



भारतीय सूचना प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF INFORMATION TECHNOLOGY GUWAHATI
Gopinath Bordoloi (G.N.B.) Road, Ambari, Guwahati-781001, India
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Tender document for Housekeeping and Manpower Supply services in the Permanent campus of Indian Institute of Information Technology Guwahati (IIITG) at Bongora, (near Airport), Guwahati

Tender No.IIITG/ADMIN/03/2018-19/02

Dated 08.06.2018



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Notice inviting Tender for Housekeeping and Manpower Supply services in the Permanent campus of Indian Institute of Information Technology Guwahati (IIITG) at Bongora (near Airport), Guwahati

Indian Institute of Information Technology Guwahati (IIITG) is an Institute of National Importance, established by an act of parliament under Ministry of Human Resource Department (HRD), Govt. of India. It is one of the 20 IIITs set up by the Govt. of India in Public Private Partnership (PPP) Mode.

The institute offers B.Tech courses in Electronics and Communication Engineering (ECE) and Computer Science Engineering (CSE), and PhD programmes in ECE, CSE, Mathematics, and Humanities and Social Sciences (HSS). IIITG will start M.Tech programme this year.

At present the institute is operating from its temporary campus at Assam Textile Institute, GNB Road, Ambari, Guwahati. The permanent campus of the institute, where the services required to be rendered as per this Tender, is built up on a 67 acres of land at Bongora/Sontola Village which is just 4km away from the Guwahati (LGBI) Airport, on NH 37. The institute is planning to shift to its permanent site within July, 2018. The campus is surrounded by its own boundary, well equipped with Telephone, Internet, Electricity, Water Supply and 24x7 hrs Security protected.

The new campus is coming up with a 400 seater Boys' Hostel, 100 seater Girls' Hostel, an Academic cum Administrative Complex, Faculty residences, and Utilities. By July end the institute will have 42 faculties, 20 staff, and 450 students.

The institute is desirous of appointing an agency/firm for providing **Housekeeping and Manpower Supply services, in the Permanent at Bongora, Guwahati**. Interested bidders are requested to go through the minimum qualification criteria and submit their bids along with all supporting documents to the address below on or before dated 22.06.2018 up to 02.00 p.m.

The Director
Indian Institute of Information Technology Guwahati
Assam Textile Institute campus, G.N.B. Road, Ambari, Guwahati, Pin-781001

The Technical bids will be opened on 22.06.2018 at 2.30 p.m. in presence of bidders. Bidders authorized representatives are requested to be present at the time of opening of the bids.

As a part of short listing exercise, prospective service providers will be required to make a short presentation not exceeding 15 minutes on their company/ organization/firm, expertise, experience and proposed solution for providing services to IIIT Guwahati before a Committee on the date of opening the Technical Bids at 2.30p.m in the Conference Room, IIITG. The Technical bids will be evaluated as per guidelines in Annexure-IV. Only the price bids of Technically Qualified bidders will be opened. The date and time of opening of price bids will be notified later on.

The Director, Indian Institute of Information Technology Guwahati reserves the right to accept/ reject any or all the bids without assigning any reason. The Director also reserves the right to amend the scope of the work or the number of manpower required at any point of time. Any attempt on the part of any company/ organization/firm to influence, negotiate directly or indirectly with the Institute will lead to exclusion from consideration. The decision of the Institute in this regard shall be final.

Sd/-
Gautam Barua
Director, IIIT Guwahati



Minimum Qualifications for submission of Bids:

1. The bidder must be from within the state of Assam and should have a registered office in Guwahati.
2. The bidder should have minimum 3 years of experience in providing Housekeeping, services etc. in reputed organizations such as University/Institute, Hospital or any other public/private organization and serving at least 200 people as an unit.
3. The Bidder shall have at least one ongoing similar contract (or completed in the last two years) of annual value Rs.20 Lakhs.
4. The bidders shall have average annual turnover of Rs.50 Lakhs or more in Housekeeping or allied services in the last three financial years.
5. The bidder should be registered with appropriate registration authorities/labour commissioner etc.
6. The bidder should be registered with Income Tax, Service tax/GST and all other relevant Departments.
7. The bidder should be registered with appropriate statutory authorities under EPF and ESI acts.
8. Other requirements will be as per the marking system given in Annexure IV.

All supporting documents against the above minimum qualifications must be enclosed with the Technical bid.

Instructions to bidders

1. Submission of Bids:

The bids are to be submitted in two parts; viz Technical Bid and the Price Bid, each of them sealed in separate envelopes, superscribing as "Technical Bid" and "Price Bid". Both these envelopes to be put inside a big envelope superscribing "Tender for providing **Housekeeping and Manpower Supply Services**" and be addressed to "Director, IIIT Guwahati, Assam Textile Institute campus, GNB Road, Ambari, Guwahati 781001"

2. Documents to be submitted with the Technical bid:

- i.) A covering letter addressed to Director, IIIT Guwahati, GNB Road, Ambari, Guwahati, in bidders letter head describing bidders profile in brief, the strength and suitability to meet quality standards as per this tender.
- ii.) And the following documents
 - a. Annexure-I
(Technical Bid proforma to be filled up and enclose all supporting documents)
 - b. Tender Fee: DD of Rs.1000.00 (Rupees one Thousand Only) in favour of IIIT Guwahati
 - c. E.M.D. : A DD or Bank Guarantee of Rs.1 Lakh in favour of IIIT Guwahati
 - d. Annexure: II (Declaration)

3. Documents to be submitted with the Financial bid:

Annexure-III (Price bid Proforma to be filled)



4. Opening of Bid:

Technical Bids will be opened at 2.30 p.m. in the Conference Hall of IIITG on 22.06.2018. Bidders or their authorized representatives will be present at the time of opening. And they will be required to give a brief presentation in front of the bid opening committee.

Only the price bids of technically qualified bidders will be opened. The date and time of opening of the price bids will be notified to the qualified bidders. Shortlisted firms/ agencies will be invited to attend the opening of financial bid.

5. Bidders meet at site

A meeting is being organized in the Institute permanent site at Bongora on 14.06.2018. All interested bidders are requested to assemble within 11.30 am in front of the Academic Complex at the campus. The institute representative will apprise the scope of services and obligations in the proposed contract. All prospective bidders may ask clarifications if any during this meeting.

Intending bidders are advised to inspect and examine the site and satisfy themselves before submitting their tenders. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.

6. Validity of the Bids:

The tender submitted by the firm / agency shall remain valid for 60 days from the date of opening for the purpose of acceptance and award of work. Validity beyond 60 days from the date of opening shall be by mutual consent.

No tenderer will be allowed to withdraw / alter / modify after submission of tenders within the bid validity period otherwise the EMD submitted by the tenderer would stand forfeited.

7. Award of Contract:

The successful bidder will be given the work order within 15 days from the finalization of the Tender. The bidder will then enter into an agreement with the Institute.

EMD will be liable to be forfeited if the tenderer selected for the work fail to accept and sign the formal agreement or to start the work on the date stipulated in the work order.

8. Security Deposit:

Upon entering into a contract/agreement, the successful bidder will submit a Security Deposit (SD) of Rs.1 lakh within 3 weeks or else the bidder may give in writing to convert the EMD to SD. The SD shall be released after 60days beyond the date of expiry of the contract.

The performance security will be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favour of "The Director, IIITG payable at Guwahati".

In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit by the agency will be liable to be forfeited besides termination of the contract.



9. **Scope of Housekeeping services: Areas to be covered**

Name of services	Building/Locations	Approximate plinth/Carpet areas	Remarks
Housekeeping services	Boys' Hostel (8 storied) of capacity 400 students: Toilets, Urinals, Rooms, Common areas, Doors, Windows, Curtains, Blinds, foot mats, dustbins, water tanks etc.	10800 Sqm	Kitchen and Dining Hall areas are not included in the scope of services. Different areas have different schedules.
	Girls' Hostel (4 storied) of Capacity 100 students: Toilets, Urinals, Rooms, Common areas, Doors, Windows, Curtains, Blinds, foot mats, dustbins, water tanks etc.	3300 Sqm	Kitchen and Dining Hall areas are not included in the scope of services. Different areas have different schedules.
	Academic cum Administrative Complex (Acad Complex) (6 storied): Office areas, Officer's rooms/cabins, staff rooms, Faculty cabins, Library, Labs, Halls, Toilets, wash rooms, Common areas, Cafeteria etc	9380 Sqm	
	Guest House and student flats: Toilets, Urinals, Rooms, Common areas, Almirahs, Drawers, Doors, Windows, Curtains, Blinds, foot mats, dustbins, water tanks etc. Common Areas in the two buildings: lobbies, staircases.	780 Sqm	
Campus Cleaning	Roads, Drains, areas surrounding each building, gardens, roadside plants, parking areas, Gates, lamp-posts.		



10. Schedule of Works for Housekeeping:

Nature of Service	Locations	Periodicity	Methods/procedures
Sweeping Floors & Mopping/cleaning with ISI mark detergent/WHO certified chemicals etc.	Acad Complex which includes all offices, Staff Cabins, Faculty Cabins, Classrooms, Laboratories, Halls, lobbies/corridors etc.	Minimum Once daily	Sweeping and mopping in all areas to be done before 9 a.m. All the rooms having no carpet shall also be cleaned thoroughly with floor cleaner and water. Room freshner such as Citronella, Odonil etc. may be mixed with water.
	Boys' Hostel: corridors /lobbies, halls/meeting rooms etc.	Minimum Once daily	
	Boys' Hostel: student rooms	Once a week	
	Girls' Hostel: corridors /lobbies, halls/meeting rooms etc.	Minimum Once daily	
	Girls' Hostel: student rooms	Once a week	
	Guest House	Twice daily or more	Before check in and after check out time
Cleaning and Mopping Bathrooms/ Toilets	All attached toilets in Acad Complex	Once daily	All the stains on walls as well as floor of toilets, corridors, rooms including glass panes, stair cases, railings, lift lobby passage/walkway etc shall be removed by scrubbing with brush and by suitable acid/chemical wherever required. Mechanical scrubbers wherever needed may be used to clean the floor. After sufficient scrubbing the floor shall be properly washed with plain water and dried with cloth. Floors shall be kept dry and shining.
	All common toilets in Acad complex	Thrice daily	
	Common Toilets: Both Boys' & Girls' Hostels	Twice daily	
	Room attached Toilets : Both Boys' and Girls' Hostel	Once weekly	
Wash Basins/Sinks	All locations	As per Cleaning Schedule	Chinaware/sanitary ware/washbasin/sinks/flush tanks to be cleaned twice daily. It shall be acid cleaned/liquid cleaner used every 3rd (third) day without fail.
Cleaning cabinets, Tables, PCs, Printers, Classroom Desk benches	All locations	Once daily	Telephones, computers, FAX to be cleaned with mopping cloth regularly and by dry cloth daily. Furniture's including drawers should be cleaned properly. All classroom desks and benches are



			to be cleaned before 9 a.m. and to be kept in proper order.
Spraying Air/Room Freshner	Officers' rooms, Faculty Cabins	Minimum once daily	
Disposal of waste materials/dustbin items		Once daily	Door to door collection of garbage/waste from all locations should be organized on daily basis. Dustbins to be segregated and disposed of at the designated location(s). The garbage will be segregated and dustbins are to be emptied daily, cleaned and washed every day.
Cleaning Mattress/Door Mat		Once Daily	
Cleaning of buckets / mugs with detergents	Officers' Toilets, Faculty Toilets, Hostel Room Toilets, Guest House etc.	Once Weekly	
Mopping Window Sills	In all locations	Once in a week	All windows, glasses, doors and its glasses and knobs shall be cleaned and kept free from stains and spots. Venetian blinds/ other type of blinds are to be cleaned with feather brushes/vacuum cleaner.
Cleaning of Sofas, room corners, Curtains	Officers rooms, faculty cabins, Guest House rooms	Once in a Month	Dry cleaning/dusting of sofa sets and other furniture items will be carried out once in a month. Vacuum cleaning is preferred.
cleaning of carpets	Guest House, Visitors Room etc.	daily	Carpet shall be cleaned with proper vacuum cleaner/soft brush
Laundry services to guests on their request		To be provided as and when required on payment by the guests	
General Maintenance:	Sweeping Roads, areas surrounding each building, gardens, parking areas.	Daily	
	Cleaning of drains, Gates, lamp-posts	weekly	
	Cleaning of utility rooms	Weekly	
	Grass Cutting in gardens, parking areas,	Weekly	



	areas surrounding each building		
	Watering of roadside plants	Weekly, if there are no rains.	
	Cleaning Water coolers	Once in a month	
	Cleaning False ceiling, ventilators, blinds in the Academic and Administrative Block, Guest House etc.	Thrice in a year	Fan, tube lights and fixtures, false ceiling/ceiling roof and walls to be dusted with broom or vacuum cleaned, including doors, panels, fixtures etc.
	Painting Flag Poles, Top dressing	Once in a year or on demand	
Garbage Disposal	Waste in dustbins are to be emptied to a per-building central disposal site. Waste so collected should be segregated properly into biodegradable and non-biodegradable. Waste should be taken away by enlisted Pollution Control Board (PCB) Vendors, to be engaged by the successful bidder.		

11. Obligations of IIITG:

The institute premises will be equipped with water, electricity, firefighting equipment, emergency power supply/DG set, internet/Wi-Fi services etc.

- a. The water & electricity required for rendering the services will be borne by the institute.
- b. IIITG will NOT provide Consumables for Housekeeping services and tools and machineries required for rendering services.
- c. IIITG will provide suitable storage areas in each building, and suitable resting areas for manpower.
- d. IIITG will keep complaint/suggestion registers for various locations which shall be subject to examination by designated officers. The Supervisor/Caretaker will have to address these complaints so as to upkeep the premises as per the satisfaction of the institute.
- e. Major civil or electrical works will be taken care of by the institute.

12. Materials/Consumables, Tools and Tackles/machineries required:

- a. The tools and tackles/instruments/machines (e.g. Vacuum cleaner, Grass cutting machines, spade, Floor scrubbers, Ladder etc.) and the consumables/cleaning materials etc required for rendering the services shall be provided by the Bidder.
- b. Consumables/housekeeping and toiletry items are to be supplied by the bidder. An indicative list of consumables is given in Annexure-V.



13. Manpower and working schedule:

The agency will arrange for the manpower as per their proposed schedule. The following are the constraints:

- a. All sweeping, mopping, cleaning work in all office rooms in the Acad. complex has to be carried out before 9 a.m., when the offices open.
- b. All attached toilets in officers' rooms in the Acad complex have to be cleaned before 9a.m.
- c. All common toilets in the Acad Complex has to have their cleaning schedule as follows:
 - i.) First - before 10 a.m.
 - ii.) Second - 12a.m. - 1 p.m.
 - iii.) Third - 2.30p.m. - 3.30 p.m.
- d. All common toilets in hostels:
 - i.) First: 9a.m. to 10 a.m.
 - ii.) Second: 4p.m. to 5 p.m

14. Quantity of Manpower:

- a. The agency/bidder during the site visit will inspect the site and assess the quantity of manpower required. The agency will provide sufficient manpower to ensure quality services to the satisfaction of the institute.
- b. Manpower need not be present throughout the day. The required work has to be carried out as per requirements, and as per timing constraints.
- c. Agency has to provide female workers in designated locations such as Ladies Toilets in Acad Complex and in the Girls' Hostel.
- d. During emergency contractor will provide additional manpower on demand as per institute needs.



15. Manpower Supply: Number & Category

No.	Resource Person	Number
1.	Car driver (for Director and Registrar), with a valid driver's licence and experience in driving sedans and hatchbacks; must dress and maintain cleanliness as per requirements of an air-conditioned environment; person to work as an office help during office hours when driving requirements will not be there.	2
2.	Office Helper; basic knowledge of English is required: should be able to identify files by the subject and number, should be able to read names in letters and packages.	5
3.	Hostel Caretaker; will supervise the house keeping staff deployed in hostels; will also report to a hostel warden and co-ordinate the work of other vendors for other services: catering services, and security services. Two males and two females (for the Girls' hostel). Each pair will provide a total of 80 hours of service over all the seven days of the week. Space to stay on campus will be provided.	4
4.	Admin Caretaker: will report to the Establishment Officer and co-ordinate the work of all vendors: the housekeeping vendor, and vendors providing other services on campus (besides the hostels): canteen catering services, security services, electrical, water, sewage, and AC maintenance services, banking services. Housekeeping must have a Supervisor separate from this person to handle the Housekeeping staff.	1
5.	Asst. Admin Caretaker: to assist the Admin caretaker	1

Note:

All the above persons must be paid wages equal to or more than the minimum wages prescribed by the Govt. of Assam for the particular category of worker. They must be eligible for leave as per the requirements of the Govt. of Assam. They must get benefits such as ESI and EPF as per Govt. Rules.

The wages will have to be enhanced every time the Govt. revises the minimum wages of workers. The Institute will pay the revised charges but the service charges will not change.

All workers under items 2, 4 and 5 will work during office hours (9 a.m. to 5.30 p.m.). Workers under item 1 will have to be available for the time before and after office hours required for travel to and from the office to the place of residence.

During office hours, workers under item 1 may have to drive other vehicles belonging to the Institute if required. At other times, they will be engaged as helpers in the offices.



General terms & Conditions

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever.
2. All financial figures in the offers should be written legibly in figures as well as words.
3. Any conditional bid shall not be considered and will be outrightly rejected in the very first instance.
4. 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.
5. Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening Technical and Price Bids.
6. The Director, IIITG may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the Director of this institute shall be final and binding on the bidders.
7. The Director IIITG reserves the right to withdraw/relax/interpret any of the terms and conditions mentioned herein.
8. The Earnest Money will be forfeited if the bidder rescinds from the offer. In case, the successful tenderer declines the offer of contract (or refuses to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD is liable to be forfeited.
9. The contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the institute.
10. All personnel/employees/workmen employed by the agency shall be, preferably, in the age group of 21 – 50 with good health and sound mind.
11. The personnel/employees/workmen of the agency shall be liable to security screening by the Security Staff/Agencies deployed by IIITG.
12. The agency, if selected shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency after award of the contract.
13. The agency shall appoint fully qualified and competent single point of contact for dealing official correspondence. The selected agency will enforce quick response time, customer care, quality and grievance redressal mechanism etc., The selected agency will maintain service escalation matrix.
14. 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 fulfil their obligations under this agreement with enough reasons for doing so, with approval of the institute authority.
15. The employees/workmen employed by the agency shall always be under the direct and exclusive control and supervision of the agency and the agency at its own discretion may transfer its employees from one location to other.
16. The successful bidder shall furnish the following documents in respect of the manpower who will be deployed to IIITG before the commencement of work:
 - a) List of Manpower to be deployed by agency containing full details i.e. date of birth, marital status, address etc.;
 - b) Brief Bio-data of the persons with passport size photographs.
 - c) Certificate of verification of antecedents of persons by local police authority.
17. 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.
18. The Housekeeping supervisor engaged by the agency shall be well conversant in Assamese, Hindi and preferably in English.
19. The agency should provide appropriate uniforms to all personnel employed by him. The staff must wear uniforms during duty hours.



20. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor.
21. All personnel deployed by the contractor and their bags and baggage shall be liable for physical security check both at the time of entry and leaving the Visitors' Hostel campus.
22. No items/Inventory of the institute be shifted from one room/ place to another, without approval of Officer In-charge, Visitors' Hostel and Allied Facilities /designated officer and making valid entry in the stock register of the inventory.
23. No Accommodation for workmen, Supervisors and proprietor shall be provided by the institute for their workmen, except as mentioned for the Hostel Caretakers.
24. The contractor or his representative will not allow any unauthorized person including company officials to stay in the IIITG premises. If at any time or during surprise check it is found that any unauthorized person is staying in the campus, the contractor will be directly responsible and a financial penalty of Rs.5000/- per day will be imposed on the contractor for the damage and the same will be recorded in the complaints precedence register.
25. IIITG 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 Personnel engaged by them under their pay roll and submit a proof to this effect.
26. Compliance of policy regulation viz., payment of 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 government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the contractor. In this regard the contractor at all-time should indemnify IIITG against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/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 summarily termination of contract and/or such other action as the State may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IIITG authority for verification and record.
27. The manpower deployed by the contractor for the contract job shall not be entitled for any benefit which may be admissible to casual, ad-hoc regular / confirmed employees of IIITG. Even after termination of the contract also, the persons deployed by the contractor shall not be entitled to any such claims.

The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of Labour and Employment Department, Govt. of Assam. The latest circular of Labour and Welfare Department, Govt. of Assam vide ref. no. ACL/43/2004/8240-306 Dated 30.05.2017 is:

Sl. No.	Description	Category of Manpower		
		Unskilled	Semi-skilled	Skilled other than ITI certificate Holder
1.	Basic Wage + VDA per month	7722.00	8955.60	10811.70
2.	EPF: 13.15% on ceiling amount of Rs.15000.00	1015.44	1177.66	1421.74
3.	ESI (4.75%) per month	366.79	425.39	513.56
4.	Total: Sl. No. 1 to 3 (round off)	9104.00	10559.00	12747.00



28. The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IITG to concerned tax collection authorities from time to time as per extant rules and regulations.
29. 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 IIITG.
30. **Duration of Contract**
The contract will initially be for three years, with a provision of extension by another two years on satisfactory performance.

At the end of each year, the non-wage component of the monthly charges will be increased based on the price index increase in the previous year. For example, if the wage component of the housekeeping bill is 80%, the monthly housekeeping bill at the beginning of year 1 is H, the manpower charges at the beginning of year 1 is M and the service charge on M is 15%, then if there is a 10% increase in the price index, the Housekeeping bill will be increased by 10% of 20% of H and by 10% of 15% of M.

31. **Payments:**

The agency shall raise the bill, in duplicate, along with the following documents within 2nd week of each calendar month but after disbursement of wages to the contract labourers:

- a. Current month's Invoice for Housekeeping
- b. For the Manpower Supply Service:
 - i. Current month's Wage Register duly signed by the individual contract Labourers
 - ii. Current months Attendance Register
 - iii. Current months ESI remittance challan with consolidate breakup details
 - iv. Current months EPF remittance challan, as applicable, with consolidated breakup details
 - v. In addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.
- c. During the course of the contract, any increase in the minimum wages as announced by the State Government (and applicable increase in ESI, PF) is applicable will be borne by the Institute for Manpower Services, subject to producing documents for disbursing the increased wages. There will be no corresponding increase in the bidder's service charges. For House Keeping services, the monthly rate will be increased by the percentage bid by the bidder in the Financial Bid.
- d. The statutory levies will be as per Govt, norms and changes from time to time will be reflected in the bills.
- e. TDS/Income Tax and penalties if any shall be deducted from the monthly bill.



32. Penalty

Deduction on account of unsatisfactory services will be made from the monthly bill on the following grounds:

- a. In case of shortage of manpower, an amount proportionate to the shortage of mandays @ 1.5% of daily wage and corresponding effect will be contractors service charge.
- b. In case of non-maintenance of cleanliness or lapse of services/carelessness or not addressing the problem raised in the complaint/suggestion register @ maximum Rs.500.00 per day.
- c. In case of loss /theft/damage caused to institute property and amount of such loss will be determined by the institute property.
- d. In case of unforeseen or peculiar circumstances beyond the instances above, the decision of the institute shall be final as far as imposition of penalty is concerned.

33. Termination of Contract

- a. If the services of the contractor are not found satisfactory or in case of breach of terms and conditions of the agreement, the contractor will be given warning notice and if the services are found still unsatisfactory the contract may be terminated by giving three months' notice. During notice period both parties will discharge their obligations.
- b. In case the contractor is required to (or decide otherwise) to discontinue the contract, he/she should give at least two months' notice to IIITG, and shall render the services till the alternate arrangements are made.

34. Legal

Any legal dispute arising out of the contract as per this tender shall be exclusive jurisdiction of High Court in Guwahati subject to 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 in force shall apply to the arbitration proceedings under this clause.

35. Force Majeure

The term "Force Majeure" 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. In the event either party being rendered unable by Force Majeure to perform their obligations to be performed by them under this agreement, the party affected shall notify the other party in writing within 7(seven) days of the occurrence of such alleged Force Majeure. Neither of the two parties shall be liable for any penalty/payment during the period of Force Majeure. .



Technical bid Proforma for Housekeeping & Manpower supply Services at IIIT Guwahati Campus

Tender No.....

dated.....

A. Firm Details:

1.	Name of the Firm/Company/Agency (Attach a copy of registration)	
2.	Name of the Director/Proprietor/Head etc.	
3.	Address of the Registered office, Local office in Guwahati	
4.	Registration under Private Security Regulation Act . Whether ISO certified. If so enclose the copy of relevant certificate.	
5.	Contact Details: a. Phone/Fax/Mobile Nos. b. Email c. Website if any	
6.	PAN No./TIN (Attach a copy)	
7.	GST Registration No. (Attach a copy)	
8.	Labor Commission Registration No. (Attach a copy)	
9.	EPF Registration No. (Attach a copy)	
10.	ESI registration No. (Attach a copy)	
11.	Financial Turnover in last Three FYs (in lakhs) Attach a copy of Audited statement of each)	
a.	FY: 2015-16	
b.	FY: 2016-2017	
c.	FY:2017-18	
12.	List of similar contracts with reputed institutes/organizations/PSUs/University etc. (Attach a copy of work order/completion certificate in each case)	
	Name of the Organization	Contract Value (Annual)
a.		Duration
b.		
c.		
d.		
e.		
13.	Tender fee Details (Enclose the DD with Technical Bid)	DD No..... Dtd..... Of..... Bank
14.	EMD Details (Enclose the DD with Technical Bid)	DD No..... Dtd..... Of..... Bank



B. Manpower Proposed to be Deployed for Housekeeping

Describe how manpower will be deployed. If a fixed number of persons are to be deployed for the whole day, then provide details of the number of such persons in each category of workers that will be deployed. Give the wages that will be paid to them which have to be as per the Govt. requirements on minimum wages.

If persons are to be deployed for fixed hours only, then provide details of how many will be deployed during which times (category wise). It is presumed that in this model, the persons deployed will move to other workplaces when they are not engaged at IIITG.

C. Equipment, Fixtures, Instruments to be Used

Provide details of the tools and tackles/instruments/machines (e.g. Vacuum cleaner, Grass cutting machines, spade, Floor scrubbers, Ladder etc.) that will be used for providing the services.

D. Consumables to be Used

Give details of the consumables/cleaning materials etc that will be used to provide the services. Give an estimate of the amount of each such consumable that will be required for the areas and frequencies specified.

Note:

This proforma after filling up details has to be submitted with technical bid along with all supporting attachments. **Please use more than one sheets to furnish the above information if required.** Copies of supporting documents attached must be serially numbered from A1 to A14, and B, C, D.

Signature of the Authorized Person

Date:.....

Place:.....

Full Name.....

Company Seal.....



Bidder's 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 same.
3. I / We _____ (Tenderer) hereby also declare that the Firm / agency
namely M/s._____ has not having any pending criminal
case against Partners / Proprietor / Others and we are not blacklisted by any Government Agency.
4. The information/documents furnished along with the above application are true and authentic to
the best of my knowledge and belief.
5. 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.

Signature of the Authorized Person

Date:.....
Place:.....

Full Name.....
Company Seal.....

Note: This declaration must be submitted along with technical bid



Price Bid for Providing House Keeping and Manpower Supply Services at IIIT Guwahati Campus

Tender No.....dated.....

Name of Firm/Bidder: _____

Address : _____

Phone/Fax/Mobile/Email: _____

Sl. No.	Name of Service	Rate per month	No.	Amount per month INR
A	B	C	D	E= C*D
1	Housekeeping Services		1	
2	Percentage of item 1 as labour charges ⁺	%	-	-
3	Manpower Supply Services:			
a	Driver		2	
b	Office Helper		5	
c	Hostel Caretaker		4	
d	Admin Caretaker		1	
e	Asst. Admin Caretaker		1	
4	Total Manpower Supply Services	-	-	
5	Manpower Service Charge (% of col. E of 4 in Col C, and the amount in Col E)	%	-	
6	Total Monthly (column E of 1+4+5)	-	-	
7	Total Yearly: (column E of 6)*12 + ((column E of 1)*(column C of 2/100)+ (col. E of 4))*0.10*6	-	-	
8	GST (on column E of item 7)	18%	-	

Total Yearly in Words:

Note:

Bidder has to provide the percentage of House Keeping Services that is to be considered to be the wages component of the tender. This percentage will be used to increase the payment due in a month if wages are increased by the Govt. of Assam. For the purpose of price comparison, it will be assumed that there will such a wage increase for six of the twelve months of the contract of 10%. Please note that manpower service charges (item 5) will not increase even if there is a wage increase.

Example: If House Keeping Charges are 200, percentage as labour charges is 80%, wage increase is 10% after six months, total manpower Supply charges are 50, manpower supply service charge is 5 then the yearly charges will be (excl. GST): $(200+50+5) * 12 + ((200*0.80) + 50)*0.10*6 = 3186.00$

Signature of the Authorized Person

Date:.....
Place:.....

Full Name.....
Company Seal.....



PROCESS OF SELECTION OF BIDDER/AGENCY

Technical bids will be scrutinized as per the eligibility criteria laid down in the bid document vis-à-vis the supporting documents submitted by the bidders. A bid will be rejected if any of the eligibility conditions are not met. Bids that are found eligible will be awarded marks. The parameters to be considered for Technical Evaluation and the maximum marks for each parameter of the technical bid is as under :

SL. No.	Parameters	Marking schemes	Maximum Marks	Min. marks required for Qualification
1	ISO Certification		2	0
2	Average turnover in the last three years	50L.≤Annual Turnover < 1 Cr.:2 marks 1Cr.≤Annual Turnover < 2Cr: 3 marks 2Cr.≤Annual Turnover<3Cr: 4 marks 3 Cr or more : 5 marks	5	2
3	Years of Experience	3 years' Experience: 2 marks More than 4 years: 4 marks	4	2
4	Ongoing contract or just completed in 2017-18	1 Contract of 20 lakhs: 2 marks 1 Contract of 40 lakhs or two of 20 lakhs each: 4 marks	4	2
5	Contracts where 200 or more employees work, in last ten years	1 Contract: 2 marks 2 contract : 3 marks More than 2 contracts : 4 marks	4	2
6	Testimonials		4	2
7	Experience in providing service in an educational Institute campus		2	0
8	Proposed Tools and Consumables to be used		10	5
9	Proposed Organization of Work-force, and plans to ensure all work is done as per schedule and as per required quality.		10	5
9	Profile and number of manpower to be deployed for Housekeeping services		10	5
Total			55	25

Note:

1. A bidder has to score at least the minimum marks under each category mentioned above and also an overall minimum score of 25 in the technical evaluation in order to be technically qualified.
2. Only the Financial bids of technically qualified bidders will be opened.
3. The bidder offering lowest price among opened financial bids will be awarded the contract. In case of a tie, the bidder with higher technical score will be declared as the successful bidder.



A. Indicative List of materials/consumables that may be required

Items names
Air/Room Fresheners
Citronella
Urinal Cubes/Naphthalene Balls
Liquid hand wash
Washing Powder
Liquid toilet Cleaner
Liquid room cleaner
Acid
Phenyl white and black
Duster (wet)
Mopping clothes
Dusting clothes (Y/W)
Garbage Bag
Hand Gloves
Broom (Coconut, Bamboo)
Broom stick (Phool Jharoo)
Wiper
Toilet Brush
Basin cleaner sponge
Feather Duster
Wiper
Cobweb Brush
Dust Pan
R4 shine up wooden polish
Stainless steel shining chrome