

TENDER DOCUMENT FOR ANNUAL HOUSE KEEPING AND SUPPLY OF MANPOWER AT  
INDIAN INSTITUTE OF TECHNOLOGY HYDERABAD

Ref.No:IITH/101/Tender/Admin

Date: January 20, 2012

**NOTICE INVITING TENDERS**

Director, IITH invites sealed tender for the work of '**Housekeeping and supply of manpower at IITH campus, hostel buildings, guest houses, workshop and other locations**'.

**Tender Form:** Tender document will not be issued in person. The tender document can be downloaded from IITH Website [www.iith.ac.in](http://www.iith.ac.in) from 23rd January 2012 10.30 hours to 06<sup>th</sup> February 2012 17.00 Hours.

**Visit of the Campus:** Tenderers are advised to visit the IITH premises and ascertain the nature and quantum of work before tendering.

**Last date for receipt:** The tenders are to be submitted in sealed envelopes superscribing the name of the work clearly **so as to reach on or before 15.00 hours on 10<sup>th</sup> February 2012** to the undersigned.

**Opening of Part I of the bid:** Only Part I (Technical Bid) will be opened at 15.30 hrs on 10<sup>th</sup> February 2012 in the presence of tenderers or their authorized representatives, who are present.

**Late and delayed** tenders will not be opened and summarily rejected.

**Details of processing fee, EMD, submission of tender, etc. are indicated elaborately in the tender document.**

**Opening of Part II of the bid:** After verification of the documents, price bid of only those tenderers who satisfy all the eligibility criteria laid down in this notification will be opened. In case any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, whether before award of work or otherwise.

**Evaluation of tender:** In case two or more tenders are equal in monetary terms, work will be awarded to the contractor who has executed contracts of higher values.

The Director, IITH reserves the right to: a) reject any or all the tenders without assigning any reason whatsoever; b) not bind himself to accept the lowest or any tender; and c) accept the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.

Canvassing in connection with tender/quotation is strictly prohibited.

Tender details can be viewed in the website [www.iith.ac.in](http://www.iith.ac.in)

Sd/-  
Registrar

## INDIAN INSTITUTE OF TECHNOLOGY HYDERABAD

Tender No. IITH/101/Tender/Admin. dated January 20, 2012

Name of work: Housekeeping and supply of manpower at IITH campus, hostel buildings, guest houses, workshop and other locations'.

01	Download of tender document	23 <sup>rd</sup> January 2012 10.30 hours to 06 <sup>th</sup> February 2012 17.00 hours.
02	<b>Last date for receipt of tender</b>	10 <sup>th</sup> February 2012 15.00 hours
03	Opening of Part I of the tenders	10 <sup>th</sup> February 2012 15.30 hours

### INSTRUCTION TO TENDERERS

**Submission of tender:** Tender should be submitted in two parts.

**Part I** should consist of all the technical details including their previous experience, nature of work to be carried out, number of trained manpower to be provided for each work etc and other commercial points.

**Part II** should contain only the price.

**Processing fee:** The Tender/bid should be submitted in the prescribed proforma as given in the Annexure 'B' of Tender Document with a Demand Draft for Rs.500 drawn in favour of Director, IITH towards processing fee. Tender/bid not accompanied by processing fee stands automatically rejected. Processing fee should be kept in a separate sealed cover superscribed as "Processing Fee".

**EMD:** EMD of Rs.1,20,000 is a must and should be submitted along with the tender/bid. The EMD is to be furnished only in the form of DD/Banker's cheque from any schedule bank drawn in favour of Director, IITH payable at Hyderabad. EMD in any other form will not be accepted as valid EMD. In respect of the successful bidder, this EMD will be returned on receipt of Security Deposit. EMD submitted by other bidders will be returned after finalization of the contract. Tenders received without valid EMD stand automatically rejected.

EMD should be kept in a separate sealed cover superscribed as "EMD – Annual Housekeeping Work and manpower supply".

**Envelopes:** Signed and sealed Part I and Part II should be kept in separate sealed covers. The cover for Part I should be super scribed as "Tender for Annual House Keeping and manpower supply at IITH campus Part I (Technical)" and the cover for Part II should be super-scribed as "Tender for Annual Housekeeping Work and manpower supply at IITH Part II (Price)". Processing fee and EMD should be in separate sealed covers as mentioned above. All the four covers should be kept in a big single sealed cover super-scribed as "Tender for Housekeeping Work and manpower supply". Failure to comply with this instruction renders the tender/bid automatically disqualified.

**Security Deposit:** For due performance of his/their obligations under the contract, during the validity, the successful tenderers shall have to deposit Rs.6,60,000 (Rupees six lakhs sixty thousand) only as Security Deposit which will be free of interest, immediately after commencement of the contract. This security deposit is to be furnished in the form of Bank Guarantee as per the format furnished by the Institute from any of

the Nationalised Banks or SBI or from any one of the scheduled banks. The security deposit will be forfeited in case of the breach of contract. After successful completion of the contract, the security deposit will be refunded within 60 days after adjusting dues if any to the IITH from the Contractor.

- a. The tenderer should read the 'General Terms and Conditions' of the IITH annexed hereto and give their acceptance. The tenderer is advised to visit the IITH on any working day between 1000 hrs and 1700 hrs to assess the nature and quantum of work before tendering.
- b. The tender should be clearly filled or typed and signed in ink legibly giving full address of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature shall invalidate the tender. The tender should be duly signed by the authorized persons. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.
- c. The tenderer should ensure that the amounts are written in such a way that interpolation is not possible. No blank space should be left.
- d. Failure to fulfil any of the conditions laid down renders the tender invalid.

## **PART –I (TECHNICAL DETAILS)**

Technical Details should be provided in the prescribed format i.e. Annexure "A" which should inter alia contain the following:

- a. The tenderer should be a registered contractor having a valid license under The Contract Labour Act and should furnish the proof of his experience of providing sanitation/ housekeeping service in Government/Private Organisations/Public Sector Undertakings/large hospital or any other similar organization of repute.
- b. The estimated cost of the Tender is Rs.66 lakhs (Rupees sixty six lakhs) per annum.**
- c. Experience: The tenderer should have experience of having executed/ completed similar works during the last 5 years commencing on 01.01.2007 and ending on 31.12.2011 in educational institution of repute, Govt., PSU, any large Hospital, or R&D organisation. Experience in other institutions will not be considered. The experience should be one of the following:**
  - Three similar completed works during the last 5 years, each costing not less than the amount equal to Rs.26.40 lakhs, OR
  - Two similar completed works during the last 5 years, each costing not less than the amount equal to Rs.33.00 lakhs, OR
  - One similar completed work during the last 5 years costing not less than the amount equal to Rs.52.80 lakhs.

**Note: Experience prior to 01.01.2007 and later than 31.12.2011 will not be considered as experience.**

“**Similar work**” means execution of cleaning, housekeeping, sanitary works and guesthouse maintenance works. The tenderer must produce work done certificate from the clients. The work done certificate should mention the details of work executed, the value of work done, the date of commencement and date of completion of the work.

**Note: Copy of work order and/or self certified certificate will not be accepted as certificate of experience. If any document other than certificate of experience is produced, such document will not be accepted as relevant. Tenders not accompanied by certificate of experience issued by the client will automatically stand disqualified.**

- d. PAN details of the firm have to be indicated along with a certified copy.
- e. An affidavit, **in original**, duly certified by a Notary that the Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed.
- e. An affidavit, **in original**, duly certified by a Notary that there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Hon'ble Court.
- f. The entire tender document should be duly signed & sealed by the tenderer.
- g. The tenderer shall submit the information sought in the format enclosed as Annexure “A” as part of Technical bid along with the General Terms & conditions (duly signed) of Annual Housekeeping Work at IITH, Hyderabad. The Tenderer must have EPF/ESIC Registration number as per the rules to contribute to EPF/ESIC.
- i. The persons deployed for work should not be involved in any police case or any case should be pending against them. Police verification certificate for the persons deployed for work to be submitted.
- j. The workers must be provided with uniform, shoes and other materials for safety and safe handling of chemicals, etc. by the contractor from out of his service charges. The workers should maintain personal hygiene. They should behave politely and amenable to discipline.
- k. If in the opinion of the IITH authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behaviour is not conducive to retain them for the work, he/she should be replaced immediately.
- l. All the copies of mandatory documents, except affidavits mentioned in e) and f) above, submitted by the tenderer should be attested by a Gazetted Officer. The affidavits mentioned in e) and f) above should be attested by a Notary Public. Failure to comply with these conditions renders the tender/bid automatically qualified. The original documents should be produced for verification at any stage of tender process as and when sought for, failing which; the bids are liable for disqualification.

## **PART – II (PRICE-BID)**

- a. Price bid should be in the format enclosed with tender at Annexure “B” (Schedule of quantities). Conditional offer will render the tender/bid automatically invalid.
- b. The tender should be clearly filled or typed and signed in ink legibly giving full address of the tenderer. The tenderer should quote in figures as well as in words the amount tendered by him. Alteration if any, unless legibly attested by the tenderer with his full signature, shall invalidate the tender. The tender should be duly signed by the authorized persons. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer.
- c. The tenderer should ensure that the amounts are written in such a way that interpolation is not possible. No blank space should be left.
- d. Failure to fulfil any of the conditions given above shall render the tender liable for rejection.

**TECHNICAL DETAILS****A. Documents/details to be mandatorily submitted:-**

Sl.	Particulars	Fill in the details
1	Name of Firm/Tenderer/Company (in block letters)	
2	Permanent Address & Telephone No.	
3	Full Postal Address, Telephone/Fax No./E-mail:	
4	Details of infrastructure, persons employed, and number of offices/branches available (attach separate sheet).	[Attach as enclosure & refer here]
5	EMD, Bank Draft No & Date, Banker's Name & Branch.	
6	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company has never been black listed or changed the name of the firm <b>(in original)</b> .	[Attach as enclosure & refer here]
7	An affidavit duly certified by a Notary that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court <b>(in Original)</b> .	[Attach as enclosure & refer here]
8	Income Tax Return (last three years), TAN/PAN No., Professional Tax, Sales Tax and Service Tax Regn. nos. (enclose photo copies)	[Attach as enclosure & refer here]
9	Copy of a valid License issued by the State/Central Labour Department under Contract Labour Act duly attested by a gazetted officer/notarised.	[Attach as enclosure & refer here]
10	Details of ESIC Registration with Date and proof of registration	[Attach as enclosure & refer here]
11	Details of EPF Registration with date and proof of registration	[Attach as enclosure & refer here]

**B. Details of Experience: Should be furnished in the following format-**

Experience during the period 01.01.2007 to 31.12.2011 only:

Name of the client and full address	Telephone and FAX number of the client	Tenure of contract	Value of contract

**C. Documents to be submitted by the successful Tenderer before award of work:**

1	Proof of Financial Capacity from his bankers/Chartered Accountant
2	Audited balance sheet and Profit/Loss A/c for 2007-08, 2008-09, 2009-10 and 2010-11 (if available).

Date:

Signature of Tenderer, Seal & address

## **GENERAL TERMS & CONDITIONS**

(Please read the following carefully and give acceptance for the same in the prescribed format and submit it with the Technical Bid).

### **A. GENERAL INSTRUCTIONS:**

1. The tenderer submitting tender would be deemed to have inspected the premises, considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
2. The contract will be for a period of one year initially, which can be extended for one more year on satisfactory performance of the initial period of the contract. The IITH may renew/extend the contract to such further period (s), as it may deem proper, having regard to the quality and manner of the contractor's performance. However, it shall be with consent/written request by the contractor in this regard.
3. All works shall be executed as per detailed specifications and as directed by an officer/official nominated by the Director.
4. The areas of cleaning indicated are purely approximate and likely to vary on either side up to any limit.
5. In case the Contractor fails in fulfilling the obligations fully and in time, the IITH shall have the absolute right to take up the work at the Contractor's cost and risk and recover any and all such expenses from the amounts due to the Contractor including Security Deposit. The Institute shall have right to impose penalty commensurate with the fault and amount towards damages if any, shall be recovered from the bill.
6. The Contractor shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the IITH from any claims in this regard.
7. The Contractor will be required to post skilled manpower as may be needed to supervise and guide the workers skilled as well as unskilled for proper execution of the work as per directions of the Officer-in-charge nominated by Director of the Institute to administer the contract.
8. All letters posted to Contractor at the address given by him will be considered to have been delivered in time.
9. If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated and Security deposit forfeited. The Contractor will have no claims what so ever on the IITH.
10. In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to the Institute for the inferior works as determined by the IITH and in case all payments have been made to the Contractor for this work, this amount may be deducted from any sum due to the Contractor on any other work within the Institute.
11. Water and Electricity required for the work may be used free of cost from the IITH after obtaining written approval from the Registrar.

12. Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made by these victims. The Contractor shall indemnify the IITH from any claims arising out of accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor. The contractor will fully indemnify IITH against all claims in this regard.
13. The contractor shall identify the personnel to be deployed exclusively for the cleaning of all the toilets. The contractor shall be responsible for cleaning as well as security of the toilet fixture handed over at the time of commencement of the contract. In case of items/fixtures stolen/broken due to the fault of the contract personnel from the toilets, either the penalties to recover the cost shall be imposed or the contractor shall have a choice to replace these fixtures of the same quality & under approval from nodal officer appointed by the Director of the IITH.
14. It will be the sole responsibility of the contractor to abide by the provisions of the following acts as to the workers engaged by him for performance of this contract:
  - Employment of Children Act
  - Workmen compensation Act
  - Employment of Labour/Contract Labour Act
  - Industrial Employment Act
  - Contract Labour Abolition & Regulation Act 1970.
  - Minimum Wages Act
  - Employee Provident Fund Act
  - Any other act or legislation as may be in force from time to time.
15. Any liability arising on the IITH shall be deducted from the bills of the contractor and if the full amount is not recovered then the same shall be recovered from the security money of the contractor. There would be no liabilities towards the workers of the contractor by the IITH.
16. The IITH through its officers, reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portions of the same carried out in the Institute by others and such alterations and variations shall not violate this contract.
17. The Contractor is required to post his authorized representative at the site of the work who shall receive the instructions from the Officer (to be nominated by the Director of the Institute) from time to time. All such instructions received by the authorized representative on behalf of the Contractor shall be deemed to have been received by the Contractor within the scope of this work order.
18. In the event of the contractor failing to execute the work under contract in whole or in part an alternative arrangement will be made by the IITH totally at the cost & risk of contractor besides any suitable fine /penalty.
19. The contractor shall be liable to pay compensation for any loss & damage caused to the property of the IITH or its Staff Members/Students/Visitors by the contractor or his workers.
20. The contractor shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff; the contractor will be under an obligation to change the worker concerned when instructed by IITH authority. The contractor shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. The IITH will not have any responsibility with regard to staff on the role of the contractor what so ever.

21. The IITH reserves the right to terminate the contract without assigning any reason by giving a notice of three months. The contractor will also have to serve a notice of three months, if he wishes to terminate the contract.
22. In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Director, IITH or any other officer nominated by the Director, IITH for arbitration whose decision shall be final and binding on the parties. The contractor agrees that the arbitrator could be an employee of the Institute & shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.
23. The personnel of Contractor should observe only 10 (ten) closed holidays in a calendar year irrespective of number of the holidays observed by the Institute. The closed holidays normally cover Republic Day, Independence Day, and Mahatma Gandhi's Birthday. In addition, they will be entitled to one day for every twenty days of work.
24. The services of employees of Contractor should be made available on all days on six-day week basis irrespective of holidays and on Sundays if required.
25. A verification report in respect of all the personnel of contractor from the concerned police station of concerned residential areas should be submitted and also list of employees with bio-data of each employee posted to the Institute along with photo and thumb impression should be handed over to the Registrar of the IITH. Any changes should be informed immediately.
26. The personnel engaged by the contractor should have minimum literacy level i.e. a pass in Standard VIII to the extent possible.
27. The Contractor shall be fully responsible for providing leave benefits, weekly off, National & Festival holidays etc., to the personnel deployed and as and when any of personnel comes late or proceeds on leave or absents himself/herself, it will be the prime responsibility of the contractor to provide a suitable substitute.
28. The contractor should not be employee of IITH, or any other central/state Government. He should submit a declaration to this effect.
29. The contractor and his staff will make their own residential arrangement outside the premises of the IITH. No one will be granted permission to stay in the Hostel during night or during non-functional hours.
30. The contractor shall supply all the ground cleaning tools such as grass cutter, axe, soil knife, digging shovel, soil and garbage carrying baskets. The repairs and maintenance of tools will be borne by the contractor.
31. The solid waste collected from the said buildings shall be disposed of in areas assigned by the Ordnance Factory for solid waste disposal.
32. At Hostel Daily Attendance Registers will be maintained to keep record of personnel on duty and a record of the work done by IITH Hostel Office.

33. The Contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all time. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately (Maximum two hours) otherwise a penalty @ wages at double the rates would be deducted per day per person of absence.
34. Warden and Student Coordinator and Hostel staff are free to inspect the work being done by the personnel of the Contractor at any time of the day in Hostel areas. All the assigned work shall be done to the complete satisfaction.
35. That payment on account of enhancement/escalation charges on account of revision in wages and statutory payments like EPF/ESI contributions, service tax only by the appropriate Govt. (Central/State) from time to time shall be payable by the IITH to the contractor. No escalation of percentage of Contractor's Service Charges and/or cost of cleaning materials shall be admissible during the term of the contract.

**B. MODIFICATION OF TERMS AND CONDITIONS:** The IITH with the consent of the contractor may modify terms and conditions of the contract as and when necessary without affecting the basic nature of his contract.

**C. IITH OBLIGATIONS:** The IITH will not charge any amount from the contractor for water or/and electricity supplied for Annual Housekeeping and manpower supply for IITH.

**D. CONTRACTOR'S OBLIGATIONS:**

Area of operation for House Keeping for "Annual Housekeeping and supply of man power for IITH, at Hyderabad in brief are as follows:

Sl.	Description of Work
a.	IITH main building, common areas - toilets and surroundings, roads – Daily cleaning.
b.	IITH other buildings: workshops, boys hostels, girls hostels, common areas, toilets and surroundings, roads – Daily cleaning.
c.	Rooms of Guest Houses, common areas - toilets and surroundings.
d.	Watering plants in hostel and other areas - once a day.

Note:

- a. The floors of the above mentioned buildings shall be mopped daily with chemicals Bathrooms. All the toilets shall be mopped and cleaned with disinfectants every one hour i.e. 8 (eight) times a day; water closets shall be thoroughly cleaned 8 (eight) times a day daily using suitable material. All the utility areas and area within the compound on all sides of the buildings shall be swept and shall be kept clean all the time and on a daily basis.
- b. The contractor shall pay his workers wages not less than the higher of the minimum wages fixed by the Central Govt. or State Govt. and all other statutory dues like EPF, ESI, bonus, etc., throughout the tenure of contract, in the presence of the representative of the Director of the IITH.
- c. In the event of local problems arising while discharging the functions IITH the contractor will deal with them appropriately and he will not bring IITH on the scene for such matters.

d. The Contractor shall provide:

- i. Uniforms: 2 (two) Sets of Uniforms to his workers as approved by the IITH authority (both male and female) while on duty from out of his service charges. Sufficient number of uniforms would have to be provided so that the worker is always with neat and tidy uniform. It will be strictly monitored and hefty fine will be imposed and will be deducted from the service charges of the contractor if the worker is found without uniform.
- ii. Identity Cards: The contractor will issue identity cards to his workers/supervisors after getting them verified by the IITH. Any worker found without identity card will not be permitted to enter the premises. He will post a supervisor at a specific point to receive & manage complaints & instructions.

#### **E. REPORT:**

1. The contractor or his representative shall daily report to the Administrative Section, IITH to supervise the work under the contract and take instructions every day from him for the work on a Book/Register maintained by the contractor exclusively for the purpose. He shall preserve the said book and produce the same as and when required. For Hostel areas the contractor or his representative shall daily report to the Hostel Office to take instructions every day. Daily report will be taken by the Hostel office against the account of work given.
2. The contractor will prepare a schedule of the works to be carried out in the areas of works allotted before commencement of actual works.
3. The contractor will prepare a list of protocol and daily checks for housekeeping works and displaying the same on all areas of work to be carried out.
4. The contractor or his representative should approach the Administrative Section, if he needs any instructions/help or has any difficulties.
5. The contractor or his representative should all the time be available at work site during the course of his work.
6. Sufficient number of staff shall be posted by the contractor to attend the works on two shift basis and shifting of materials / instruments from one place to other, loading and unloading of materials / instruments from truck with in IITH as and when required in the exigencies of work without any additional payment.
7. **Shift timings are 7-30 am to 4-00 pm, with half an hour lunch recess from 12.30 pm to 1.00 p.m. In Hostel shift timings are 8.30 am to 5-00 pm with half an hour lunch recess from 1.30 p.m. to 2.00 p.m.**

#### **F. SCOPE OF WORK:**

1. In brief the job function is to maintain the aesthetic looks in the IITH building, all hostel buildings, guest houses, works shops and all their premises and surrounding areas by maintaining pleasant odour and cleanliness, keeping the building & the surrounding area neat, clean & tidy every day keeping them in hygienic & sanitary conditions of high standard as per contract.
2. Effective cleaning of rooms and bathrooms has to be ensured taking into account the convenience of the occupant. Unoccupied rooms should be cleaned every day.
3. The contractor's workers will be present in the premises and carry out duty for entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by competent authorities.

4. The workers should maintain highest discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone.
5. The contractor's staffs are not allowed to eat in the hostel mess at any point of time.
6. The guidelines of cleaning process are as under-

**(a) DAILY – House Keeping:**

1. Twice daily: proper sweeping and mopping of all floors in the buildings, cleaning of walls, railings, corridors, entry roads of various buildings etc. covering the entire constructed areas. No betel stains or cob webs etc. should be visible anywhere.
2. Thrice daily: Cleaning of main staircases, entrance lobby area. Cleaning of Waste Paper Baskets, Sanitation Bin & Spittoon set & disposing of garbage/refuse as directed.
3. Dusting IITH main building, hostels, Guest House furniture, almirahs, cupboards, phones, partition walls, doors, windows, Notice Boards, Flower Vases & pieces of decoration and other materials available in the IITH and other buildings.
4. Cleaning glasses of windows, doors, partitions etc and removal of cob-webs.
5. Toilets & urinals including floors to be cleaned regularly and continuously at every one hour throughout the day with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies toilets and ladies rooms. Only male workers should be deployed to clean the Gent's toilets in the premises and only female workers to clean ladies toilets. The toilets should be cleaned every day with utmost care.
6. Porcelain fixtures to be cleaned with vim.
7. To provide naphthalene balls, toilet rolls, liquid soap, air-fresheners, etc.
8. To spray room fresheners/ perfume to maintain pleasant odour as and when required at important locations.
9. To attend, clean and remove chocking of drains including CI pipes, sanitary fixtures, manholes and underground sewer lines, whenever required for smooth functioning and as directed by Supervisor/Officer-in-charge.
10. Thorough cleaning of rooms with Odorex, dettol, carbolic acid, disinfectant etc. as may be required and as directed by Supervisor/Officer-in-charge.
11. Through cleaning of dirty passages, approach road, and entrances of buildings.
12. Daily collection of waste from the IITH and proper dumping in specified place as per instruction of the Supervisor/Officer-in-Charge.

**(b) WEEKLY – House Keeping:**

1. Cleaning of carpets, curtains, venetian/vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors in the building, and terraces in all buildings.
2. Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.

3. Polishing of steel and other metal surfaces.

**(c) FORTNIGHTLY – House Keeping:**

1. Cleaning of ceiling with electrical fitting & roofs.
2. Washing and scrubbing of floor with automatic machines with required cleaning material.
3. Cleaning storm water drains, water pipes, and over head tanks.

**(d) MONTHLY – House Keeping:**

1. Sweeping and cleaning of service ducts, Service Rooms, Service Shafts and all drainage pipes including those of toilets.
2. Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.
3. Washing of building from outside with prior permission from Supervisor/Officer –in-charge.

**G. SUPERVISING – House Keeping:**

1. The Supervisor employed by the Contractor shall be responsible to extract work, manage work, maintenance of accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the complex. He should maintain account of materials taken outside the premises and brought back. These materials can be taken outside only with the approval of Officer In-charge or higher authorities. The Supervisor shall also be responsible to allocate duties and extract the work from the workers. The Supervisor shall be of a graduate level person having qualified in cosmetic maintenance course, fluent in English and regional language, both writing and spoken. Knowledge of Hindi is preferred.
2. The service of the workers is required on all days in a month irrespective of holidays and they should be prepared to work on shifts as may be required. The Contractor has to ensure proper attendance and proper weekly off of the personnel deployed and should produce Character and antecedent's verification reports of the persons engaged by the Contractor and the same shall be submitted to the department for verification.
3. The workers deployed by the Contractors shall maintain personal hygiene and wear prescribed uniform while on duty.
4. The persons deployed by the contractor should be reliable, trust worthy, alert and efficient.
5. The contract personnel should be well disciplined, polite with good behaviour. In case of any complaint or any unusual behaviour of the worker, he/she should be replaced within 24 hours after receipt of intimation from the Institute.
6. The contract personnel shall undergo medical examination at the expense of the contractor to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for as and when required by the Institute.
7. The contractor shall not lease or sub-contract the whole or any part of the contract to

anybody without the prior permission of the Director, IITH.

8. The contractors should make payment to the workers on or before 7<sup>th</sup> of every month and there should be no linkage between this payment and settlement of the contractor's bill from the IITH.

#### **H. MINIMUM LABOUR TO BE PROVIDED:**

For Housekeeping and cleaning:

1. Skilled Supervisors: 03 (three)
2. Unskilled workers: 58 (fifty eight)

#### **I. PAYMENT CONDITIONS:**

1. The Contractor will submit, on or before 3<sup>rd</sup> day of the month, monthly pre-receipted bills in triplicate after satisfactory completion of the work to the Officer of the Institute for certification for pro-rata payment. The officer on the receipt of the bill will check the work record and there after process the bill for payment.
2. All bills should be submitted on printed forms, duly signed and pre-receipted.
3. Payment will be made by the Institute to the contractor on monthly basis on submission of bills in triplicate along with the attendance sheets and certificate of satisfactory performance of work from the concerned officer of the IITH. A certificate to the effect that all labour laws including EPF, ESIC payments, etc., are being followed has to be furnished with proof along with the bill for payment.
4. Income Tax and other statutory levies as applicable from time to time will be deducted from the bills of the Contractor.
5. In case of any delay in processing of the bills, the contractor would be required to ensure the payment of its workers by 7<sup>th</sup> of every month and there should be no linkage between this payment and settlement of the contractor's bill from the IITH.

#### **J. COMMENCEMENT OF WORK:**

1. The Contractor is required to start the works of House Keeping with effect from the date of acceptance of the contract. In case it is found that the work has not been taken up from the above date, the IITH at its sole discretion may cancel the work order and the EMD Security Deposit shall be forfeited without any further reference to the Contractor.

#### **K. CANCELLATION OF CONTRACT:**

1. Notwithstanding any other provisions in this contract, the IITH reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in public interest. The contractor is not eligible for any compensation or claim in the event of such cancellation.
2. If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to the IITH shall be forfeited without any claim whatsoever on IITH and the contractor is liable for action as appropriate under the extant laws.



## LETTER OF ACCEPTANCE

I/We have read the Tender conditions including the General Terms and Conditions of the contract given in the tender document. I/We agree to abide by the same.

Address for Correspondence:

Date: \_\_\_\_\_

Contractor's Seal & Signature

**ANNEXURE “B”  
PART – II -PRICE BID**

Minimum No. of workers to be engaged as assessed by IITH for Housekeeping and other works:

Skilled Supervisor: 03 (three), and Unskilled workers: 58 (fifty eight)

**TO BE FILLED BY THE CONTRACTOR: Please refer to rates pertaining to ‘A’ Area in Notification No.S.O.1285(E) with effect from 01.10.2011 as contained in Memorandum No.47(1)/2011-C2 dated 03.10.2011 issued by Govt. of India, Office of the Regional Labour Commissioner (Central), ATI Campus, Vidyanagar, Hyderabad 500007.**

RATE PER PERSON PER MONTH:

Sl.	Components of wage	Skilled Supervisor	Unskilled worker
1.	Basic Wage		
2.	EPF @13.61% (incl. of 12% EPF Employer’s contribution, admn. charges of 1.11%, and EDLI of 0.5%)		
3.	ESI @ 4.75%		
4.	Bonus @8.33% subject to a maximum basic wage of Rs.3500/- per month		
5.	Gross (Sl No.1+2+3+4)		
6.	Contractor’s Service charges* - (% of Sl. 5)		

**Note:**

1. Month means 26 days.
2. Rate of Basic Wage shall not be less than the rate notified in Memorandum cited above.
3. Contractor’s Service Charges at Sl.6 profit should not be less than TDS and should include uniform and safety shoes to be issued to the workmen. **Separate rate or amount should not be quoted for uniform and shoes failing which the tender stands automatically disqualified.**
4. Contractor’s Service Charges at Sl.6 should be quoted only in percentage failing which the tender stands automatically rejected as invalid.

**Service Tax will be reimbursed by IITH after actual payment by the contractor.**

Total cost per month towards cleaning materials	Rs.
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Date:  
&Address

Signature of the Tenderer with Seal

## UNDERTAKING BY CONTRACTOR

I/We hereby certify that:

Full manpower will be engaged on daily basis for the Services sought under this contract on rotation basis (if required) as per given schedule or as per instructions issued by IITH. On holidays, Saturdays and Sundays the deployment will be restricted to fifty percent of the strength.

I/we have made the site visit in order to evaluate their level of services to be rendered and quoted accordingly.

I/We have specified the number of persons to be engaged daily (man-power) to execute all the works as mentioned above at IITH.

I/We agree that the payment will not be made for the work not carried out in any of the above areas.

I/We will provide staff for shifting of furniture and small equipments as and when required by IITH.

I/We agree to pay minimum wages, EPF, ESI, bonus, and other statutory payments on or before 7<sup>th</sup> day of every month.

Substitute workers/Supervisor will be made available as and when required. Extra manpower if any called during conference/meetings etc. will be provided on 24 hour's notice.

Two sets of Uniforms, Identity Card, and 1 pair of shoes will be issued to all the workers within 15 days of award of work and it will be replaced as and when required and all the expenditure will be borne by me/us.

Place:

Date:  
seal

Contractor's Signature and

## Letter of Consent

Date: \_\_\_\_\_

To

The Director  
IIT Hyderabad

Tender Ref. No. \_\_\_\_\_

Name of Work: Housekeeping and supply of manpower at IITH campus, hostel buildings, guest houses, workshop and other locations'.

Sir,

I/We understand the nature and quantum of work to be carried out. I/we have read the various conditions to tender including general conditions and hereby agree to abide by the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 60 (Sixty) days from the date fixed for opening the Part I and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted, I/We understand that my/our "Earnest Money Deposit" submitted along with the tender to Director, IITH will be liable for forfeiture. The rate quoted is firm and I/we will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract. I/We also hereby agree to abide by the rules and regulations of the IITH, general conditions of the contract as amended from time to time and to carry out the work according to the conditions of the contract laid down by IITH.

A sum of Rs.1,20,000 (Rupees one lakh twenty thousand) only is hereby forwarded as Earnest Money in the form of Demand Draft /Bank's Pay Order drawn in favour of Director, IITH from a Scheduled bank. The full value of the Earnest Money shall stand forfeited without prejudice to any other right to remedies if:-

I /We do not execute the contract documents within 7 (seven) days after getting information from IITH, or

I / We do not commence the work within 15 (fifteen) days after getting information from IITH.

Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Tenderer(s) with Stamp, Address:

Note: The formats have been made available for the convenience of tenderers in word format in the document titled 'Annexure'. This document may also be downloaded. No change should be made by the tenderers except filling-up details. In case any change is made in the content of the formats, except filling-up details, it shall be treated as unauthorised and such tender will stand automatically disqualified.