apply to the arbitration proceedings under this clause.

FINANCIAL

1. The EMD in respect of the agencies which do not qualify the technical Bid (First Stage)/ financial bid (Second competitive Stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful bidder shall be adjusted towards the performance security Deposit. Further, if the agency fails to deploy manpower against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.
2. Bids offering rates which are lower than the minimum wages for the pertinent category would be rejected.
3. The proof of remittance of statutory contribution of PF, ESI of the employer and employee to the appropriate agency, for those employed at IITK must be provided by the selected agency to IITK every month along with the claim bill shall not be settled.

4. **The successful bidder will have to deposit (Rs 2,00,000/-) as performance security deposit, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee demand draft or Bank Guarantee drawn in favor of "Registrar, IIT Kanpur" payable at Kanpur-208016 must reach Back office Visitor's Hostel IITK . The Performance security should remain valid for a period of 60days beyond the date of completion of all the contractual obligations of the service provider.**
5. In case of breach of any terms and conditions attached to this contract, the performance security deposit of the agency will be liable to be forfeited besides termination of the contract.
6. The agency shall raise the bill, in duplicate, along with the following documents in respect of the persons deployed and submit the same to the officer-in-charge, visitors' hostel. IITK in the third week of the subsequent month or earlier, but after disbursement of wages to the contract laborers. As far as possible the payment will be released within four weeks from the date of submission of bills in all respect
 - a. **Current month Invoice**
 - b. **Current month Acquaintance(Wage) register duly signed by the individual contract laborers**
 - c. **Current month attendance register**
 - d. **Current month ESI remittance challan with consolidated breakup details**
 - e. **Current months EPF remittance challan, as applicable, with consolidated breakup details**
 - f. **In addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.**
 - g. **During the course of the contract, any increase in the minimum wages as announced by the central government (and applicable increase in ESI,PF) is applicable for the housekeeping component only, and corresponding increase in contractors' administrative charges will be borne by the institute , subject to producing documents for disbursing the increased wages & all other charges (other than provisions & levies) will remain fixed during the duration of the contract.**

ANNEXURE

DETAILED SCOPE OF WORK FOR VISITOR HOSTEL MANAGEMENT and RECEPTION SERVICES

1. Manage the Reception counter by a professional and experienced person (minimum 01 years of diploma or at least one years of Experience in front office operations in similar organization) who will attend the guest with decent and hospitable manner;
2. Maintain the check-in and check-out in both register and in system.
3. Allot the rooms in the visitors' hostel as per the directive received from main VH office.
4. Arrange safe handling of baggage of the guest;
5. To attends the telephones, and maintain a call traffic register.
6. Maintain the Complaint Register (standard Format) which should be available on demand.
7. To arrange emergency transport as and when required by the guest.
8. To provide information with regards to rail/timings and information related to campus to the guests on request.
9. To ensure overall cleanliness in the surrounding area of the Reception Counter, Lobby.
10. To report the **ROOM-WISE OCCUPANCY STATUS** every morning to the In-charge/competent Authority visitor hostel through facility Manager of the firm/Company.
11. To Report non-functional electrical gadgets (Geyser, Fan, Lights, AC etc) and other maintenance issues of the rooms as well as common areas to the officer In-Charge/Nodal Officer, Visitor Hostel and Allied Facilities through their Facility Manager or appointed supervisor. A register to be Maintained for purpose, room-wise and the same to be brought to the notice of the appointed Nodal Officer Visitor's Hostel daily through Facility Manager.
12. At the time of check-out, to ensure that all the items provided in the room (like Remote of TV etc) are available in the room in case of any missing items the contractor will be solely

responsible to replace the same in consultancy of competent Authority.

HOUSE KEEPING & JANITORIAL SERVICES

All systems and processes in soft services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, state of art equipment's, eco-friendly cleaning products and proven processes. The results should be of a superior quality performance level.

1. To ensure that all the rooms, fixture and fittings attached to the rooms are kept well cleaned, regularly as specified in the cleaning service (Record to be maintained for verification).
2. To ensure that all rooms are provided with following items at any point of time (Record to be maintained for verification). These Items will be provided by the Institute.

| | |
|---------------------|--------------------------|
| a. Bed Sheet | b. Hangers |
| c. Bed Cover | d. Bucket |
| e. Pillow Covers | f. Foot Mat |
| g. Blanket | h. Mug |
| i. Blanket Linen | j. Dustbin |
| k. Bath Towel | l. Bath Mat |
| m. Hand Towel | n. Fridge (In All Rooms) |
| o. Tumblers (Glass) | p. Electric Kettle |
| q. Coasters | r. etc any other |

3. The Agency shall ensure the availability of toiletries and consumable for each rooms per new occupant, if not do the needful against as per Authority said & all such expenses bourne by the Institute.

4. The agency shall ensure the following items are replenished in each room & all these items provide by IITK , contractor only shall ensure the work of such things should do properly.

- Goodnight/All-out mosquito repellent with refills
- Toilet Tissues Rolls (02Nos.)
- Room Fresheners
- Naphthalene Balls
- Battery Cells (in working condition for TV, Wall Clock and Ac remotes etc.

Service Standards:

- **Basic Standard:** Maintain at all times in good condition – Office Areas, Service Areas, Public Areas, and Utility Areas, Fire exits, Stairways, Terrace, lifts, car parking and external areas etc.
- **Prestige Standard:** High Standard of cleanliness and appearance at all times including maintaining higher floor gloss – VIP presidential Suites, Conference room, Banquet area, Reception Areas, Lobbies and VIP floors etc.
- **Hygiene Standard :** Areas where a high hygiene standard is mandatory – Toilets, cafeteria, vending areas, waste bins, hidden surfaces, Hinges, underside of workstations etc to be maintained free of dirt, stains waste matter, watermarks and scale using appropriate cleaning and sanitizing materials etc.

Types of Cleaning:

- **Routine Cleaning:** tasks to ensure that office, toilets, meeting areas, public areas & all other routine work areas, furniture & floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.
- **Reactive Cleaning:** Reactive service to maintain full & safe use of **facilities** - response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.

- **Periodic Cleaning:** Activity includes all deep cleaning and periodic cleaning activities of the communal & public areas and activities that require more frequent cleaning than routine cleaning, vending points and cafeteria.

Zoning:

The Frequency of daily cleaning should be divided into 03 zones:

- Green Zone – Cleaning – mechanically / manually. Frequency – Once a day.
- Red Zone – Cleaning – mechanically / manually. Frequency – Once a day minimum followed by further cleaning upon request / instructions.
- Yellow Zone – Cleaning – once at commencement of shift & repeated till the end of the shift. Busy areas with continued upkeep like Lobby, Reception area, corridors, Passages etc.
- Colour coded cleaning tools for different areas.
- Colour coding of each type of waste with specific colour bins for easy identification by users.
- Go-green initiatives should be apart of agency's mission with the usage of eco-friendly branded cleaning chemicals.

CLEANING SERVICES

It is necessary to maintain the environment of the Visitor Hostel, VFA, Auditorium & PBCEC in a healthy and hygienic condition round the round – the – clock. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs are to be carried out under cleaning Service:

All cleaning & maintenance activities daily twice or as and when required.

- **Daily Cleaning:**
 1. **As per recent pandemic issue or for future in case of any emergency, sanitization of the entire area done on regular basis till entire period of emergency & also follow/regulate all the Govt. norms as said & it is the responsibility of contractor to check & implement or regulate such rules properly.**
 2. **Sanitization in complete hostel area including back office during epidemic /pandemic situation or either as per requirement, said by competent Authority.**
 3. Sweeping of the entire premises.
 4. Damp moping of tiles, vitrified floors, staircase, sidewalls, corridors, passages.
 5. Dusting of desk, table, chair, chair and furniture located in the rooms occupied.
 6. Special attention will be paid to the cleaning of wash basins.
 7. It is the duty of housekeeping supervisor to saw the supply of Food to various facility area or guest room as per requirement & it is the sole responsibility of guest service attendant to make dining place(including rooms & other area) before and after serving dish is neat and clean.
 8. Proper disposal of garbages in sanitary bins & hazardous material make sure to be dumb properly or as per Govt. stated norms.
 9. Reception ensures that the guest may satisfy with our facilities & intimate such guest feedback with Catering section & make proper relation/coordination for smooth running of all such catering facilities.
 10. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants.
 11. All the wash basins, toilets pans should be kept stain free harpic/sanifresh etc.
 12. All surfaces shall be free of germs, soap and mud at the wash rooms/WCs.
 13. Replacement of bathing towels/hand towels on daily basis in all WC facilities/wash-up

area.

14. Cleaning of door mat, aluminium doors, and aluminium fish plates etc.
 15. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets.
 16. Emptying all waste paper baskets from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located.
 17. All waste wet and dry from waste paper baskets etc. will be collected and disposed –off as per the guidelines every day.
 18. Cleaning of bath fittings with silvo.
 19. All such amenities(described in above mentioned points) will provide by the institute under surveillance of competent authority as per requirement but its proper usage & record maintenance is sole responsibility of contractor.
- Criteria of Doing Daily Work (Routine) :- once clean in a daily basis.
 - General Area
 7. Pavement Blocks/RCC driveway/Asphalted /Brick pavements.
 8. Facia, Roof, Ceiling & Columns
 9. Cleaning of Dustbins.
 10. Misc. areas like Boundaries walls, other areas /railings
 - Office Area /Class rooms /Meeting rooms/Auditorium :-
 1. Floor – four times a day.
 2. Glazing/panes, Doors, Windows, and Venetian Blinds – Four times a day.
 3. Cleaning of furniture and fixtures – Daily once.
 4. Switch Boards , telephone instruments, Picture frames etc. – Daily once.
 5. Sweeping of walkway /passages/staircase incl. railings – Daily four times.
 6. Cleaning Dustbins, waste paper baskets – As & when required.
 7. Cleaning of Doormats – As or when required.

TOILETS

- Floor/walls –Daily six times.
 - Sanitary ware, water taps – Four times daily.
 - Toilet Bowls, urinals wash basins – six times daily.
 - Furnishing, electrical equipments & exhausts – Daily once.
 - Mirror & other glass surfaces - daily four times.
- **Weekly Cleaning:**
 1. All glass doors, windows of the premises would be cleaned using damp and dry method.
 2. Glass table tops, doors partitions and glass accessories would be cleaned using solvent.
 3. Cleaning of photos, sculptures, panels, glass/board partitions etc.
 4. Wipe/clean/polish of all staircase/metal railings, passages, corridors with detergents/brasso/silvo etc.
 5. Dusting/Cleaning of Venetian blinds.
 - **Monthly Cleaning:**
 1. To remove cobwebs from the entire visitor hostel premises wherever they exist.
 2. Scrubbing of all floor areas.
 3. Carpet in Guest Rooms if any to be cleaned with shampoo by an experienced personnel.
 4. All wooden/leather furniture to be dusted, polished, cleaned with solvent and

maintained in good condition.

5. Washing/dry cleaning, ironing and refitting of curtains.

List of Cleaning Agents to be used as provided by the Institute:

- | | |
|----------------------------------|--|
| 1. Dusting cloth & sponges | 2. Scrubbers with handle |
| 3. All Purpose Cleaner | 4. Dust Pan & Broom |
| 5. Window Glass Cleaner | 6. Dust brushes |
| 7. Window Applicator | 8. SS scorch pads/Steel wool |
| 9. Window Squeeze | 10. Nylon brooms with sticks |
| 11. Garbage Bags Large | 12. Floor dust mops with holder & bucket |
| 13. Garbage Bags Medium | 14. Feather duster |
| 15. Garbage Bags Small | 16. Spray bottles |
| 17. Air Freshener | 18. Toilet brush |
| 19. Insect Killer | 20. Hand brush |
| 21. Naphthalene ball | 22. Plastic buckets |
| 23. Dettol | 24. Extension pole for glass cleaning |
| 25. Depdorant/fresheners | 26. Garbage bins of different colures of 100 liters. |
| 27. Toilet paper rolls | 28. Harpic/Flush Clean |
| 29. Single Disk Scrubber | 30. Wet/Dry Vacuum Cleaner |
| 31. Manual Sweeper | 32. Scrubbing machine |
| 33. Wet/dry moping system | 34. Housekeeping trolley for each Floor. |

TENDER FEE NOT APPLICABLE & EMD SHOULD CHARGED AS MENTIONED

1. The tender document, terms and condition and qualification required can be obtained from the office of the officer-in-charge, Visitors' hostel and allied facilities same posted at the institute website(<http://www.eprocure@iitk.ac.in> and CPPP portal).
2. The proposal complete in all respect be submitted along with an Earnest Money Deposit (EMD) of Rs.50,000/- to be paid by Demand Draft drawn in favor of 'Registrar, Indian Institute of Technology Kanpur, payable at SBI, IIT Kanpur Branch (Branch Code: 1161), from any nationalized/scheduled bank must reach office of VH & Allied Facilities.
3. The EMD deposit via demand draft should remain valid for at least 90 days (Three Months) from the last date of submission of tender.
4. No interest is payable on refund of EMD.

TERMS OF PAYMENT

1. The agency should deploy the manpower as mentioned in the note and as per the manpower provided for the particular month of claim.
2. The contractor will be paid as per approved rate (award of contract/work order) on monthly basis by IITK for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification the satisfactory service have been rendered during the month.
3. **Attendance sheet, with signature/attendance status of persons deployed and verified (by the identified person of the institute) shall be enclosed with the bill. A copy of challan in proof of PF and ESI deposited and any other payments there to contractual and obligation, made in respect of such engaged employees the previous month deputed for this work, be enclosed by the contract , with the monthly bill. A certificate that previous month payments of the employees under the contract and**

payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement. It is mandatory that all such disbursements be done by cheque/pay order or bank-e-transfer.

4. Monthly Payment will be made within 15days of submission, in favor of the contractor (in the name of the firm/agency, as per award of contract and agreement)after making necessary deduction (income tax/TDS, surcharge, other statutory taxes, losses, penalty etc)GST (if applicable, as per rules) shall paid on submission of documentary proof.
5. The contractor need to provide details of his bank account number, name and address of the bank, branch and branch code and IFSC code etc. to facilitate payment through bank (e-payment process).
6. If the scope of service increase (as per written communication and record) and /or at the time of award of the contract, including extension of 01year and part thereof , including complete month, after the period of contract or otherwise, same will be extended on mutually agreed term and condition.
7. IITK authority will have the right to inspect the books of accounts of the firm/agency.

PERFORMANCE SECURITY DEPOSIT

The contractor shall submit a bank Guarantee or FDR(Rs 2,00,000/- as performance security deposit) in favor of 'The Registrar, Indian Institute of Technology Kanpur, payable at SBI, IIT Kanpur Branch (Branch Code: 1161), drawn on any nationalized/scheduled bank, towards performance security deposit. This deposit shall be fortified in case the contractor, who fails to discharge its duties/ commitments or whose contract is terminated pre-maturely. The security money so deposited with the institute will be released after three months of expiry of agreement period if not extended otherwise.

TERMINATION OF CONTRACT

1. If services of the contractor are not found satisfactory they be will be issued a written notice for improvement by the IIT Kanpur Authority. If satisfactory improvement is not found (within 2 weeks) after this notice, penalty for poor service as specified in the agreement, a final two month's notice will be issues to the contractor by the IITK authority to terminate the contract without prejudice to any rights or privileges accusing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
2. Independently, IITK reserves the right to terminate the contract by giving a two months' notice to the agency beside immediate termination of contract.
3. In case the contractor is required to (or decide otherwise) to discontinue the contract, he /she should give at least three months' notice to IITK and shall remain essentially working for the said period of notice, till alternate arrangements are made.
4. In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving two month notice.
5. The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.
6. In case of breach of any terms and condition attached to the contract, the performance security deposit of the contractor will be liable to be forfeited, beside immediate termination of the contract or other lawful action that may be taken the contractor.
7. The contractor shall give vacant premises to IIT Kanpur and return all the Institute equipment/fixtures and other items, facilities etc (as work contract) once the contract period is over and/or terminates.

DAMAGES AND LOSSES

All the equipment and the items at site stands at the risk and sole of charge of the contractor who shall deliver in proper condition at the time of annual stock to be done by IITK any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the contractor. The contractor or his representative shall be present during the stock taking. If the contractor or his representative does not make them available, the stock taking shall be conducted in their absence, and which will be binding on them. For losses, if any due to natural calamity or any other act of God, beyond the control of either party, IITK will replenish the same, as per obligation mentioned above.

COMPLAINT

The contractor shall keep a suggestion box to be provided by IITK to record any suggestion/complaint on performance of services, by the guest and produce to IITK or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their re-occurrence. The contractor shall attend to all the complaints and address as possible to the satisfaction of IITK the contractor will provide guest feedback forms in each room and collect it to tabulate/display the observation/feedback, grievances or risk and sit for monthly meetings with IITK/visitors' Hostel competent authority.

MISBEHAVIOR OF EMPLOYEES

The employees of the contractor shall maintain strict discipline and not use any violent, absence or offensive language while inside the premises. **Smoking, Consuming Alcohol, eating or chewing pan/tobacco/zarda/gutkha etc, and spitting inside the premises is strictly prohibited.** In the case of misbehavior, IITK has the right to terminate the contract. It will be mandatory for the conducting agency to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an intuition of national importance. Nothing prevents IITK to even advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fact disposal.

The selected agency shall not involve in any bribery or other unethical activities with anyone employed at the institute. Involvement in any such activity shall entail a penalty of Rs.10,000/- for the first three incident. Subsequent occurrence of such incidents will entail in termination of the contract without any notice.

Any personnel deployed by the Agency, refuses work or creates indiscipline would have to be immediately replaced with the consent of competent Authority, Visitors' Hostel/ The designated officer. IITK reserves the right, to ask the agency to terminate the services of any of the agency's employees immediately on grounds of non compliance of duties or if found guilty of misconduct. IITK will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the agency.

In case, the person employed by the successful bidder commits any act of omission/ commission that amounts to misconduct/indiscipline/incompetence/Security risk, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

PERSONAL HYGIENE

Agency shall ensure that staff deployed in catering services is free from any infection or communicable disease and arranged their regular health check-ups. **The staff should trim their nails regularly and wear caps and gloves at work place. Smoking, Consuming Alcohol, eating, chewing pan/tobacco/gutkha etc, and spitting inside premises is strictly prohibited.**

BREAKAGE

All damages/breakage to the equipment/inventory in the charge of the contractor, if caused due to negligence of the contractor's employee, the cost or repair/replacement of the equipment will be borne by the contractor. Whether the damage/breakage has caused due to negligence or normal wear and tear shall be heard and will be decided at sole discretion of IIT Kanpur.

REPLACEMENT

Replacement of articles (viz. linens, room amenities, general consumables item/Inventory etc.), which have been lost be done after proper assessment by the competent authority and as per decision/mutual discussion and shall be borne by the contractor.

FORCE MAJEURE

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed here in shall mean, acts of god, war revolt, riots, fire, flood and act and regulations of the Government of India or any of its authorized agencies.

Upon the occurrence of such cause and upon its termination the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7(seven) days of the alleged beginning and ending therefore giving full particulars and satisfactory proof.

Time for performance or relative obligation suspended by the Force Majeure shall be extended by the period for which cause lasts or condoned by the Institute without any penalty.

If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option of authorize the contract in whole or part therefore at its own discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances. For the period of force majeure, no amount shall be payable to the contractor.

15. PENALTY

Deduction on Account of unsatisfactory catering services and improper housekeeping and maintenance of the visitors' hostel, common places/facilities etc, will be made from the monthly bill. The recovery will be decided by the officer-in-charge, Visitors' Hostel/ the designated officer. The methodology for deduction will be as under:

1. In case of shortage of manpower, an amount proportionate to the shortage of manpower, Taking into account number of employees as duration shall be deducted from the monthly bill of the contractor. Further each occurrence of absenteeism in excess of 20% per shift for 03 continuous days, will entail a penalty of 1.5% in the administrative charges charged by the agency, subject to a maximum of 10%. Stern disciplinary and a fine would be levied if manpower shortage continues for more than two days.
2. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @Rs.1000/- per event etc, from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
3. In case on non-performance and poor service by the agency, IITK may, at its discretion, recover liquidated damages upon recommendation of In-charge Visitors' Hostel. In the event of appeal, The decision of competent Authority, IIT Kanpur shall be final and binding upon the Agency.

The quantum of penalty shall be as follows:

- (a) Non-compliance in cleaning of rooms including Reception, Lobby Rs.1000/- per day
 - (b) Non-compliance with laundry requirements Rs.100/- per day.
 - (c) Non supply of news paper and magazines Rs100/- per day.
 - (d) Negligence in reporting of non-functioning of telephone and other amenities Rs.100/- per day.
 - (e) Non-compliance of environment friendly waste disposal methods Rs100/- per day.
 - (f) Non-wearing of uniform by Agency's employees/untidy uniform Rs.100/-per day/ person.
 - (g) Non-compliance in obeying the basic official parameters & follow the instruction of competent Authority Rs100/day.
4. Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc. & failure to maintain a proper health checkup of the workers charges Rs3000 from monthly bill.
5. In case of unforeseen or particular circumstances, the decision of the competent Authority, visitors' hostel and allied facilities/the designated officer, so far as imposition of penalty is concerned, shall be final.

16. Inspection & testing by the Institute:-

- 1) The Institute shall be entitled to inspect and / or test by itself or through any of its representative or an independent agency any premises of the contractor and materials stored therein for use pursuant to the contract and or any machinery tools/ HK material to be used in the routine working intended for provision or sale pursuant to the contract.
- 2) If any material/tools or component intended to be used for the work or also the class of doing work is found to be unsatisfactory or against the housekeeping rule or provide bad reputation of IITK against others (in which matter the decision of the institute or his authorized representative shall be final) at that time the contractor shall follow the decision (penalty imposed) of institute or his authorized representative.

17. OTHER CONDITIONS

1. The Competent Authority IIT Kanpur may accept or reject any or all the tender/bids in part or in full without assigning any reason. In case of any dispute, pertaining to tender/bids, the decision of the Competent Authority of this institute shall be final and binding on the bidders.
2. The Competent Authority IIT Kanpur reserves the right to withdraw/relax/interpret any of the terms and condition mentioned here in before; in such situation the tenderer shall be given sufficient time to take the change into account.
3. Not with standing the sub-division of the documents into separate sections or otherwise, every party of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
4. Tenders received after the closing date and time shall not be considered.
5. Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and condition, laid down by the institute.

6. While indicating the price/rate of the items or services in BOQ form of financial evaluation, bidder should write the item value, monthly value, both in words and figure, in case of dispute, or cutting/overwriting, the amount written in words will be taken as bid value.
7. Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening Technical and Price Bids.
8. The person/officer signing the tender/bid documents on the contractor should be delegated with an appropriate power of attorney (Duly enclosed by a notary public) by the Chief Executive Officer/ Managing Director of the company to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.
9. Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
10. No tenders will be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful tenderer decline the offer of the contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited.
11. The contractor should not sublet work to any other / contractor. no child labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared specially reception staff should undergo a medical examination after every six months.
 - Validity of the bid: bids shall remain valid for acceptance for a period of 90 days from the date of opening of the price bid. Any benefit for downward reversion of price, should be extended to IITK.
 - Companies conferred with latest ISO certification, BVQs, HACCP, special recognition/ words etc. must mention this in their technical proposal, along with a copy of the said certification.
 - Companies must enclosed a Compliance list (or check list) along with the technical bids and mention how they plan to execute the services, enforce quick response time, customer care, quality and grievance redressal mechanism etc, settling things on the same business day. The service escalation matrix shall be mentioned.
 - Technical bid document & EMD should be enclosed as filled the technical bid. It is mandatory to enclose the said EMD, unless otherwise the agency/organization is entailed for an exemption while submitting bids to government Institute/offices etc, as evidence from authorization letter/ certificate issued by appropriate State/ Central Government Authority granting such exemptions.
 - The engagement of personnel by the contracting agency/firm/organization will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in IIT Kanpur.
 - **The Officer-in-charge, Visitors' Hostel and Allied Facilities will be the contract point (Nodal Officer), on and behalf of the director, IIT Kanpur for any queries related to the tender, and can be contacted at his phone no. 0512-2596770.**

ANNEXURE-I
TECHNICAL EVALUATION SCHEME

- The technical evaluation will be based on the following scheme.

| Description | Evaluation Scheme | Credentials required for passing the eligibility criteria. (Yes/ NO) |
|--|--|---|
| ISO certification, BVQs, HACCP, special recognition & other certificate relevant to HM sector. | Each form having a valid certification from Govt. or National Authorization. | YES |
| Bid – Prequalification & all tender requirements form/details should properly matched with our mentioned criteria. | All the Annexure of forms be filled neat & clean and matched all the criteria of ours. | YES |
| Providing all the Detailed Documents with proper signatory Like Agency GST and PAN & COI and Authorization letter and also acceptance letter. | Proper seal or sign. and same for GST ,COI, PAN Acceptance letter and Authorization letter. | YES |
| No. of contracts with atleast 2 successful completion in last 5 years & performance report of such completed contracts. | Scanned copy of mentioned successful contract & for each additional contract, subject to appreciation . | YES |
| Financial turnover matches as mentioned in our criteria & passes min. Qualification criteria by housekeeping workers that deployed to IITK for services. | Filled as per all given Annexure & pre-qualification submission sheet must enclosed with all relevant documents. | YES |
| Experience in providing housekeeping services to Govt. Organization/public sector Units/large, reputed private companies as we required . | Subject to same must provide by contractor side with completion of performance sheet as quoted in tender documents | YES |
| Feedback from Clients(from 03 clients including present) & any other beneficiary attachments or Performa in HM sector | If necessary enclosed attachments or performa of recently as processed through proper channel. | YES |
| Passing all the criteria incl. doc. & requirements of ours with very good scope & presentation against tech. & financial committee. | Evaluation by technical Committee (decided as per Pre-bid meeting or technical evaluation of documents. | YES |
| | | |

- A bidder has to satisfy/pass all mentioned parameters under each category mentioned above and also an overall minimum(mandatory)requirements with relevant enclosures must match in the technical evaluation in order to be technically qualified.**
- The financial evaluation will be only for the technically qualified bidders.**
- Only the Financial bids of technically qualified bidders will be opened.**
- The bidder with providing the lowest total price consolidated with profit % of contractor (as mentioned in monthly price list for deployed contract workers as same in BOQ. format) in opening of financial bid will be declared as the successful bidder.**
- Further Financial evaluation format given in requirement of manpower sheet as mention below.**
- Evaluation criteria is based on binary logics (like:- document only match or pass the criteria of mandatory points with good scope of relevant documents and valid justification seems to be passed in that particular field otherwise not.**

**ANNEXURE -II
TECHNICAL BID**

**For Providing Housekeeping, Services for Visitor's Hostel,VFA,Main Auditorium, Outreach Centre
& PBCEC (Pioneer Batch Continuing Education Center).**

1. Name of Tendering Company/Firm/Agency: _____
2. Name of proprietor/Director of Company/Firm/Agency: _____
3. Full Address of registered office : _____
4. Telephone No. _____
5. Fax No. _____
6. E-mail Address: _____
7. PAN/GIR/TIN No. (Attach Attested Copy) _____
8. Labour Reg. No. (Attach Attested Copy) _____
9. Service Tax Reg. No. (Attach Attested Copy) _____
10. E.P.F. Reg. No. (Attach Attested Copy) _____
11. E.S.I. Reg. No. (Attach Attested Copy) _____

12. Financial turnover of the tendering Company/Firm/Agency for the last 3 financial Years (Attach Copy of Audited statement in tender doc.)

| FINANCIAL YEAR | 13. AMOUNT (Rs. In Lakhs) | 14. Remarks, If any |
|----------------|---------------------------|---------------------|
| | | |
| | | |
| | | |
| | | |

13. Give the list of the major contracts handled by the tendering Company/Firm/agency on behalf of PSUs/Research Organization/Government Departments during the last three years in the following format. Copies of performance report in Performa attached as Annexure-IIA, must be enclosed for each work done.

| Sl. No. | Name of Client along with name, Organization, address telephone and FAX numbers | Contract Value (Rs. In Lakhs) | Duration of Contract | |
|---------|---|-------------------------------|----------------------|----|
| | | | From | To |
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |

(Attach all such copies in tender documents)

1. Details of EMD. :
DD/PO No. & Date & Bank _____

2. Additional Information if any
(Attach Separate sheet, if required) _____

Certified that all above information's are correct to the best of my/our information knowledge and belief.

Dated Signature and Seal of The bidder

Note: This is to be submitted in a separate sealed envelope superscripting "Technical Bid" notice inviting Tender No.....and name of the bidder. Attached all relevant documents duly signed and sealed. No Price should be specified in the technical bid. Including such information will entail rejection of the bid.

DECLARATION

1. I Son/Daughter of
Shri.....Proprietor/Partner/Director/ Authorized Signatory of M/s
.....Am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all terms and conditions of the tender and hereby convey my acceptance of the swarm.
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
4. I/We am/Are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

DATE_____

Signature of the authorized person

Place_____

Full Name_____

Company Seal_____

Note: the above declaration, duly signed and sealed by the authorized signatory of the firm/company should be enclosed with the technical bid documents.

ANNEXURE-III

(FURNISH THIS INFORMATION FOR EACH INDIVIDUAL CONTRACT IN THE FOLLOWING FORMAT, FROM THE CLIENT FOR WHOM THE CONTRACT WAS EXECUTED)

1. Name of the contractor & Location :
2. Agreement No. :
3. Total Value of contract in Rs. :
4. Date of Start :
5. Date of Completion :
6. Performance Report :
7. Quality of service : Excellent/Very Good/Good/Fair
8. Resourcefulness : Excellent/Very Good/Good/Fair
9. Any Penalty Imposed for bad performance :
10. Any litigation Pending :
11. Total Payment made under the contract :
12. Other relevant information, if any :

Date:

Signature
Senior Level Officer of the client
(Seal of the organization)

Annexure-IV
Requirements of Manpower and monthly/yearly price
(All the bidders will mandatory quote/furnish this information table as per our requirement)

| SI No | Description of Manpower | Requirements | Rate/month | Amount |
|-------|--|--------------------------|---|----------------------------|
| | Facility Manger | As mentioned Above table | Consolidated (Fixed) | ------(a) |
| | Accounts & all Bills summary Checking manager | As mentioned Above table | Consolidated (Fixed) | ------(b) |
| | Accounting & HR manager | As mentioned Above table | Consolidated (Fixed) | ------(c) |
| | Highly Skilled Workers | As mentioned Above table | minimum wages as per Labour laws (as Govt. Norms) | ------(d) |
| | Skilled Workers | As mentioned Above table | minimum wages as per Labour laws (as Govt. Norms) | ------(e) |
| | Semi-Skilled Workers | As mentioned Above table | minimum wages as per Labour laws (as Govt. Norms) | ------(f) |
| | Unskilled Workers | As mentioned Above table | minimum wages as per Labour laws (as Govt. Norms) | ------(g) |
| | Total | | | X(a+b+c+d+e+f+g)= ----- |
| | Contractor Profit (in %): ____% (p) | | | ----- (Y) Y = X % of P |
| | TOTAL MONTHLY AMOUNT (Rs. in figure): MA=(X+Y) | | | |
| | (MA):----- | | | |
| | TOTAL MONTHLY AMOUNT (Rs. in words): | | | ------(MA) |
| | TOTAL YEARLY AMOUNT (In Figure or words both): (MA x 12)= FA | | | |
| | ----- | | | |

*NOTE: The number of Highly Skilled, skilled, semi-skilled, and unskilled workers are given as a benchmark for tender evaluation only. Actual numbers will be worked out as per the requirements (As in above mentioned table) and that number will be used for payment purpose.

*The basic rate of the wages are given for tender evaluation only, however IIT Kanpur will reimburse the wages, ESI & EPF benefits as per Government Rules enforce.

***The agency has to ensure minimum wages as per prevailing Labour laws.

The workers may be distributed for the entire services as per requirements.
For wages, IIT Kanpur will reimburse their wages, ESI & EPF benefits as per Government Rules

enforce from time to time.

TO BE SWORN ON NON-JUDICIAL STAMP PAPER OF Rs. 100/- DULY NOTARIZED

FORMAT OF AFFIDAVIT

*I.....am the Director/Proprietor/Partner of
..... (Mention name of firm/company and its complete address) do here by solemnly
affirm and declare as under:

1. That our firm/company i.e.....(mention name of firm/company) is
registered vide Registration No.....under the provision of(mention
the name of the Act.)
2. That.....(mention name of firm/company) is eligible to submit the aforesaid
proposal the applicant has not been barred and / or blacklisted by the central Government and/or
any state Government of India at any time prior to the date of submitting this affidavit.
3. That.....(mention name of firm/company) has, during the last three years, neither
failed to perform on any agreement nor was expelled from any project or agreement nor any
agreement terminated for any breach by the applicant.
4. That.....(mention name of firm/company) has no contracts with the state/central
government that are in arbitration. (in case some contract(s) are in arbitration give the details of
such contract in a schedule to be attached with this affidavit)

DEPONENT VERIFICATION

I/we.....the above named deponent do hereby verify that the contents of the aforesaid
paragraph 1 to 4 are true and correct to the best of my/our knowledge and belief and nothing is
concealed there from.

Verified at..... (place) thisDay of.....2020.

(*strike off whichever is not applicable)

Note: Deponent will be the authorized signatory of the applicant

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date: _____

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: - _____

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

_____ as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. ___ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. In consideration of the payments to be made to the contractor as hereinafter provided the contract shall upon and subject to the said conditions to provide housekeeping services shown upon the said contract and such further detailed services as may be furnished to him by the said Institute and described in the conditions, and the said priced schedule of quantities.
2. The Institute shall pay the contractor such as shall become payable here under at the time and in the manner specified in the said conditions.
3. Prestige standard of housekeeping services is the essence of the contract. In the event of the contractor failing to comply with the conditions shall be liable to pay compensation/penalty in the manner specified in the said condition.
4. The conditions, and priced schedule of quantities above mentioned shall from the basis of this contract and the decision of the Director or Arbitrator or Umpire as mentioned in the conditions of contract on reference to all matters of dispute as to material, workmanship or account and as to the intended interpretation of the clause of this agreement or any other document attached here to shall be final and binding on both parties and may be made a rule of court.
5. The said contract comprises the services above mentioned and all the subsidiary services connected there with within the same premises all may be ordered to be done from time to time by the said institute even though such services may not be shown or described in the said conditions or in the priced schedule of quantities.
6. The Institute reserves the right of altering the nature of the services and of adding to or emitting any items of services or of having portions of the same carried out departmentally or otherwise and such alterations or variations shall not vitiate contract.
7. The said conditions and appendix there to shall be read and construed as forming part of this agreement and the parties here to will respectively abide and submit themselves to the conditions and stipulations and perform the agreement on their parts respectively in such conditions contained.
8. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen in Kanpur and only courts in Kanpur have Jurisdiction to determine the same.
9. The several parts of this contract have been read to us and understood by us. IN WITNESS WHEREOF the parties hereto have set their respective hands the day and the year here in above written.