



# Indian Institute of Information Technology Pune

A/P: Sadumbre, Tal: Maval, District: Pune

Website: [www.iiitp.ac.in](http://www.iiitp.ac.in)  
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## Indian Institute of Information Technology Pune

### INVITATION OF TENDER

For providing House Keeping/ Wet Sweeping & Cleaning Services at (College Campus) at Indian Institute of Information Technology Pune

**Ref: No. IIITP/HOUSEKEEPING/2018-19/276**

**DATE: 04-04-2018**

**Cost of document Rs. 1000/-**



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Reference No. IIITP/Housekeeping/2018-19/276

DATE: 04-04-2018

## INVITATION OF TENDER

### Name of the Work:

Indian Institute of Information Technology Pune invites sealed quotations for providing House Keeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune for the period of 01 year from registered reputed agencies having at least 07 years' experience of providing House Keeping/ Wet Sweeping & Cleaning Services for Commercial Banks, Pvt. Banks, Government / Public Sector / Private organizations of repute / large hotels, Commercial Complexes, autonomous bodies etc.

### Scope of Work:

The scope of work would involve cleaning & wet mopping of floors, dusting of work stations, collecting and disposing of waste in bins, cleaning of toilets & toilet fixtures, window glass (both from inside & outside), telephones, lifts, walls, stairs, carpets, sofas, chairs, pedestal fans, venetian blinds, polishing of brass items, removing of cobwebs from ceilings, removal of stagnant water from terrace and external drainage cleaning, open terrace cleaning etc. The work also includes engaging the services of personnel for other incidental work such as shifting/movement of files / documents / furniture / equipment/materials and plumbing works etc. within and outside the institute premises etc. These services will be required on all days during the period of contract as per institute's requirement.

Bidders satisfying the eligibility criteria will only be eligible for participation in tender process. Thus, Commercial Bid of prequalified bidders only will be opened. Bidders shall furnish details regarding their Company, Organization Chart, Date of Incorporation, Experience etc. as indicated in the tender document. The tender document can be downloaded from the institute's Website viz. [www.coep.org.in](http://www.coep.org.in) and [www.iiitp.ac.in](http://www.iiitp.ac.in)

The tender document comprises of Technical Bid and Commercial Bid. The Technical/Commercial bid super scribing "The Name of The Work" on the envelope and addressed to Mentor Director Indian Institute of Information Technology Pune to be submitted on or before 3:00 pm on 18<sup>th</sup> April, 2018 to the Inward section, College of Engineering Pune, Shivajinagar, Pune 411005.

## Tender Details and Schedule:

Sr.No.	Tender No & Date	Reference No. IIITP/HOUSEKEEPING/2018-19/276 DATE: 04-04-2018
I.	Issue of Tender Forms	From 04-04-2018 to 18-04-2018
II.	Last Date of Receipt of Tenders	18-04-2018 before 15:00 Hours
III.	Opening of Tenders	18-04-2018 at 16:00 Hours
IV.	Tender Fees	Rs. 1000-00 (Non-Refundable)
V.	Correspondence Address	Mechanical Engineering Department , College of Engineering Pune, Shivajinagar, Pune 411005
VI.	Submission of Quotations	At Inward Section, College of Engineering Pune, Shivajinagar, Pune 411005 only.

### 1. Eligibility Criteria:

- i. The Bidder should be a registered entity for providing services of skilled and unskilled nature having requisite license.
- ii. The Bidders should be experienced in providing Sweeping, Cleaning and other incidental services and should have been in existence for the last 7 years.
- iii. The Bidder should have office in Maharashtra and also providing the said Services (Sweeping, Cleaning and other incidental work) in the state of Maharashtra.
- iv. The Bidder should have experience of the said services (Sweeping, Cleaning and other incidental work) at any Institutions, Universities, Commercial Bank, Private Banks, Govt. / Public sectors/ Private Organizations of reputed / Large Hotels, Autonomous bodies, Big Malls, Commercial complexes with at least one work order for House Keeping/ Wet Sweeping & Cleaning Services amounting to Rs. 40 lacs.
- v. The Annual Turnover of the firm / company, for each year during last 3 financial years shall be at least **Rs. 3 Cr** specifically in the field of House keeping **(Combined Group or Business Turn Over will not be accepted)**.
- vi. Profitable firm / company during last 3 financial years.
- vii. Satisfactory service certificates should be produced from three of their existing major clients with details of contact person, Telephone Nos., e-mail etc.

### Pre-Qualification / Eligibility Criteria details:

Sr. No.	Pre-Qualification Criteria	Supporting Documents to be enclosed with the Bid
1	The bidder shall be a reputable Indian/ Multinational Company/Firm with primary business in providing housekeeping services	Supporting Documents
2	The Bidder should have already carried out housekeeping services at least in three esteemed educational institution /organizations.	Copies of relevant work-- -order
3	Bidder must have provided at least one similar housekeeping services during the previous three years.	Copies of relevant work- order

## 2. Bidding Process:

The Bid / TENDER document will be in two-cover system - Technical Bid (Part 1) and Commercial Bid (Part 2).

**Part 1: Technical Bid** - detailed profile of the agency/organization, eligibility for selection, tender terms & conditions, etc. - to be submitted in a separate sealed cover. This should include "**Appendix – A**" and documents in support of turnover, experience, list of similar work orders, client list, etc.

**Part 2: Commercial Bid** - As per the tender, commercial bid should be indicated in Indian rupees in figures as well as words. The final offer given by the bidder shall be with respect to the complete cost of the providing Housekeeping/ Wet Sweeping & Cleaning Services.

## 2. Submission of Tender Documents:

### 2.1 Format & signing of Bid Document:

The tender documents have to be submitted in the prescribed format in two parts in a sealed cover super-scribing "Tender for providing House Keeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune."

### Instructions for submitting bids are given below:

**2.1.1 Part 1: Technical Bid:** in the prescribed format, sealed and duly signed.

**Part 1:** shall contain the following:

1. A covering letter in the format enclosed along with cost of the bid document of **Rs. 1000/-** by way of DD drawn in favor of Mentor Director, Indian Institute of Information Technology Pune of any nationalized / Scheduled Bank payable at Pune.
2. Details of bidders experience and capabilities in the format (**Appendix - A**) Balance sheets / audited accounts for the past three years.  
Power of Attorney for signing of tender in the format for providing Housekeeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology pune, Siddhant Engineering college campus, A/p Sadumbare, Tal: Maval, dist: Pune- 412109

**2.1.2 Part 2: Commercial Bid:** in the prescribed format sealed and duly signed.

**2.1.3 EMD** of Rs. 1,00,000/- ( Rupees One Lakh only) in the name of Mentor Director, IIIT Pune to be deposited in the form of DD along with commercial bid

## 3. Acceptance of Tender conditions:

- 3.1** Envelope should be marked as Part-1: Technical Bid of Reference No. IIITP/HOUSEKEEPING/2018-19/276 DATE: 04-04-2018, "Tender for providing House Keeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune." Due on 18-04-2018 at 15.00 hrs. and shall bear the name, address & telephone numbers of the bidder.
- 3.2** Envelope should be marked as Part-2: Commercial Bid of Reference No. IIITP/HOUSEKEEPING/2018-19/276 DATE: 04-04-2018, "Tender for providing House Keeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune." Due on 18-04-2018 at 15.00 hrs. and shall bear the name, address & telephone numbers of the bidder.
- 3.3** Both sealed covers of Part 1&2 are to be put in a single cover duly sealed and super-scribed as Reference No. IIITP/HOUSEKEEPING/2018-19/276 DATE: 04-04-2018 "Tender for providing House Keeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune." due on 18-

04-2018 at 15.00 hrs. and to be submitted to Inward section of College of Engineering, Shivajinagar, Pune-411005.

- 3.4** The last date for submission of the tender document is 18-04-2018 before 15.00 hrs. Bids received beyond the closing date / time will not be accepted and will be rejected, unopened.
- 3.5** The Part 1 (Technical Bid) will be opened on 18-04-2018 at 16.00 hrs. at the same venue in presence of the bidders' representatives who wish to attend. In the event of any change in the date of opening, the same will be intimated to all.
- 3.6** Part 2 (Commercial Bid) will be opened after the technical evaluation of tenders and only eligible and technically qualified bidders will be invited for commercial bid opening at the same venue in presence of the bidders' representatives who wish to attend. The date of opening of commercial bid will be intimated to only eligible and technically qualified bidders. In the event of any change in the date of opening, the same will be intimated to all.
- 4.** All duties, taxes and other levies payable by the bidder needs to be included in the total price, and break up needs to be indicated.
- 5.** The Institute reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder.
- 6. Performance Security Deposit / Bank Guarantee:** Performance Security Deposit / Bank Guarantee (Nationalized Bank only) for an amount @ 5% value of the total contract (Annual) (if order is placed) is to be submitted immediately after accepting the work order. The performance security must be valid during the contract period i.e. for One year- extendable up to 3 years. The same will be returned after completion of contract period.
- 7. Verification of Bank Guarantees:** Bank Guarantee submitted by the Bidder as EMD/ Performance Security is subject to verification from the issuing bank by purchaser before its acceptance.
- 8. Termination Clause:** Either side with mutual understanding can issue a notice with one month period, on genuine grounds, for exit/termination of the contract for providing Housekeeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune.
- 9.** Offers in bid should be written in English and price should be written in both, figures and words.
- 10.** No tender will be entertained by E-mail / FAX.
- 11.** The Mentor Director, Indian Institute of Information Technology Pune, has final rights to cancel the tender without any reason.
- 12.** The Institute reserves the right to cancel work order before making payments, without giving any reasons thereof.

**Appendix –A (To be filled up by the bidder)  
Following details required for all bidders**

<b>Sr. No.</b>	<b>Name &amp; Full Address of the firm:</b>	<b>Necessary Documents Submitted (Yes/No)</b>
1.	Registered Office with Address (Copy of registration certificate of firm may be enclosed)	
2.	Pan no.	
3.	Provident Fund Account No.	
4.	ESI Number	
5.	License number under Contract Labour (R&A) Act, if any	
6.	GST /Service Tax Registration Number	
7.	Previous work order details	
8.	Sales tax Clearance Certificate of last Financial year.	
9.	Whether limited company or Pvt. Ltd. or Partnership	
10.	Name & Addresses of the person who will represent the firm while dealing with the Institute. Power of Attorney for signing of tender.	
11.	Turnover for the last three financial years. 2015-16 2016-17 2017-18	
12.	Do you have experience for at least 7 years in the relevant field of for providing House Keeping/ Wet Sweeping & Cleaning Services? Have you completed at least two similar works during the previous seven years?	
13.	Do you have an office in Maharashtra or are you ready to open up an office in Maharashtra within one of month of the award of contract.	
14.	Have you duly filed Income Tax Returns, Service Tax and other applicable taxes, GST for the past three years	
15.	Have you been blacklisted by any government authority in India? If so, then you will not be eligible. Submit Self-Certification stating you are not blacklisted in past.	

## Appendix "B"-Minimum Wages Tabel

### Latest Rates as per Minimum Wages Act, 1948

Sr. No.	Monthly Partuculars	Housekeeping Attender
1	Basic Wages	10,000.00
2	Special allowance/VDA	1,394.00
3	<b>Total (A)</b>	<b>11,394.00</b>
4	H.R.A. @ 5% OF (A)	569.70
5	EPF @ 13.15% of (A)	1,498.31
6	ESI @ 4.75% of (A) & S.No.4	568.28
7	<b>Total (B)</b>	14030.29
8	Reliever Charges @ 1/6 <sup>th</sup> of (B)	2338.38
9	<b>Total (C)</b>	16368.67
10	Agency Service Charges @.....% of (C)	
11	<b>Total per person per month</b>	

#### **Part 1: Technical Bid:**

##### **FORMAT & REQUIREMENTS**

1. Tender Ref. No: .....
2. Name of Bidder: .....
3. Complete office address of Bidder.....
4. Contact details of authorized person of Bidder who have signed the Tender.
  - a. Name.....
  - b. Designation.....
  - c. Phone (Office).....
  - d. Phone (Mobile).....
  - e. E mail.....
5. Due date & Time of submission of bid: .....

6. Tender fee (if downloaded from website) (DD number & bank detail)
7. Submission of technical confirmation to the requirement.
8. Higher technical specifications may be considered subject to competitive price offer.
9. Documents to be enclosed with the Technical bid are as under:
  - a) Duly signed & stamped tender documents (All pages) as a mark of your acceptance.
  - b) Details of latest three clients for whom the similar work was completed should be submitted in the following format:-

Sr.No.	Name of Client along with contact details

- c) Supporting information with respect to the technical data.
- d) Copies of PAN, VAT/ TIN duly Signed & Stamped.

**• Detailed description of the services to be provided and indicative nature of work along with manpower requirement are given in Annexure-I**

Signature of the bidder with stamp



## Part 2: Commercial Bid

### FORMAT & REQUIREMENTS

Ref. No.: .....

Name of the Bidder: .....

The format of commercial offer for providing Housekeeping/ Wet Sweeping & Cleaning Services at IIIT Pune for one year **(As mentioned in Annexure-I)**

Sr.No.	Name of work	BID price for one Year (Exclusive of all Taxes) in Rs.	Total price for One Year (Exclusive of all Taxes) in Rs.
A.	Providing House Keeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune, at A/p Sadumbare, Tal: Maval, Dist; Pune 412109. Considering minimum wages to all employees..	<b>Only Basic + DA+ HRA+ EPF + ESIC will be paid. Separate Breakdown to be attached.</b>	
B.	Service charges in % of "A" above <b>Service charges to be not less than 5% and not more than 12%</b> Service charges on A only.		
C.	Disposal of Waste from within the premises, Twice a week (Fixed Cost)		
D.	Cost of Consumable Material, Machinery, Equipment and Misc. cost.  Good Quality Material only to be is be supplied/ used minimum as per Annexure – II ( Fixed Cost)		
Total Amount (Exclusive of all Taxes) in Rs.			
GST at actual in Rs.			
Total Amount (Inclusive of GST) in words Rupees.....only.			

Signature with designation and office seal

### Note for Commercial Bid:

- I. Quote as per Approved latest State Govt. Daily Wages giving breakdown of Basic, Dearness allowance, HRA, EPFO, ESIC etc.
- II. Bonus and Uniform expenses will be borne by the Contractor.
- III. Increase in Dearness Allowance as and when applicable will be paid by the Principle Employer (Govt. Order will have to be submitted by the Contractor)
- IV. Additional manpower will have to be provided on Special Occasions viz. Gathering, Impressions, Annual sports meet etc... as and when required by Indian Institute of Information Technology Pune on Pro rata basis.
- V. Service Charges will be applicable only to the Wages and not to Waste / Garbage Disposal and the Material. Waste/garbage Disposal and material will be at fixed cost per month as per tender , however 5 % hike in the rates will be given year after year.

### Annexure -1

#### Details of Work:

Sr. No.	Name of the Service
1.	Wet Sweeping of all Bathrooms/Toilets, with materials like cleaning soap, phenyl, detergent, odonil, naphthalene balls etc.
2.	Cleaning/dusting/wet sweeping of Lecture Halls/Seminar Halls.
3.	Cleaning/dusting/wet sweeping of Computer Science Engineering and Electronics & Communication Engineering department in 'c' Building of Siddhant college of Engineering campus sadumbare, Tal Maval, Pune
4.	Cleaning/dusting/wet sweeping of Library including new study room and toilets.
5.	Cleaning of internal roads and surroundings area of campus located around 'C' Building, IIIT Pune, A/p Sadumbare, Tal Maval, Pune 412109.
6.	Services of one Plumber for repairs and maintenance in Hostel Campus work at Siddhant college of engineering, sadumbare, IIITP campus
7.	Any other area assigned by the institute

<b>Sr.No.</b>	<b>Work description</b>	<b>Frequency</b>
1.	Wet sweeping of toilets, urinals, wash basins & bathrooms of Departments in the IIITP Campus.	Twice in a day.
2.	Cleaning/dusting/wet sweeping of class rooms, drawing halls, corridors, passages, stair cases including balcony of 'C' Building.	Daily.
3.	Cleaning/dusting/wet sweeping of Library During functions in the seminar hall will be made available to clean the toilets frequently.	Twice in a day.
4.	Washing the corridors, passages and stair cases of classrooms and 'C' Building.	Once in a month.
5.	Cleaning of window panel, glass, cobwebs etc. of all depts.	Once in a month.
6.	Machine cleaning of floor where Shahabad / Tandur / kota flooring exists.	Twice in a month.
7.	Cleaning of external campus i.e. surroundings, roads, footpaths, grounds, open space with proper garbage collection of entire IIIT Pune campus.	Daily.
8.	Commuting garbage from the campus	Once in a week.
9.	Trimming of trees (Prior sanction of the PMC, Garden Dept. will be obtained) and cleaning of overhead water tanks.	Once in 6 months.
10.	Grass cutting	(As and when necessary and once in a week during rainy season).

**Manpower Deployment:**

Minimum Manpower per day shall be deployed by service provider as per below:

- Male workers – 02
- Female Workers – 02
- Supervisor – 01

Additional manpower will have to be provided on Special Occasions as and when required institute on Pro rata basis.

All Housekeeping employees will work for 8 ½ Hrs in a shift including ½ hr meals break.

**Shift timing will be as follows:**

Sr.No.	Shift and Timing	Manpower in Nos.				Total Manpower in Nos.
		Male	Female	Supervisor	Plumber	
I.	Shift - I 8.00 am - 4.30 pm	01	01	01	00	03
II.	Shift - II	01	01	0	00	02

Note : The requirement of manpower may vary.

Following standard and good quality Material/Equipment to be used by service provider as per tender for providing House Keeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune. IIIT Pune will not give any additional charges/cost to service provider beyond Work order cost. List of Machinery /Equipment which should be provided on site is as below:

BASIC MACHINERY			
SR NO.	ITEM	QTTY	UNIT
1	VACCUM CLEANER ( Big )	02	
2	VACCUM CLEANER (Small)	02	
BASIC EQUIPMENT			
1	TELESCOPE ROD	As per Requirement	
2	CHOCK-UP ROD		
3	FAVDA		
4	TIKAV		
5	GHAMELA		
6	KHURPEE		
7	TALWAR		
8	PUNJA		
BASIC CLEANING MATERIAL			
1	HARD BROOM		

2	SOFT BROOM	As per Requirement
3	FLOOR DUSTER	
4	GLASS DUSTER	
5	YELLOW DUSTER(FOR LIFT-S.S.WORK & ELECEERIC SWITCH BOARD ,FAN	
6	DRY MOP	As per Requirement
7	WET MOP	
8	GLASS WIPER	
9	TOILET WIPER	
10	CHOCK-UP PUMP	
11	HOCKEY BRUSH	
12	MORI BRUSH	
13	NYLON GHASNI	
14	STEEL GHASNI	
15	SCOTCH BRUSH	
16	BUCKET	
17	MUG	
18	SUPLI	
19	PVC PIPE 3/4INCH	
20	DUST BIN (BIG & SMALL )	
<b>BASIC DAY TO DAY CONSUMABLES</b>		
1	CAUSTIC SODA	As per Requirement
2	BLEACHING POWDER	
3	NIRMA OR EQUIVALENT	
4	COLOUR AND CENTED NAPTHELENE BALLS	
5	ROOM FRESHNERS	
6	URINAL SCREEN MATS IN ALL URINALS	
7	HARPIK OR EQUIVALENT	
8	HAND WASH OF STANDARD MAKE	
9	TOILET PAPER	
10	GLASS CLEANER LIQUID SPRAY	
11	ACID FOR CLEANING TOILETS	

**Terms and Conditions:**

1. The execution of cleaning of housekeeping will be with suitable and uniformed hygiene specialist with mechanized equipments, wherever required, and wet mopping.
2. The cleaning and housekeeping works are to be carried out as per international norms/standards and in such manners that all premises always look neat and clean.

3. The manpower engaged should be trained in management of all types of waste so that waste disposal is carried out without affecting the environment as per pollution control directions.
4. It will be the sole responsibility of the contractor that the manpower engaged are trained and the institute will not be liable for any mishap, directly or indirectly.
5. All the consumables and disposables required for cleaning and housekeeping are to be procured by the contractor. All consumables and disposables should be eco-friendly.
6. Mechanized equipments, wherever required, will be procured by the contractor.
7. The cleanliness will be periodically checked by the Institute authority or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the contractor has to abide by those criteria. These are as follows:
  - (i) Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.;
  - (ii) Dust or cobwebs etc. on roof, window grills etc.;
  - (iii) Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirrors;
  - (iv) Dirt marks, dust, dryness and odour in Wash-basin, WC Seats, floors etc. in toilets/bathrooms.
8. In case any of contractor's personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of Housekeeping Services staff/supervisors absent on that particular day shall be levied by the institute and the same shall be deducted from the contractor's bills.
9. In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in clause no.8 shall be levied.
10. In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty of Rs.1000/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the system immediately.
11. In case the contractor fails to commence/execute the work as stipulated in the work order or unsatisfactory performance or does not meet the statutory requirements of the contract, Institute reserves the right to impose the penalty as detailed below:-
  - a. 20% of cost of work order per week, upto four weeks delays.
  - b. After four weeks delay the Institute may cancel the work order and get this job to be carried out preferably from other agency from open market. The difference, if any, will be recovered from the defaulter contractor and also shall be black listed from participating in such type of tender and his earnest money/security deposit also be forfeited.

12. If cleanliness is not observed upto the satisfaction of the Institute, a penalty of a fine of Rs.5,000/- per day will be imposed on the contractor.
13. Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost.
14. The contractor shall engage the men/women whose age shall be between 20-50 years.
15. The staff engaged by the contractor shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the institute. Adequate supervision will be provided to ensure correct performance of the said Housekeeping Services as mentioned in work order. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
16. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for Housekeeping Services works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the institute and to the Labour department.
17. The contractor shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity, Leave, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within seven days of close of every month. Giving particulars of the employees engaged for the Housekeeping Services works, is required to be submitted to the institute. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time, the institute is entitled to recover the equal amount from any money due or accrue to the Contractor under this work order or any other contract and will be deposited with RPFC on behalf of the contractor.
18. The institute shall have the right to ask for the removal of any person of the contractor, who is not found to be competent and orderly in the discharge of his duty.
19. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
20. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the institute and institute shall ensure that the contractor complies with the provisions.
21. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of the institute. While raising the bill, the deployment particulars of the personnel engaged during each month,

shift wise, if any, should be shown. The Contractor has to give an undertaking (on the format), duly countersigned by the concerned official of the institute, regarding payment of wages as per rules and laws in force, before receiving the 2nd payment onwards.

22. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
23. The contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the institute and shall not knowingly lend to any person or company any of the effects of the institute under its control.
24. The contractor shall be responsible to maintain all property and equipment of the institute entrusted to it. Any damage or loss caused by contractor's persons to the institute in whatever shape would be recovered from the contractor.
25. The personnel supplied have to be extremely courteous with very pleasant mannerism in dealing with the Staff/visitors, especially with female staff/visitors and should project an image of utmost discipline. The institute shall have right to have any person moved in case of staff/visitor complaints or as decided by representative of the institute if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
26. The payment would be made at the end of every month based on the actual shift manned/operated by the personnel supplied by the contractor and based on the documentary proof jointly signed by the representative of the institute and the contractor/his representative/personnel authorized by him. No other claim on whatever account shall be entertained by the institute.
27. That in the event of any loss occasioned to the institute, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the institute, the said loss can claim from the contractor up to the value of the loss. The decision of the Mentor Director, Indian Institute of Information Technology Pune will be final and binding on the contractor.
28. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the institute.
29. The institute may direct the contractor, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the institute.
30. The contractor will deploy supervisors as per the need given by the institute. The supervisor shall be required to work as per the instructions of institute.



31. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines.
32. During the course of contract, if any of contractor's personnel are found to be indulging in any corrupt practices causing any loss of revenue to the institute shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee/Security Deposit.
33. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the institute may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the institute from the contractor.
34. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the institute, such money shall be deemed to be payable by the contractor to the institute within seven days. The institute shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security deposit.
35. The list of staff going to be deployed shall be made available to the institute and if any change is required on part of the institute fresh list of staff shall be made available by the contractor after each and every change.
36. The contractor shall indemnify and hold the institute harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
37. The bidder should be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act 1970.
38. The contractor shall not employ any person below the age of 20 yrs. and above the age of 50 yrs. Manpower so engaged shall be trained for Housekeeping Services and housekeeping services and firefighting services before joining.
39. Only physically fit personnel shall be deployed for duty by the contractor.
40. The contractor shall ensure that the Housekeeping Services/Housekeeping staff shall not take part in any staff union and association activities.
41. The institute shall not be responsible for providing residential accommodation to any of the personnel of the contractor.
42. The institute shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The institute does not recognize any employee employer relationship with any of the workers of the contractor.

43. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the institute from the contractor.
44. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the institute.
45. The contractor will have to deposit the proof of depositing employee's contribution towards PF/ESI etc. of each employee in every three months.
46. The contractor shall disburse the wages to its staff deployed in the institute every month through ECS or by Cheque in the presence of representative of the institute.
47. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.
48. This contract is for one year and may be extended for additional 2 years on year to year basis based on Outstanding Performance on recommendation of Mentor Director IIIT Pune
49. Contractor/ Service provider should not sub-let/sub-contract fully or partially the services mentioned herein to any other party/person during the tenure of this contract under any circumstances. Failure to comply with this can lead to termination of the contract.
50. Tax deduction at source shall happen on every payments made to Contractor/Service provider.
51. If Contractor/service provider get purchase order, the list of all required certifications (Educational qualifications), additional certifications and registrations of Contractor/ Service provider to be handed over to Indian Institute of Information Technology Pune for records like PF, ESI, shop act, GST/service tax etc.
52. Indian Institute of Information Technology Pune is not liable for any breach of any Government rules/regulations by Contractor/ service provider or its employees. Contractor/ Service provider will be solely responsible for their action.
53. All the staff deployed by Contractor/ Service provider will ensure that they are polite and courteous in their behavior. They shall carry their photo identity card prominently displayed during the working hours.
54. Contractor/ Service provider shall submit the list of addresses and contact number of all their employees appointed by them and deployed at Indian Institute of Information Technology Pune will be communicated to us in writing for record.
55. Contractor/ Service provider shall indemnify Indian Institute of Information Technology Pune from any third party claims with respect to the services provided to Indian Institute of Information Technology Pune and the same shall not just be restricted to labour law

claims, statutory compliance claims etc. In case the amount is not indemnified, Indian Institute of Information Technology Pune is within its right to deduct/recover the same from post paid quarterly payment dues to Contractor/service provider and subsequent dues in case the same is not recoverable in one quarterly outgo.

56. Contractor/ Service provider shall not do or cause to do or permit to do any act which would amount to nuisance or annoyance to Indian Institute of Information Technology Pune and shall not do or permit to do any immoral acts in the premises of Indian Institute of Information Technology Pune and shall not do any act or things where by Indian Institute of Information Technology Pune suffers any loss or damage or which may cause any disturbance to Indian Institute of Information Technology Pune.
57. Further bringing of or consumption of alcoholic drinks, tobacco/ Paan products and smoking is strictly prohibited in Indian Institute of Information Technology Pune campus. Violation of this clause shall result in summary termination of the employee without requirement of providing any notice as per the terms of the purchase order.
58. The institute reserves right to cancel the contract at any stage without citing any reason thereof.

## **DUTIES AND RESPONSIBILITY OF HOUSEKEEPING SERVICES STAFF:**

1. Cleaning of floor areas, vertical finishes (walls) Roof and False ceilings, Glass areas, doors and attached fixture, windows with attached fixtures and frames, Rolling shutters, railings, mirrors aluminium grills, pillars, curtains, slabs, cabinets, almirah with attached fixtures, etc. All the covered area including all rooms, corridors, stair-case, associated bathrooms and toilets of Office on all floors and open area including roads, lawns, paved areas and terrace including overhead water tanks, if any.
2. Washing and cleaning and maintenance of Indoor and Outdoor decorative plants, flower pots, cleaning and maintenance of lawns.
3. Emergency plumbing works pertaining to water supply, distribution and checking of leakages and replacement of leaking taps, etc.
4. Housekeeping Services of bathrooms and toilets including supply of necessary items like liquid soap, naphthaline balls, room freshners, etc. to maintain hygienic atmosphere.
5. Cleaning and maintenance of all the drains within the compound of the institute.
6. Supply of suitable and adequate number of dustbins, cleaning of dustbins and removal/disposal of collected garbage to an approved location, clearance of segregated waste as per the prescribed norms waste disposal at designated places.
7. Pest control, mosquito control including winged pests, larva control and rodent control of the entire campus of the institute in all covered and open area.
8. Cleaning of all equipments available in the rooms including telephone sets and accessories, computers and accessories, furniture, signage boards, notice boards, switch boards, Air-conditioners, etc. with dusting or wet mopping or vacuum cleaning.
9. Cleaning of all lighting, indoor as well as outdoor, and electrical fixtures.
10. Cleaning of drinking water coolers, water filters, Desert coolers, etc.
11. Cleaning of lifts (all components).
12. Cleaning of fire-fighting equipments, CCTV and public address systems, etc.
13. Cleaning of all miscellaneous equipments as available or being provided from time to time.
14. The cleaning of carpets, etc. with modern gadgets shall be done.
15. Sweeping/Cleaning and wet mopping of the institute main hall shall be done.
16. Any other provisions as advised by the institute may be incorporated in the work order. The same shall also be binding on the contractor.
17. The institute may also include the items, if any other than prescribed above, in the Duty chart as per their requirement.

**[Covering letter to be addressed by the bidder]**

To,  
The Mentor Director  
IIIT Pune  
Sidhant COE, Sadumbare, Pune -412109,

Sub: For providing House Keeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune

Sir,

I am the authorized signatory of my company/Firm for this tender process and, am therefore competent to make this declaration.

I have carefully gone through the tender document regarding the prequalification of agencies/ Contractors for providing House Keeping/ Wet Sweeping & Cleaning Services at Indian Institute of Information Technology Pune. We shall be bidding in this tender.

I hereby declare that

1. All the information related to my company/Firm, manpower, customer base, work orders, financial details, etc., provided in our offer is true and without any alteration /modification.

2. All the provisions of these tender documents are acceptable to my company/Firm. No violation of the terms and conditions as mentioned in the tender document has been made.

I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.

3. I declare that my company/Firm or any member of company/Firm has not been debarred / black listed by any Government / Semi –Government organizations in India.

4. I certify that the period of validity of bid is 120 (one hundred and twenty) days from the last date of submission of proposal.

Yours faithfully,  
(Signature of the bidder)  
Seal and signature of Manager  
/Representative of the  
company/firm On behalf of the  
company/Firm submitting tender  
Telephone: .....  
Mobile: .....  
Fax: .....  
Mail: .....  
Contact Person Name and  
Designation .....

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List of Documents attached by the Bidder