

Tender for providing Facility Management Services for the Convention Centre (CC) and Administrative Building at IITH

NIT No: IITH/MS/FMS(CC-Admin)/2026/005 Date: 22.10.2026



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భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్ 5
भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad 1

#204, Management Services Section, Administrative Building

IIT Hyderabad, Kandi – 502284, Sangareddy, Telangana.

Tel. No. 040-2301 6773, Email: office.admin@iith.ac.in

Website: (<https://iith.ac.in/tenders/>)

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Tender Notice

1. IITH invites online bids providing Facility Management Services for the Convention Centre (CC) and Administrative Building at IITH under a two-bid system from reputed and registered companies
2. The Tender Document can be downloaded from the Institute website- <https://iith.ac.in/tenders> and from the GeM portal <https://gem.gov.in/>. The bid is to be submitted online on GeM portal up to the last date and time of submission of tender. No manual bids will be accepted.
3. Before filing the bids, the bidders are requested to consider all the amendments/ clarifications, if any, issued by this Institute and placed on its website/GeM.

4. **Bid Schedule:**

Important Dates:	
Date of Online Publication/Download of Tender	As per GEM Bid Document
Prebid Meeting	
Bid Submission Start Date	
Bid Submission Close Date	
Opening of Technical Bids	

5. Interested bidders are advised to visit the IITH Campus on any working day between 10:00Hrs to 17:00Hrs and ascertain the nature and quantum of work before bidding. **The bidders must have to visit the IITH Campus mandatorily on any working day between 10:00Hrs to 17:00Hrs and ascertain the nature and quantum of work before bidding. Details of campus visit to be invariably submitted in Annexure 'VI' before submission of bid. The declaration should be countersigned by the IITH officials (Convention Centre & Management Services Section) designated for this purpose. Bids submitted without the duly filled and signed Annexure-VI shall be liable for rejection.**
6. **Estimated Value of the Contract: Rs. 1.75 Crore(Approx.).**
7. **Tender Fee:** A non-refundable tender processing fee of **Rs.1180/-** (Rupees One Thousand One Hundred and Eighty Only) including GST to be paid online to institute bank account, and upload scan copy of proof of payment along with their bid. **The tender fee is exempted for MSME/NSIC registered bidders.**
8. **Earnest Money Deposit:** The bidders are required to deposit **Rs. 3,50,000/-** (Rupees Three Lakhs Fifty Thousand Only) towards bid security through online payment to institute bank account, and upload scan copy of proof of payment along with their bid. **The EMD is exempted for MSME/NSIC registered bidders.**
9. IITH bank details are as follows:

Bank Name	SBI	Bank Account No.	30412797764
IFSC Code	SBIN0014182	Account Name	Indian Institute of Technology Hyderabad
Branch	IITH Kandi		

10. **Performance Guarantee:** The successful bidder will have to submit a performance guarantee of 5% of the annual value of the contract in the form of a security deposit or bank guarantee in the name of "The Director, Indian Institute of Technology Hyderabad", within 20 days of commencement of the contract. The Performance Guarantee shall cover the entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If the contract is further extended beyond the initial period, the PBG will have to be renewed for the extended period.
11. The Director, IIT Hyderabad reserves the right to award this contract for all required services either to one party or more than one party. He also reserves the right to amend or withdraw any of the terms and conditions mentioned in the tender document or to reject any or all the tenders without giving any notice or assigning any reason any time before award of the contract. Further, the Director, IITH is not bound to accept the lowest tender, but has the liberty to close the tender process without awarding the contract to anyone if the lowest quote is found to be unreasonably high. The decision of the Director, IIT Hyderabad in this regard shall be final and binding on all.
12. In case any document produced in support of eligibility criteria turns out to be not genuine before or after award of work, the IITH reserves the right to blacklist or debar the bidder concerned from participating in the future tendering process at the Institute.
13. The details of scope of work, eligibility and other terms and conditions of the contract may be perused in the following pages.

Contact Information:

For any queries related to the tender process, contact: Management Services Section, Admin Building, Room #204, IIT Hyderabad, Phone: 040-2359 6773, Email: office.admin@iith.ac.in

Sd/-
Registrar, IITH

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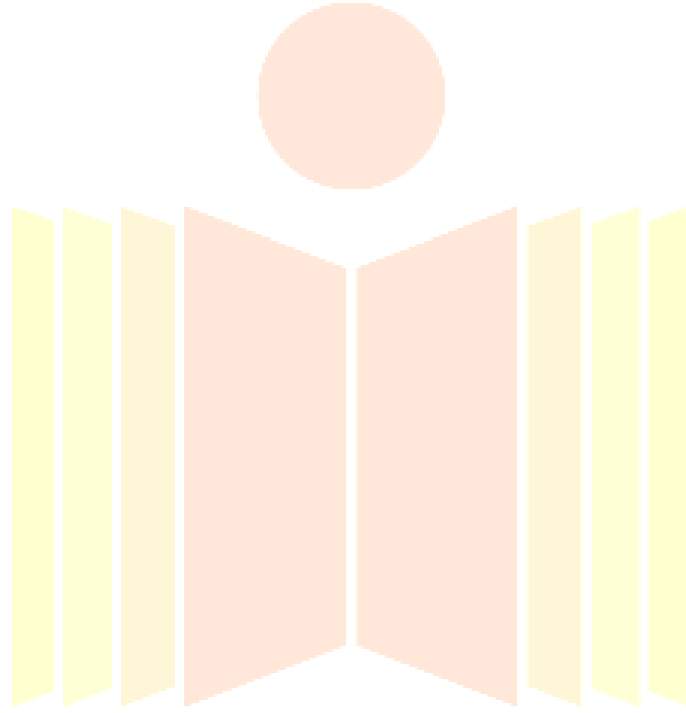
Bidder Eligibility Criteria

The bidders having followed minimum qualification are eligible to apply:

Eligibility Criteria

1. The bidder shall have a minimum of four years of experience in providing Integrated Facility Management Services, including housekeeping, cleaning, hygiene and sanitation, general maintenance and allied facility management services, along with the supply of necessary materials, consumables, chemicals, tools, equipment and machinery required for the effective execution of such services, commensurate with and meeting the requirements of the Scope of Work. Such Integrated Facility Management Services (including the supply of the above materials, consumables, chemicals, tools, equipment and machinery), should have been provided to reputed corporate organizations, IITs, IIMs, IISc, other CFTIs, Navratna/Miniratna PSUs, AIIMS, Central/State Government Departments or other reputed institutions/organizations.
2. The bidder shall have a minimum average annual turnover of ₹ 2 Crores from Facility Management/Allied Facility Management Services during the last three financial years. The bidder shall submit audited Balance Sheets and Profit & Loss Accounts for the last three financial years along with a Chartered Accountant's certificate confirming the relevant turnover.
3. The bidder shall have successfully completed at least two similar Facility Management Services contracts, each having a minimum duration of one year, during the last five years. Documentary evidence such as work orders and satisfactory performance/completion certificates shall be submitted.
4. The bidder shall possess a valid ISO 9001:2015 certification or equivalent certification relevant to Facility Management/Allied Facility Management Services.
5. The bidder shall possess a valid ISO 45001:2018 certification or equivalent certification relating to Occupational Health and Safety.
6. The bidder shall have valid registrations under applicable labour and statutory laws, including EPF, ESI and Labour/Contract Labour registration/licence, wherever applicable.
7. The bidder shall be registered with the Income Tax Department and GST authorities and shall submit valid PAN and GST registration certificates.
8. The bidder shall have an operational bank account in the name of the bidding entity and shall submit a cancelled cheque/bank certificate as documentary evidence.
9. Either the Registered Office or one of the Branch Offices of the bidder shall be located in Hyderabad. Documentary proof of the office address shall be submitted.
10. The bidder shall submit a self-declaration/affidavit, duly notarised, confirming that:
 - the bidder/company/firm and its proprietor/partners/directors, as applicable, have not been blacklisted or debarred by any Government Department, PSU, IIT, CFTI or other Government/Autonomous Institution;
 - the bidder has not submitted any false or misleading information/documents;
 - there is no material pending vigilance/criminal proceeding against the bidder that would affect its eligibility to execute the contract;
 - the bidder is not an employee of IIT Hyderabad and is not a close relative of an employee of IIT Hyderabad, as applicable under the Institute's rules; and
 - the bidder shall comply with all applicable statutory and labour requirements during the contract period.
11. The bidder shall submit a signed and stamped Compliance Statement/Eligibility Checklist confirming compliance with all the above eligibility criteria, along with supporting documents wherever applicable.

12. IIT Hyderabad reserves the right to verify the authenticity of the documents and information submitted by the bidder. Submission of false, forged or misleading documents/information may lead to rejection of the bid and/or termination of the contract, as applicable.



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Special Terms and Conditions

1. **Period of Contract:** The contract will be for a period of one (1) year initially with a trial period of 3 (three) months. If the services during the trial period are satisfactory, the contract will be renewed for the remaining period of 9 (Nine) months. In case the services during the trial period are not satisfactory, the contract will be terminated with One-month notice. The IITH may renew/extend the contract to such further period (s), as it may deem proper and in any case not exceeding three years from the date of commencement of work, 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.
2.
 - A. The tenderer should be a registered Service Provider/firm/company/co-operative society having a valid license under The Contract Labour Act and should furnish proof of his experience of providing Facility Management Services in Government/Private Organizations/Public Sector Undertakings/large hospital or any other similar organization of repute.
 - B.
 - I. The bidder must produce work done certificates for completed contracts or current running contracts from the clients. The work completion certificate (as per the QAC certificate format) should mention the details of work executed, the annual value of the contract, the date of commencement and date of completion of the contract.
 - II. Those bidders having experience with IITH should mandatorily obtain Experience and QAC certificate from IITH and include the same in their bid, failing which the bid stands disqualified.
 - III. The average score of the QAC of all eligible contracts submitted in support of eligibility must be 25 or more out of a maximum score of 50. The bids with less than 25 will be rejected.

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 (as per the QAC certificate format) is produced, such document will not be accepted as relevant. Tenders not accompanied by certificates of experience issued by the client will be automatically disqualified.

Indian Institute of Technology Hyderabad

General Information about the Facilities to be operated at the Convention Centre and Administrative Building

Convention Centre	<ul style="list-style-type: none"> ● 01 Auditorium with 430 seating Capacity ● 01 Auditorium with 196 seating Capacity ● 01 Seminar Hall with 60 Seating Capacity ● 02 Seminar Halls with 96 Seating Capacity ● 03 Partitioned Seminar Halls with each 80 Seating Capacity ● 03 Conference Rooms with each 30 Seating Capacity ● 02 Conference Rooms with each 40 Seating Capacity ● 2 Studios and 1 OAT Smart Studio along with editing suite ● 01 Cafeteria with Kitchen (without equipment) with 32 Seating Capacity dining ● 02 VIP Lounges ● 01 Admin & Back Office. ● 03 Passenger Lifts and 01 Service Lifts ● 01 Cloakroom in the Auditorium Block ● AV Maintenance rooms/Back Offices for Auditoriums ● CCE Office including two storage rooms ● Corridors ● Open Terrace ● Toilets-29 ● Urinals-25 ● Wash Basins-53 ● 02 Parking's- One at the backside of the CCE Office and the other on the side of the Auditorium-1 and IGH roadside ● All the staircases including the emergency exits ● Boundaries- Four side roads ● Lawn areas on the four sides of the building

Administrative Building	<ul style="list-style-type: none"> ● Plot Area – 7293 Sq Meters ● Plinth area- 2369 Sq Meters ● Built-up Area – Lower Ground, Ground & 5 floors – 6840 Sq Meters ● Terrace Area – 1325 Square Meters ● Toilets – 26 no.s ● Auditorium – 2 no.s ● Conference Halls- 5 no.s ● Lifts- 4 no.s ● Pantry/Cafeteria- 2 no.s ● Parking Area, Common Area and green cover areas surrounding the building. ● Cellar ● Terrace area
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A pre-bid meeting with the tenderer as indicated in [Tender Notice](#) to appraise about the Convention Centre & Admin Building of the Institute and to familiarize them about the scope of work and obligation in the proposed contract is organized. The prospective tenderers must visit the Convention Center & Admin Building and acquaint themselves with the scope and schedule of work, supervision and commitment needed on the dates indicated in

- IIT Hyderabad expects the Convention Center & Admin Building to be maintained as a high-end facility for our visiting academic community, ensuring state-of-the- art hospitality and service management.

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Schedule – A: FMS for Convention Center

Facilities of the Convention Centre:

Name Of Building	Accommodation & Facilities
Convention Centre	<ul style="list-style-type: none"> • 01 Auditorium with 430 seating Capacity • 01 Auditorium with 200 seating Capacity • 01 Seminar Hall with 60 Seating Capacity • 02 Seminar Halls with 96 Seating Capacity • 03 Partitioned Seminar Halls with each 80 Seating Capacity • 03 Conference Rooms with each 30 Seating Capacity • 02 Conference Rooms with each 40 Seating Capacity • 2 Studios and 1 OAT Smart Studio along with editing suite • 01 Cafeteria with Kitchen (without equipment) with 32 Seating Capacity dining • 02 VIP Lounges • 01 Admin & Back Office. • 03 Passenger Lifts and 01 Service Lifts • 01 Front Office/Cloakroom in the Auditorium Block • AV Maintenance rooms/Back Offices for Auditoriums • Corridors • Open Terrace • Toilets-29 • Urinals-25 • Wash Basins-53 • Parking/Boundaries • Surrounding Lawn areas and Service roads

Area Details:

SUMMARY SHEET			
Sl.No.	DESCRIPTION	UNITS	QUANTITY
1	All Rooms Total Area	Sqm	4,243.00
2	Ground floor corridor	Sqm	4,995.00
3	First floor corridors	Sqm	330.00

4	Second floor corridors	Sqm	330.00
5	Third floor corridors	Sqm	330.00
6	Service rooms areas	Sqm	1,600.00
7	Staircases	Nos	11
8	Toilets	Sqm	381.02 (29 Numbers)
9	Lifts	Nos	4
10	Urinals	Nos	25
11	Commodes	Nos	57
12	Wash basins	Nos	53
13	Kitchen & Pantry Cafeteria	Sqm	58.00

SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR FOR THE CONVENTION CENTER:

Maintenance and cleaning on daily basis of all the auditoriums, conference rooms, seminar rooms, Studios, CCE office, Cafeteria Lobby, other corridors, Lifts, VIP lounges, NPTEL studio, Multipurpose halls (OAT Smart Studio), toilets, urinal, wash basins, terrace, staircases, cafeteria, glass window panels, venation blinds and all fixtures/furniture at the Convention Centre and including the office/meeting rooms on the ground floor/first floor and all other facilities belonging to the Convention Centre, shall be the duty of Service Provider. A status report on a day-to-day basis will be maintained by the service provider as a permanent record to be sent to the office daily.

1. Cleaning & trimming and maintenance including periodical pest control for plants to maintain the health, watering of plants of lawn area, trees, lawn in between GH & CC building, lawn beside the Convention Centre parking areas, Lawn between TRP Building and Convention Centre, service roads of the building from all four sides,

Repotting of the plants, the vendor shall make his own arrangements for such garden maintenance equipment like grass cutting machine, water hoses, pickaxe, shovels and scissors for plant trimming. Operation, maintenance and repairs of the equipment shall be borne by the vendor including the cost of consumables.

2. Cleaning of open areas, Parking areas (one at the entrance towards the guesthouse and another on the backside of the CCE office) for facilitating events organization and Cleaning and maintenance of the surrounding areas of the Convention Centre.
3. Floors of all rooms and corridors/wings will be cleaned daily with ISI mark detergent/chemicals (Harmless WHO certified chemicals), Carpet flooring of the Auditoriums, Conference rooms, Seminar Rooms, Studios and VIP Lounges and other areas which are covered with carpet to be

cleaned daily by the vacuum cleaner and will be always kept clean. Carpets wherever available shall be cleaned daily by a vacuum cleaner and dry cleaning will be done on a quarterly basis or earlier, as per the requirement. Cleaning of sofa sets, covers, curtains will also be done on a monthly/quarterly basis, as per the schedule given in the general guidelines. The contractor at his own expense shall arrange all consumables and cleaning materials for cleaning and dry cleaning. Mosquito repellent, Sterilization, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done as per the schedule given in [General Guidelines](#)

4. Bathrooms/toilets shall be cleaned thoroughly every day and mopped and dedicated staff for cleaning all the Urinals/Toilets throughout the day during office hours on the event days to be provided. The air filters of centralized air conditioners will be thoroughly cleaned (twice every month). Deodorant/Colin/Room spray shall be used for better results. Liquid soap dispenser/bath soap, tissue rolls, toilet paper, bathroom fresheners (Odonil or equivalent), naphthalene balls, room freshener, toilet cleaner, duster brooms and the cleaning/sanitary materials, hand wash in each bathroom/toilet etc. will be provided by the contractor.
5. Maintenance, Repairs of HVAC Systems.
6. A liquid hand wash from a reputed brand should be kept inside washrooms and hand wash areas.
7. The contractor should provide the minor repair works of electrical and plumbing when reported.
8. Any nonfunctional electrical or plumbing gadget in CCE must be immediately brought to the notice of the Designated CCE officer. A register needs to be maintained to record all such complaints. Such maintenance issues should be immediately repaired. The cost incurred for the replacement of the spares, lights, taps, fittings etc will be reimbursed on actuals. Such replacements must be made after taking prior approval from the CCE designated officer. The specifications & rates for such spares shall be vetted by CMD IIT Hyderabad & approved by concerned authority for procurement by the contractor.
9. The contractor shall ensure overall general maintenance like drainage clean, clear and disposal of garbage (dry and wet /plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins), repairs and services of electrical, plumbing, carpentry etc. breakdowns, emergency relief and help on an urgent basis. **To ensure that managers/supervisors are sufficiently trained and equipped with mobile phone/cordless phones. The services and repairs are required to be initiated within an hour of the complaint and there should be separate grievance redressal staff to handle the complaints. There must be an escalation system to ensure the services are ensured and repairs are resolved.** The Grievance redressal matrix has to be placed in the noticeboard of the Convention Centre and further if the Grievance is not attended, the agency will be subjected to a penalty clause as decided by the IITH.
10. The agency has to provide adequate staff for housekeeping and general cleaning etc. as required.
11. Monthly cleaning schedule to be maintained for vanishing blinds in common areas, Meeting rooms, roller curtain etc. by contractor. Open Terrace is to be cleaned once in 2 months and cleaning schedule to be maintained.
12. Housekeeping Management during several events in the Convention Centre shall be the sole responsibility of the contractor.
13. During the events/conferences, the agency should provide excess staff as required by the Institute. At least 7 days prior intimation shall be given during the events to the agency by the

institute.

14. Supervisors should be trained and have adequate knowledge about Fire Safety Aspects. The Supervisors should have knowledge about the operation of Fire Extinguishers, Fire Hydrants etc. during fire emergencies and also should give awareness about fire safety to all staff working round the clock. The contractor should arrange periodical awareness (once in three months) on Fire Safety to all staff.
15. Manpower shifts allocation can be decided by the Institute based on the requirement during the events/conferences. Prior intimation shall be given during the events to the agency by the institute.
16. The contractor is responsible for cleaning of all the roof areas at CCE building. The cleaning for all outer walls, window glass and panes from either side on all floors is the sole responsibility of the contractor. Facade cleaning and maintaining the exterior surfaces of a building, ensuring they are free of dirt, grime, and pollutants. Using specialized equipment, cleaning agents, and techniques to restore the appearance and condition of a building's exterior by taking proper precautions for the activity is also the sole responsibility of the contractor.
17. The Contractor shall provide the following minimum equipment for proper cleaning:
 - Industrial wet and dry vacuum cleaner
 - Automatic Floor Scrubber dryers for floor cleaning
 - Single-disc floor scrubbing and polishing machine
 - Mechanized Grass cutting machine
 - High-pressure water jet cleaner
 - Lawn maintenance / Gardening Tools set
 - Lawn Mower
 - Brush Cutter/ Grass trimmer
 - Leaf blower or garden vacuum
 - Hedge trimmer and pruning tools
 - Aluminium Scaffolding with a minimum length 1.8 Meter, width 0.85 Meter, Height up to 10meters, non-hydraulic to clean high-rise areas with adequate safety features, ladder.
 - Plumbing tools
 - Electrical Maintenance and lighting equipment
 - Electrical Testing Instruments
 - Electrical hand tools
18. Records and Reports to be maintained by the contractor for the Convention Centre:

Logbook	Daily / Weekly/ Monthly
Guest Comment Book	Cleaning Checklist
Attendance Register, Medical Box Checklist	Machine maintenance records
Lost and Found Register	Key Register
Staff Training File	
Staff personal data file, Staff Orientation File	

Note: The contractor needs to maintain records for various departments (as per **General Guidelines**) which shall be subject to examination by the designated officer of the Convention Centre, IIT Hyderabad. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. Adequate monitoring and control systems should be put in place for best services.

19. The guidelines of cleaning process are as under: -

(a) DAILY – Housekeeping:

- i. **Twice daily:** proper sweeping and mopping of all floors in the convention center, cleaning of walls, railings, corridors, entry roads etc. covering the entire constructed areas. No betel stains or cobwebs etc. should be visible anywhere.
- ii. **Thrice daily:** Cleaning of main staircases, entrance lobby area. Cleaning of Wastepaper Baskets, Sanitation Bin & Spittoon set & disposing of garbage/refuse as directed.
- iii. Dusting of the convention center, furniture, almirahs, cupboards, phones, partition walls, doors, windows, Notice Boards, Flower Vases & pieces of decoration and other materials available in the IITH.
- iv. Cleaning glasses of windows, doors, partitions etc and removal of cobwebs.
- v. Toilets & urinals including gender neutral toilets of all floors/blocks to be cleaned regularly and continuously at every one hour throughout the day with disinfectant Bathroom Cleaner (Reputed Brands only). 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 Gents toilets in the premises and only female workers to clean ladies' toilets. The toilets should be cleaned every day with utmost care.
- vi. Porcelain fixtures to be cleaned with vim.
- vii. To place naphthalene balls, toilet rolls, liquid soap, air-fresheners, etc.
- viii. To spray room fresheners/ perfume to maintain pleasant odor as and when required at important locations.
- ix. To attend, clean and remove choking 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.
- x. Thorough cleaning of rooms with Odorex, dettol, carbolic acid, disinfectant etc. as may be required and as directed by Supervisor/Officer-in-charge.
- xi. Thorough cleaning of dirty passages, approaching roads, and entrances of buildings.
- xii. Daily collection of waste from the IITH and proper dumping in specified places as per instruction of the Supervisor/Officer-in-Charge.

(b) WEEKLY – Housekeeping:

- i. 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.

- ii. Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.
- iii. Polishing of steel and other metal surfaces.

(c) FORTNIGHTLY – Housekeeping:

- i. Cleaning of ceiling with electrical fitting & roofs.
- ii. Washing and scrubbing of floor with automatic machines with required cleaning material.
- iii. Cleaning stormwater drains, water pipes, and overhead tanks.

(d) MONTHLY – Housekeeping:

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

(e) SUPERVISION:

The Supervisor employed by the Contractor shall be responsible for extracting work, managing work, maintaining accounts of cleaning items, and for interaction with office-in-charge for the upkeep of the campus. 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 for allocating duties and extracting the work from the workers. The Supervisor shall be 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.

MAN POWER REQUIREMENT FOR THE CONVENTION CENTER:

Sl.No.	Man-power Deployment Details	No of Staff (min requirement# as Suggested)
1.	Housekeeping/Cleaning/Gardening Staff	14
2.	Housekeeping/Cleaning Staff - Supervisor	02
3.	Electrician	02
4.	Plumber	02
5.	AC Technician	01
6.	Any other – Specify	0
	Total	21

- #The mentioned manpower strength is suggested only; however, the bidder may deploy and quote more manpower as per their assessment, but not minimum the suggested number of manpower.
- The manpower indicated in the bid should be strictly adhered to. A Man-Day is for 8 hours a day (Normal Working Hours)

- In case additional manpower is required for any reason, the agency may do so with prior intimation to IIT HYDERABAD.
- **It is mandatory to follow the Central Minimum Wages Act and all relevant labour laws.**

Scope of work of Individual:

1. Electrician:

- Perform installation, maintenance, and repair of electrical systems across the convention centre.
- Conduct routine inspections to ensure safety, functionality, and compliance with electrical codes.
- Respond promptly to electrical issues, minimizing downtime and ensuring smooth functioning of the events.
- Operation & maintenance of DG Set during power breakdown in coordination with the CMD IIT Hyderabad.

2. Plumber:

- Install, maintain, and repair plumbing systems, fixtures, and pipelines across the convention centre building.
- Conduct regular inspections to detect leaks, blockages, and ensure water supply efficiency.
- Respond quickly to plumbing issues to maintain guest comfort and safety standards.
- Pumping and filling of water tanks.
- Operation of irrigation systems

3. AC Technician:

- Install, maintain, and repair air conditioning systems across the convention centre building.
- Conduct regular inspections, duct/filter cleaning, flushing of water from HVAC Units, arresting AC leakages, proper insulation to ensure optimal cooling performance and energy efficiency.
- Respond swiftly to AC-related issues to ensure comfort and satisfaction.

4. Gardeners:

- Maintain convention centre gardens, landscapes, and green areas to enhance the visual appeal of the property.
- Perform planting, watering, trimming, and pest control to ensure healthy vegetation.
- Coordinate seasonal landscaping projects and ensure cleanliness of outdoor areas.

5. Housekeeping Shift Supervisor:

- Supervise housekeeping staff during assigned shifts to ensure meeting cleanliness and service standards.
- Conduct inspections, assign tasks, and monitor performance for efficiency and quality.
- Address organizers requests and coordinate with maintenance or the front office for timely issue resolution.

6. Housekeeper Associates:

- Clean and maintain all the rooms, bathrooms, and public areas to ensure hygiene and presentation standards.
- Replenish toiletries, and amenities while reporting maintenance issues promptly.
- Follow safety protocols and procedures to provide a comfortable guest experience.

The above-mentioned individuals are supposed to attend any additional work within their capacity as and when assigned by the CCE office.

PENALTY FOR INADEQUATE PERFORMANCE:

Sl. No.	Type of lapse	Penalty in Rupees
1	Worker not in Uniform (per person)	100 per person per day
2	Improper cleaning of the facility per Seminar/ Conference Room	1500 per day
3	Improper cleaning of the facility per Auditorium	3000 per day
4	Wrong attendance record	500 per day
5	Lapses in maintaining washrooms, lawn areas, common areas, lifts, plants, CCE office etc. per instance	500 per day
6	Shortfall in staff by more than 10% in a day	200 per person per day
7	Rude and unpleasant behaviour of contractor's personnel with Faculty/Staff/Visitor	200 per person per incident
8	Rowdiness and/or rioting in campus	500 per person
9	Theft and/or carrying of items unauthorized	500 per person
10	Inaction of supervisor to complaint	100 per complaint
11	Damage to the Institute property due to negligence	Book value
12	Non refilling of handwash liquid, hand tissues, toilet roll papers, air freshener, garbage covers and other consumables	500 per observation
13	Delay in payment of wages to workers within the prescribed period	100 per person per
14	Failure to address the complaints raised	500/- for 1st instance 1000/- for next instances
15	If deployed employee is found disclosing any confidential information/ document to the service provider/any third parties	10% of the SD value along with recovery of losses caused (if any) and legal action against the service provider depending on the gravity of the act.
16	Absenteeism of manpower for more than 2 days	500/- per day up to 15 days 1000/- per day beyond 15 days
17	If the employee is found responsible for adopting illegal methods or exercising any corrupt practices in collusion with any third party or officials at the workplace	Immediate replacement within 2 days and 10% of the SD value as penalty
18	Consuming Alcohol or Intoxication while on duty or coming to duty	Termination
19	Non-compliance of the tender terms	3000 per every single instance

Schedule – B: FMS for Administration Building

SCOPE OF SERVICES TO BE PROVIDED FOR THE ADMIN BUILDING:

1. To maintain the aesthetic looks in the Administrative Building and its surrounding areas by maintaining pleasant Odor and cleanliness, keeping the building & the surrounding area neat, clean & tidy every day, keeping them in hygienic & sanitary conditions of high standard, which includes:
 - a) Dusting, sweeping, washing, and mopping floors, staircases, and toilets
 - b) Cleaning glass, including windows, glass tabletops, and glass accessories
 - c) Cleaning sanitary fittings, including toilet bowls, urinals, sinks, and toilet seats
 - d) Cleaning electrical switchboards, light fixtures, fans, air conditioner vents
 - e) Cleaning open areas between the building and boundary, including sweeping roads, lawns, and paths
 - f) Removal of weeds and shrubs in the surroundings of the building
 - g) Removal of cobwebs from ceilings, staircases, passages and cleaning of pipes/conduits, windows and railings in the staircases.
 - h) Cleaning of Terraces including removing of the deposits near rainwater pipe entry.
 - i) Cleaning of lifts with cleaning solution/liquid, removal of dust etc. from the floor, walls and bottom channel of lift gates at each floor with brush, etc.
 - j) Cleaning of building surroundings, including parking area and removal of stones, waste papers, garbage etc.
 - k) Keep all the open/storm water drain clean, such that water flow is free without any blockage or stagnation.
 - l) Maintaining potted plants ensuring proper watering, providing suitable light and temperature, using appropriate potting mix, and addressing any pests or diseases. Additionally, regular feeding and pruning, along with cleaning the leaves and pot to ensure healthy plant growth.
 - m) Repotting of the plants, the vendor shall make his own arrangements for such garden maintenance equipment's like grass cutting machine, water hoses, pickaxe, shovels and scissors for plant trimming. Operation, maintenance and repairs of the equipment shall be borne by the vendor including the cost of consumables.
 - n) Any other work related to the maintenance including sweeping, washing and cleaning etc. as IITH may specify from time to time.
 - o) Cleaning of mat floors using vacuum cleaners
 - p) Maintenance and upkeep of Gardening and landscape of building surroundings.
 - q) Terrace of Admin Building
 - r) Basement of Admin Building including all rooms at cellar
2. Maintenance, Repair and Replacement of Plumbing fixtures
3. Maintenance, Repair and Replacement of Electrical fixtures
4. Maintenance, Repairs of HVAC Systems.
5. To Report non-functional electrical gadgets (Fans, lights, A/c. etc.), plumbing fixtures and other maintenance issues of the rooms as well as common areas to the Designated officer, Admin. building through their Facility Manager. A register to be maintained for this purpose, room/utility area wise and the same to be brought to the notice of the In-charge Admin. building daily through the Facility Manager. Once reported, these shall be repaired or replaced by the service provider at his own cost and the bill for the consumables will be reimbursed as per actuals. However, to get these things repaired necessary approvals need to be taken from the CMD team.
6. Effective cleaning of rooms and bathrooms has to be ensured taking into account the convenience of the occupant.

7. The contractor's workers will be present in the premises and carry out duty for the entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by competent authorities.
8. The Contractor shall provide the following minimum equipment for proper cleaning:
 - Industrial wet and dry vacuum cleaner
 - Automatic Floor Scrubber dryers for floor cleaning
 - Single-disc floor scrubbing and polishing machine
 - Mechanized Grass cutting machine
 - High-pressure water jet cleaner
 - Lawn maintenance / Gardening Tools set
 - Lawn Mower
 - Brush Cutter/ Grass trimmer
 - Leaf blower or garden vacuum
 - Hedge trimmer and pruning tools
 - Aluminium Scaffolding with a minimum length 1.8 Meter, width 0.85 Meter, Height up to 10meters, non-hydraulic to clean high-rise areas with adequate safety features, ladder.
 - Plumbing tools
 - Electrical Maintenance and lighting equipment
 - Electrical Testing Instruments
 - Electrical hand tools
9. Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/chemicals. (Harmless WHO certified chemicals) and will always be kept clean. It is suggested to use only products/ cleaning chemicals having an Ecolabel from Greenpro/ GreenSeal / EU Ecolable products. Cleaning of sofa sets, covers, curtains will also be done on a monthly/quarterly basis, as per the schedule given in the general guidelines. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, Sterilization, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done as per the schedule given in **General Guidelines**
10. The contractor shall maintain area-wise maintenance registers. The register should specify the work allotted and completed with date and time duly signed by the Supervisor of the contractor. The registers should be submitted to Officer-In-charge for perusal and signature on a daily basis.
11. The contractor's staffs are not allowed to eat in the hostel mess at any point of time.
12. The Contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all times. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately (Maximum two hours).
13. The workers should maintain personal hygiene and wear prescribed uniform while on duty. They should maintain highest discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone.
14. 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 within 24 hours of receipt of intimation from the Institute.
15. The contractor will prepare a schedule of the works to be carried out in the areas of works allotted before commencement of actual works.
16. 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.

17. The contractor or his representative should approach the Management Services Section, if he needs any instructions/help or has any difficulties.
18. 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.
19. SUPERVISION: 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 campus. 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.

MAN POWER REQUIREMENT FOR THE ADMINISTRATIVE BUILDING:

Sl.No.	Man-power Deployment Details	No of Staff (min requirement# as Suggested)
1.	HK Supervisors (skilled)	2
2.	HK worker (unskilled)	15
3.	Electrician (skilled)	The technicians deployed at CC shall attend the work at Admin Building also. No separate manpower is required for Admin Building.
4.	AC Technician (skilled)	
5.	Plumber (skilled)	
6.	Carpenter / Painter	
7.	Any other (please specify)	
	Total	17

- #The mentioned manpower strength is indicative only; however, the bidder may deploy and quote more manpower as per their assessment, need not to be limited to minimum manpower.
- The manpower indicated in the bid should be strictly adhered to. A Man-Day is for 8 hours a day (Normal Working Hours)
- In case additional manpower is required for any reason, the agency may do so with prior intimation to IIT HYDERABAD.

Scope of work of Individual:

1. Electrician:
 - a) Perform installation, maintenance, and repair of electrical systems across the Admin Building.
 - b) Conduct routine inspections to ensure safety, functionality, and compliance with electrical codes.
 - c) Respond promptly to electrical issues, minimizing downtime and ensuring smooth functioning of the events.

2. Plumber:

- a) Install, maintain, and repair plumbing systems, fixtures, and pipelines across the admin building.
- b) Conduct regular inspections to detect leaks, blockages, and ensure water supply efficiency.
- c) Respond quickly to plumbing issues to maintain guest comfort and safety standards.

3. AC Technician:

- a) Install, maintain, and repair air conditioning systems across the convention centre building.
- b) Conduct regular inspections, duct/filter cleaning to ensure optimal cooling performance and energy efficiency.
- c) Respond swiftly to AC-related issues to ensure guest comfort and satisfaction.

4. Housekeeping Supervisor:

- a) Supervise housekeeping staff during assigned shifts to ensure meeting cleanliness and service standards.
- b) Conduct inspections, assign tasks, and monitor performance for efficiency and quality.
- c) Address organizers requests and coordinate with maintenance or front office for timely issue resolution.

5. Housekeepers:

- a) Clean and maintain all the rooms, bathrooms, and public areas to ensure hygiene and presentation standards.
- b) Replenish toiletries, and amenities while reporting maintenance issues promptly.
- c) Follow safety protocols and procedures to provide a comfortable guest experience.

The above-mentioned individuals are supposed to attend any additional work within their capacity as and when assigned by the M S Section.

PENALTY FOR INADEQUATE PERFORMANCE:

Sl	Type of lapse	Penalty in Rupees
1	Worker not in Uniform (per person)	100 per person per day
2	Wrong attendance record	500 per day
3	Lapse in maintaining wash room (per wash room)	200 per day
4	Shortfall in staff by more than 10% in a day	200 per person per day
5	Rude and unpleasant behavior of contractor's personnel with Faculty/Staff/Visitor	200 per person per incident
6	Rowdiness and/or rioting in campus	500 per person

7	Theft and/or carrying of items unauthorized	500 per person
8	Inaction of supervisor to complaint	100 per complaint
9	Damage to the Institute property due to negligence	Book value
10	Delay in payment of wages to workers within the prescribed period	100 per person per day
11	Failure to address the complaints raised	500/- for 1 st instance 1000/- for next instances
12	If deployed employee is found disclosing any confidential information/ document to the service provider/any third parties	10% of the SD value along with recovery of losses caused (if any) and legal action against the service provider depending on the gravity of the act.
13	Absenteeism of manpower for more than 2 days	500/- per day up to 15 days 1000/- per day beyond 15 days
14	If the employee is found responsible for adopting illegal methods or exercising any corrupt practices in collusion with any third party or officials at the workplace	Immediate replacement within 2 days and 10% of the SD value as penalty
15	Consuming Alcohol or Intoxication while on duty or coming to duty	Termination
16	Non-compliance of the tender terms	3000/- per every single instance

Note:

The penalty shall be deducted from the monthly Bills or from the Security Deposit.

For any act of inadequate performance of contract not specifically stated herein, the person authorized by the Institute will determine the penalty based on the merits of each act after providing an opportunity to the contractor.

In case of Sl.No.5 the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should be discontinued from the workforce of the Institute.

In case of Sl.No.6, the person(s) involved should be adequately warned by the contractor and in case of a second occurrence, the person should be discontinued from the workforce of the Institute.

In case of Sl.No.7, the person involved in theft and/or carrying items unauthorized should be discontinued from the workforce of the Institute.

GENERAL GUIDELINES FOR THE SERVICES OF CC AND ADMIN BUILDINGS

1. Service Standards:

- i. Basic Standard: Maintain at all times in good condition - office areas, service areas, public areas, utility areas, fire exits, stairways, terrace, lifts, car parking and external areas.
- ii. Prestige Standard: High standard of cleanliness and appearance at all times including maintaining higher floor gloss levels – VIP Suites, Conference rooms, Banquet areas, Dining areas, Pantries, Reception areas, Lobbies etc.
- iii. Hygiene Standard: Areas where a high hygiene standard is mandatory –Toilets, kitchens, cafeteria, pantry, vending areas, Waste bins, hidden surfaces, hinges, underside of workstation etc to be maintained free of dirt, stains, waste matter, watermarks and scale using appropriate cleaning and sanitizing materials.

2. Types of Cleaning:

- i. Routine Cleaning: Cleaning tasks to ensure that offices, toilets, meeting areas, public areas & all other routine work areas, furniture & floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose. Cleaning on daily basis for the guest occupied rooms.
- ii. Reactive Cleaning: Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.
- iii. Periodic Cleaning: Activity includes all deep cleaning and periodic cleaning activities of the common & public areas and activities that require more frequent cleaning than routine cleaning including kitchens, vending points and dining area.

3. Zoning:

The Frequency of daily cleaning should be divided into 3 zones:

- i. Green Zone - Cleaning -mechanically / manually. Frequency – Once a day.
- ii. Red Zone- Cleaning - mechanically / manually. Frequency – Once a day minimum followed by further cleaning upon request / instructions.
- iii. Yellow Zone - Cleaning - once at commencement of shift & repeated till the end of the shift. Busy areas with continued upkeep like Lobby, Dining area, Corridors, Kitchens, Pantry, Passages, washrooms etc.

4. Color coded cleaning tools for different areas.

- i. Color coding of each type of waste with specific color bins for easy identification by users.
- ii. Go-green initiatives should be a part of the agency's mission with the usage of eco -friendly branded cleaning chemicals.

5. The service of the house-keeping is round-the-clock operation and includes the following cleaning services:

It is necessary to maintain the environment of the guest house in a healthy and hygienic condition round-the-clock at the level of a 3-Star Hotel or above. The services of the housekeeping, AV Technicians and other technicians at CC/Admin. building are required during office hours on normal days in general. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs are to be carried out under Cleaning Service:

a. Daily cleaning:

- i. Sweeping of the entire premises; and cleaning of all facilities daily (all the rooms, halls, auditoriums, lounges, lifts etc.)
- Twice daily: proper sweeping and mopping of all floors in the building premises, cleaning of walls, railings, corridors, entry roads etc. covering the entire constructed areas. No betel stains or cobwebs etc. should be visible anywhere.
- Thrice daily: Cleaning of main staircases, entrance lobby area. Cleaning of Wastepaper Baskets, Sanitation Bin & Spittoon set & disposing of garbage/refuse as directed
- ii. Damp mopping of tiles, vitrified floors, staircases, sidewalls, corridors, passages.
- iii. Dusting of desk, table, chair, and furniture located in the rooms occupied.
- iv. Special attention will be paid to the cleaning of wash basins.
- v. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants.
- vi. All the wash basins, toilet pans should be kept stain free using Harpic, Domex etc.
- vii. All surfaces shall be free of germs, soap, and mud at the washrooms/WCs.
- viii. Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area.
- ix. Cleaning of aluminium doors, glass doors and partitions etc.
- x. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets.
- xi. Emptying all wastepaper baskets from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located;
- xii. All wet and dry waste from waste baskets, kitchen, dining halls, garbage bins/dustbins in all three buildings etc. will be collected and disposed-off as per the guidelines every day. All Dry and wet waste has to be handed over to the SWM contractor in sealed covers and the SWM contractor will dispose off the waste as approved by IITH. The required garbage covers have to be provided by the contractor. The contractor shall pay the applicable charges on weight basis to the SWM contractor at the rates approved by IITH. Currently the rate is Rs 4956 per ton including GST. It may vary as per institute norms.

b. Weekly Cleaning:

- i. Glass tabletops, doors partitions and glass accessories would be cleaned using solvent.
- ii. Cleaning of bath fittings with silvo.
- iii. 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.
- iv. Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.
- v. Polishing of steel and other metal surfaces

c. FORTNIGHTLY – Housekeeping:

- i. Cleaning of ceiling with electrical fitting & roofs.
- ii. Washing and scrubbing of floor with automatic machines with required cleaning material

d. Monthly Cleaning:

- i. All glass doors and windows of the premises would be cleaned using a damp and dry method.
- ii. Cleaning of photos, panels, glass/board partitions etc.
- iii. Wipe/clean/polish all staircases/ metal railings, passages, corridors with detergents/ brasso/silvo etc.
- iv. To remove cobwebs from the entire guest house premises wherever they exist.
- v. Scrubbing of all floor areas; on a weekly basis.
- vi. Carpets in all Rooms if any to be cleaned with shampoo by experienced personnel on a monthly basis.
- vii. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition as and when required.
- viii. Washing/dry cleaning, ironing, and refitting curtains monthly.
- ix. Cleaning of glass windows, dirty areas of all the floors- ground, first, second and third floors till their actual height with all the necessary safety measurements.

6. Pest control schedule:

Type of Pest/Service	Methodology	Frequency
1) Cockroaches Treatment	<p>German cockroaches - It observed in Kitchen, pantry, Room, electric box Cabinets, Draws etc.</p> <p>American cockroaches - It observed in toilets, shaft, sewer, gutter, basement store area etc.</p> <p>METHODOLOGY BY SPRAY: -</p> <p>Intensive/extensive spray with m.t.o/water-based chemicals with IPM (Integrated Pest Management) Method. Kitchen, pantry, toilets, sewer, gutter entire store, Computer, Lawn area, service area, etc. to be treated with specially formulated chemicals By Pneumatic High-Pressure Pump.</p> <p>Using GEL: This is also an effective technology in cockroach's control. One cockroach eat gel then they contaminate the other cockroaches thus ensuring complete eradication of existing cockroaches Uses - electrical area, Kitchen, Draws, Computer Table,</p>	Twice weekly in all the locations
ANTS AND BLACK ANTS	It may occur inside the building & outside the building both. Its control depends on types of infestation and types of ants.	Twice weekly in all the locations

	METHODOLOGY BY SPRAY Intensive/extensive spray with m.t.o/water-based chemicals.	
ARDS	<p>Lizards are the unsolicited guest that are capable of creating hassle in house or office. Lizards usually seen in shaded plant dance area behind curtain or sofa also surrounding the light. They may contaminate products. There are several different types that naturally occur around houses and other buildings, they may be a pest according to the season or geographic region.</p> <p>METHODOLOGY BY SPRAY Lizard is active during day and night, lizard eat spider, Ants and other insects. spray with m.t.o/water-based chemicals towards the lives lizard in none production area. Kitchen, pantry, Rooms, Balcony and Inner & Outer side building. And we will used lizard traps in production area.</p>	Twice weekly in all the locations
TREATMENT	<p>Flies are usually seen in kitchen, Lobby, Entrance area Dumping places, garbage landfills and anywhere organic matter or food stuffs. Two types of flies a) House Flies b) Drain Flies The Bidder shall treat ceiling, windows, frame Kitchen/pantry dining walls and other insects contact areas. Treatment the area with a space spray to kill the foraging adults. Safe insecticide can be used in kitchen/pentry area, cafeteria areas to break the cycle of breeding, shall apply insecticide around base boards counter taps, sinks and other area close to the flood sources. Treatment has to be decided as per the infestation of flies at each premises.</p> <p>Methodology 1. By surface spray (spray should be done early on morning when the fly are at ground level and have not gain sufficient hit from the sun to disperse.) 2. By batting treatment.</p> <p>3. By using fly strip, fly glue board.</p> <p>4. By using fly catcher machine.</p> <p>5. By use centronila candle and other repellants.</p> <p>Identifying the source of entry and accordingly shall treat the premises.</p>	Twice weekly in all the locations
ER CONTROL	<p>Spiders populations are found in humid and moist locations like basements and crawl spaces. Other Spiders prefer dry and warm places. They can be found in upper corners of rooms and attics as well as sub floor air-vents. Spiders prefer to hide in dark areas and in cracks as a retreat in order to construct material for their webs.</p> <p>Methodology by Spray: - 1. Perimeter Spray Treatment: - If spiders are present, spray a residual insecticide treatment around all entry points and the perimeter of your premises. Spray anywhere they are webbing.</p>	Twice weekly in all the locations

	<p>2. Indoor Spray Treatment - Spray along baseboards, in corners and under furniture. Crack and crevice tip to spray along baseboards, window and door frames, corners, pipes and other areas where spiders may crawl.</p>	
ENT CONTROL	<p>Rats are very fast and agile animals and therefore, careful manipulation and constant vigilance is necessary to keep a place free of rats. Rats are found in kitchen area, store area, office area & outer side area. Rat cause damage packaging materials, gnaw wood, pipes, electrical cable, books, carpets. The operator shall maintain a constant watch on the any signs of rodent infestation. He shall check all premises as per requirements throughout the year to replenish the baits and to be rearranged the traps strategically so as to achieve the best possible result and eliminate the rodent infestation.</p> <p>1. Control of Rodent/Rats by apply Baiting, Trapping, Rat-sticleesi & burrow fumigation methods. 2. The control services shall consist of baiting with anti-coagulant baits and trapping. The baits and traps shall be laid at selected points on the runway of rats and mice. The operator shall maintain a constant watch on the progress</p> <p>3. For rodent control, a special bait station and traps shall be kept according to movements of Rats. 4. Roda Box: A systematic trapping measure shall be taken using rodabox which will be kept at strategic point where there is rodent path way.</p> <p>5. Cages shall also use inside the premises.</p>	<p>Twice weekly in all the locations and as may be necessary.</p>
IGATION (Outer Area)	<p>1) Mosquito Larva: Larva treatment shall control larvae in the breeding habitat before they can mature into adult mosquitoes and disperse. This treatment control breeding habitats shall help reduce the adult mosquito population in the premises. Larva seen in the open area and may also be seen in other areas during the season. Although stagnant water is the main breeding place, there are many other places around the premises as like drainage streams, sewers, swimming pools, ponds, etc. Methodology Larvacide is applied to standing water, shallow ponds, pools, tidal waters, slow moving bodies of water and other areas where mosquitoes can breed in the Inner area and the 1 km outer side the area.</p> <p>2) Adult Mosquito Fogging treatment to be carried out mainly to control mosquito (Dengue) and flying insects. This treatment shall give relief by destroying adult mosquitoes. Treatment will be providing inside the building and outside the building by Fogging machine.</p>	<p>Twice weekly during the season and as per the requirement to control the Mosquito problem.</p> <p>Season will be based on the Monsoon timing but generally will be considered from June to October.</p> <p>The service shall also be required during the period of intermittent rains in any month and whenever required.</p>

	<p>Anti-larva pesticides shall be also sprayed in the drainage, main holes and outside the building.</p> <p>Methodology</p> <p>a. For mosquito control the spraying should coincide with the peak activities / biting times of the species, for most species this is at night.</p> <p>b. For fly control, spraying should be done early in the morning when the flies are at ground level and have not gained sufficient heat from the sun to disperse.</p> <p>c. For mosquito of fly control program, treatment should begin at the onset of the breeding season. Spraying should be done daily or at least on alternate days to prevent the breeding of the newly emerged adult insects. d. More frequent applications may be necessary where there is a continuing insect challenge.</p> <p>1. For Anti Larva Application Method Mixing 20g chemical in 10 liters water for polluted surface water. Once in a week @ 400gm / per hector</p> <p>Special features of chemicals</p> <p>1. For Anti Larva Chemical should be low toxicity to mammals, birds and fish. Chemical should be nonirritant to the skin and the eye. Chemical should be approved by WHO pesticide evaluation scheme (WHOPES). Product should be tested by (National institute of Malaria Research) National institute of communicable diseases, vector control research Centre and national chemical laboratory, Pune, etc. Chemical shall be effective in controlling mosquitoes belonging to the genera Aides, Anopheles and Culex.</p>	
9. SNAKE TREATMENT	<p>Snake Treatment shall be carried out by using chemical Against Snake. Chemical will be used by Sprinkling / scattered through machine. Chemical effect bottom side of the snake. Snake gets wounds and run away from the premises. The operator shall use safe, effective pesticides to take care of that nagging snake problem</p>	<p>Based on requirement. However, weekly once during the seasons when snake sighting is high.</p>
10. REMOVAL OF BEEHIVES	<p>Removal of Beehives shall be carried out by using appropriate safety methods.</p>	<p>Based on requirement. must be available after working hours on call basis.</p>

7. List of Cleaning Agents to be used:

The Contractor shall supply/arrange cleaning consumables / Housekeeping consumables of approved brand/ make in adequate quantities at all times for all areas i.e., CC and Admin Building including common areas and parking areas.

All the items listed below should be available with the housekeeping dept. of the contractor.

1. Dusting Cloth	2. Scrubbers with handle
3. All Purpose Cleaner	4. Dustpan
5. Window Glass Cleaner	6. Dust brushes
7. Window Applicator	8. SS Scorch pads/steel wool
9. Window Squeeze	10. Nylon brooms with sticks
11. Garbage bags large	12. Floor dust mops with holder
13. Garbage bags medium	14. Feather duster
15. Garbage bags small	16. Spray bottles
17. Air Freshener	18. Toilet brush
19. Insect Killer	20. Hand brush
21. Naphthalene Balls	22. Plastic buckets
23. Dettol / other antiseptic liquid	24. Extension pole for glass cleaning
25. Deodorant / fresheners	26. Harpic/Flush Clean
27. Toilet paper rolls	28. Single Disk Scrubber
29. Any other latest mechanized/manual equipment	

8. Obligations of IIT Hyderabad and Service Provider

The Institute shall provide following inventory during the commencement of Contract:

- i. **Furnishing of Rooms.** Furniture is in all Rooms, Auditoriums, Seminar rooms, conference rooms and lounges. Audio/ Video equipment is provided in all these rooms. Any other additional items purchased will be handed over on the need basis to the agency.
- ii. **HVAC, TVs, fridge, Electric kettle, Water Purifier** will be provided by the Institute as a one-time measure at the beginning of contract. For the repairs/ replacement of spares etc. will be reimbursed on actuals by IITH with the approval from CMD on production of GST invoices.
- iii. **Required no. of water purifiers and water dispensers** are provided by the Institute. For the repairs/ replacement of spares etc. will be reimbursed on actuals by IITH with the approval from CMD on production of GST invoices.
- iv. **In addition to the above-mentioned inventory, Audio/Video equipment** are provided in the convention center building.
- v. **Provision of curtains, wall clocks in suits & super suits** as per requirements will be provided by

the IITH.

- vi. Computer/modem/WiFi connection provided by IITH.
- vii. Electrical fittings, tube lights, bulbs, fans, etc., as aggregate level infrastructure will be provided at the time of handing over of the facilities. It is the responsibility of the agency to report & replace them. However, the charges for the replacement & repairs for the same will be paid by IITH.
- viii. Payment of electric charges, water charges, shall be taken care of by IITH.
- ix. Renovation/addition to the building, solar water heating, High-end AC, firefighting equipment's emergency power line etc. shall be taken care of by the CMD of IITH.
- x. Any matter related to civil or electrical works to be executed by the service provider.
- xi. Racks, almirahs, room locking arrangements, shoe /luggage rack etc. as one-time support.
- xii. IITH will hand over to the agency materials like furniture & equipment in the rooms and the agency has to keep proper acknowledgement and maintain these items properly. The malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon end of contract/termination thereof, the agency is liable to return the same to IITH in good working condition barring normal wear and tear. For shortage/misplacement/theft replacement cost of the items will be recovered from the final bill or security deposit.

భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

General terms and conditions of the Tender

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever. Any conditional bid shall not be considered and will be out rightly rejected in the very first instance. The bidder shall quote the Technical and Financial bids as per the format enclosed as Annexure II and III – V respectively. The Earnest Money will be forfeited if the bidder rescinds from the offer. The bidder should include the list of firms where they have provided similar services at least in the last 4 years, along with name, phone and contact person/persons so that references for their services can be obtained, if required.
2. All entries in the bid form should be legible and clear. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No striking out/cutting/overwriting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. Striking out/cutting/overwriting if any, in the Technical Bid must be initiated by the person authorized to sign the bid.
3. IITH being an Educational Institution, the contractor will not allow or permit their employees to participate in any trade union activities or agitation in the premises of IITH.
4. All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21–55 with good health and sound mind. The personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/Agencies deployed by IITH.
5. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other contractor without the prior written consent of IITH.
6. The contractor shall appoint fully qualified and competent associates; appropriate operations-in-charge personnel should be deployed by the contractor, at their own cost, to ensure that the services rendered by them are at the level of three stars and above hotel standards and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the IITH. The contractor 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.
7. The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and the contractor may transfer its employees / workmen and in accordance with their needs, in consultation with the officer designated by the Director, IITH. Adequate and necessary numbers of employees / workmen are deployed by the contractor for fulfilment of their contractual obligations under this agreement, shall be the sole responsibility of the Service Provider to ensure that their employees/workmen, deployed by him to fulfil the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
8. The number and composition of staff required for should be given in prescribed forms. The tenderer should have a sufficient number of permanent employees on roll, specifically qualified and trained in facility management service, housekeeping, reception and maintenance work as per tender requirements.

9. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed to IITH before the commencement of work:
 - a. List of Manpower shortlisted by contractor for deployment at IITH. containing full details i.e. Educational background, Work experience, date of birth, marital status, address etc.
 - b. Bio-data of the persons with passport size photographs.
 - c. Reference check and self-conduct declaration.
 - d. Certificate of verification of antecedents of persons by local police authority.
 - e. Their deployment will be only after the clearance from the security unit of IITH, Hyderabad.
 - f. Complete Medical check-up certificate, is to be submitted mandatorily.
 - g. ID proof and Address proof of each of the staff.
10. The selected contractor shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the CCE and Admin buildings and it to be endorsed by the Security Office of IITH.
11. All the workers engaged by the contractor should give their attendance through the designated biometric machines installed in the campus. Apart from this the contractor must maintain daily attendance registers to keep record of the personnel on duty and a record of the work done at IITH.
12. The Contractor shall follow all security rules as may be framed by the Institute from time to time regarding movement of materials and equipment to Site, issue of identity cards, control of entry of personnel and all similar matters. The Contractor and his personnel shall abide by all Security measures imposed by the Maintenance Engineer or his duly authorized representative from time to time. Contractor shall also follow all rules and regulations applicable in the event of subject area being declared/proclaimed under emergency from time to time by any other statutory order, nothing extra will be payable on account of stoppage / hindrance of work on this account. The contractor has to arrange for police verification to obtain a temporary pass for himself and his work force as governed by the rules.
13. Services shall be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel as per their functional designation. The personnel deployed preferred age group: 21-55 years of certified character and antecedents be Indian nationals and must display name badges and identity cards signed by the contractor and be conversant in speaking Hindi, English, and Telugu.
14. The contractor should provide uniforms to all personnel employed by him. The staff should wear uniforms as per their job assignments. Staff working without uniform are liable to be turned down from being engaged in work in the CCE and Admin buildings. The specified uniforms are as follows:
 - >Appropriate uniform standard will be as follows:
 - >Minimum of Two pairs of uniform dress for gents and ladies
 - > Two pairs of matching toe closed shoes
 - >ID Card and Name badge
 - > Appropriate gloves, apron as per the work requirement

Note: Damaged, worn-out or unserviceable uniforms to be replaced by the contractor

15. The contractor should ensure to maintain adequate manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions.
16. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. An appropriate amount of penalty after due consideration and hearing will be imposed by the Director, IIT Hyderabad or Dean, Admin/Registrar and the same will be deducted from the monthly bill of the contractor.
17. All personnel and their bags and baggage deployed with the contractor shall be liable for physical security checks both at the time of entry and leaving the Institute.
18. The services shall be provided round the clock on all days of the year (24 hrs. x 7 days x 365 days) with sufficient manpower required to run the operation. Leave of the employees of the contractor as per the statutory norms and followed strictly.
19. **No** items shall be taken out of the Institute without written permission of the concerned authority or the designated officer nominated by the Director, IITH. Normally no inventory is shifted from one room/ place to another, without approval of Chair(CCE)/designated officer and making a valid entry in the stock register of the inventory.
20. No Accommodation for workforce, Supervisors and proprietor shall be provided by the institute; the Contractor shall have to make his own arrangements for the lodging and boarding of their workforce.
21. IITH will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personnel 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 payroll and submit proof to this effect. The Contractor shall indemnify IITH from any liability that may arise due to such incidents.
22. Compliance of policy regulation viz., payment of government minimum wages act, employer's liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be the sole responsibility of the contractor. In this regard the contractor at all-time should indemnify IITH against all claims and will maintain necessary books, logs, registers, 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 with such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the state 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 IITH. for verification and record purposes. They should also have a license under all the relevant Acts/ Statutes.
23. The contractor shall obtain an insurance policy to cover the liability under the Workmen Compensation Act and submit a copy to IITH within one month of commencement of operations. The policy shall cover all staff employed by the service provider at IITH. The cost of the policy shall be included in the price quoted and no separate reimbursement will be made for this.
24. The contract is for a period of 12 months, extendable for a further period of 24 months' subject to a satisfactory performance of the services by the contractor which shall be reviewed every 12 months.

25. The Agency shall ensure that there shall be Grievance redressal system in place and accordingly an officer-In-charge of redressing the Complaints/Services ensure that the same is attended within 1 hour of the complaint and take immediate steps for resolution of the same. Any Minor Complaints not resolved within 4 hours will be charged the penalty of Rs 2000/- per incident and Major Complaints not resolved within 2 days will be Charged with the penalty of Rs 5000/- per incident. The rate of penalty is subject to change as and when notified by IITH to the vendor.
26. Bids not following the two-cover format, or including commercial information in the technical bid shall be rejected.
27. Bidder shall sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IIT Hyderabad.
28. **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.
29. The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority.
30. For housekeeping equipment or accessories brought by the service provider, any spares, consumables, replacement- parts etc. will be in the service provider's scope.
31. **SOLID WASTE MANAGEMENT**
 - i. Responsibility of segregations of waste lies with the Agency/service provider. Dry/Wet waste segregation should be as per the new Solid Waste Management Rules (SWM), 2016 notified by the Union Ministry of Environment, Forests and Climate Change (MoEF&CC) and as amended from time to time.
 - ii. Collection/Transportation and disposal of the segregated municipal solid waste should be done as per the Institute policy/rules without any additional cost. All Dry and wet waste has to be handed over to the SWM contractors in sealed covers selected by IITH and the SWM contractor will dispose of the waste as approved by IITH. Contractor shall pay the applicable charges on weight basis to the SWM contractor at the rates approved by IITH. Currently the rate is Rs 4956/- (subject to revision from time to time) per ton including GST.
 - iii. The agency should strictly adhere to the solid waste management policy of the Institute as applicable and as amended from time to time.
 - iv. Penalty will be imposed for violation and disposing of the waste not as per Institute norms. Penalties will be charged as per norms available in force and the decision of the Institute will be final and binding on the Agency/Service provider.

32. **LEGAL:**

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

- i. The selected agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. IITH shall in no way, be responsible for settlement of such issues whatsoever. IITH. shall not be responsible for any damages, losses, financial or other injury claims to any person deployed by service

providing agency in the course of their performing the functions/ duties, or for payment towards any compensation.

- ii. The manpower deployed by the Service Provider shall not have any claims of Master and Servant relationship vis-à-vis. IITH nor have any principal and agent relationship with or against IITH.
- iii. The manpower deployed by the Service Provider for the service shall not be entitled for claim, pay, perks, and other facilities which may be admissible to casual, ad-hoc regular/ confirmed employees of IITH, during the contract or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and all have any claim for absorption or relaxation for absorption in the regular/otherwise capacity in IITH. The Service provider should communicate this information to all their manpower deployed in IITH by the Contractor.
- iv. The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of the appropriate Government. The bidder will maintain proper record as required under the Law/Acts. The contractor shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of Minimum Wages Act. The authorized representative of the Institute and officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance with all statutory provisions of the relevant laws applicable from time to time for carrying out the service. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments etc. for any reason whatsoever, the Institute shall recover the same from any dues payable by Institute to the contractor and /or from the security deposit of the contractor.
- v. The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IITH.
- vi. The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IITH to concerned tax collection authorities from time to time as per existing rules and regulations and submission of a copy of the receipts/returns to IITH, if required.
- vii. The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IITH or any other authority under Law.
- viii. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provision of the Tax Department, as amended from time to time, and a certificate to this effect shall be provided to the agency by IITH.
- ix. In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof IITH is put to any loss/ obligation, monetary or otherwise, IITH will be entitled to get itself reimbursed out of the outstanding bills or from the Performance Security Deposit of the agency to the extent of the loss or obligation in monetary terms.
- x. The selected agency will indemnify IITH from all legal, financial, statutory, taxation and associated other liabilities.
- xi. To resolve any dispute/legal issue matter will be referred to the sole arbitrator i.e., Director, IITH. or a person nominated by him. If any dispute/ legal issues are not settled through arbitration, then legal jurisdiction would be Hyderabad only.
- xii. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before or after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the

contract or breach therefore, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute.

- xiii. If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another person to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties' consent to his effect, failing which the arbitrator shall be entitled to precede-novo.
- xiv. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to the arbitrator at the time of invocation of arbitration under the clause. It is a term of the contract that the cost of an arbitration shall be borne by the parties themselves. The venue of arbitration, if any, shall be at Hyderabad.
- xv. Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

33. PUBLICITY

This Agreement does not permit either party to use the Logo/Trademark of the other party or issue any press releases or make any public announcements regarding the services undertaken by the Service Provider for IITH. In the event, either of the parties is required to make any public announcements vis-à-vis the services rendered by the Service Provider for IITH, the requestor party must take prior written consent of the other at every instance.

34. SCOPE AND AMBIT

It is hereby made clear that the scope and ambit of this Agreement is only to provide Facility management to CC & Admin Building-, Hospitality Services, maintenance, housekeeping and to IITH at the premises as mentioned in the schedule. Under no circumstances shall this Agreement be construed as any demise of right title or interest by IITH in favour of the Service Provider. This Tender is strictly a Service Contract and shall not be either construed as a License or a Lease in favour of the Service Provider. Therefore, the Service Provider shall not make any claim of tenancy or license in the said property.

35. FINANCIAL RULES:

- i. The EMD in respect of the agencies who do not qualify the Technical Bid (First Stage)/ Commercial Bid (Second competitive stage) shall be returned to them without any interest. However, the EMD. in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. Further, if the agency fails to commence services against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.
- ii. The proof of remittance of statutory contribution of PF, ESI of the employer and employee to the appropriate agency, for those employed at IITH, must be provided by the selected agency to IITH every month along with the claim bill, failing which the claim bill shall not be settled.
- iii. The successful bidder will have to deposit a Performance Security Deposit of 5% of the Annual Contract value, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favour of the Director, IITH, Hyderabad, payable at Hyderabad. The performance

security should remain valid for a period of 6 months beyond the date of completion of all the contractual obligations of the service provider.

- iv. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
- v. The agency shall raise the bill, in Triplicate, along with the following documents in respect of the persons deployed and submit the same to The designated officer, IITH, in the third week of the subsequent month or earlier, but after disbursement of wages to its employees. As far as possible the payment will be released within four weeks from the date of submission of bills in all respects.
 - a. Current month invoice copy.
 - b. Proof of payment of wages.
 - c. Current month Attendance Register.
 - d. GST challan
 - e. A certificate that all statutory obligations as per applicable Labour laws have been complied with
- vi. In addition, Quarterly returns submitted to EPFO & ESIC are also to be submitted whenever due.
- vii. The claims in bills regarding GST if applicable, should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be held up till such proof is furnished, at the discretion of IITH.
- viii. All other charges (other than statutory levies) will remain fixed during the duration of the contract.

36. HANDING/ TAKING OVER:

The fittings, fixtures, furniture's furnishings, linen, gadgets, office equipments and all other items will be properly handed over after making separate kit inventory/bar coding and details of each item giving specification, duly signed by the Chair, CCE for the Convention Centre/ designated officer for the Admin Building and the selected Agency. Each room shall display the inventory list and be reconciled on a quarterly basis with compulsory annual inventory verification of the complete items by the agency and the institute authorized official.

37. TERMS OF PAYMENT

- i. The Contractor will be responsible for making the payment of wages directly to its workers by 7th of each month from his own sources and subsequently raise the bill for reimbursement which will be verified on the basis of actual amount disbursed and attendance etc. The Contractor shall make payment to the workers by depositing the payment towards the wages in their bank accounts and submit the bank details/ECS statement duly certified by the bank, to the office with the bill for verification. The bill shall also carry the duly certified copy of EPF and ESI challans for the same month for which the bill has been raised for payment. The claim bill shall be submitted to the Officer-in charge of the Institute for certification for pro-rata payment. The officers of the respective areas on the receipt of the bill will check the work record and there after accordingly certify the bill for payment.
- ii. All bills should be submitted on printed forms, duly signed and pre-receipted in triplicate.
- iii. Based on the requirement, the bidder has to raise multiple invoices based on the location of services/source of funds.

- iv. 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 CC/Admin Block of 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.
- v. The Service Provider will be paid as per approved rate (award of contract/work order) on a monthly basis by IITH. for the services provided on receipt of pre-receipted bill (in triplicate, at accepted bill of quantities), after invoice entry and certification that satisfactory services have been rendered during the month.
- vi. Attendance sheet, with signature/attendance status of person deployed and verified by the identified person of the Institute shall be enclosed with the bill. A copy of challan in proof of PF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the Service Provider with the monthly bills. A certificate that previous month payments of the employees under the Service Provider and payment to the supplier/general order vendors has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement.
- vii. Monthly payment will be made within 30 days of submission of bills, in favour of the contractor (in the name of the firm/agency, as per award of contract and agreement) after making necessary deductions (income Tax/TDS/GST surcharge, other statutory taxes, losses, penalty etc). The tax component (if applicable, as per the rules) shall be paid on submission of documentary proof.
- viii. The Service Provider needs to provide details of his Bank Account Number, name and address of the bank, branch, branch code & IFSC code etc., to facilitate payment through bank (e-payment process) and also register with the vendor payment portal of IITH.
- ix. If the scope of service increases (as per written communication and record) and or at the time of award of the contract, including extension of one year and part thereof, including complete month, after the period of contract or otherwise, the same will be extended on mutually agreed terms and conditions.
- x. The authorities of IITH will have the right to inspect the books of accounts of the firm/agency.

38. TERMINATION OF CONTRACT

- i. If the services of the contractor are not found satisfactory, they will be issued a written notice for improvement by the IITH authority. If satisfactory improvement is not found (with 2 weeks) after this notice, a final notice will be issued to the contractor by the IITH authority to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligations.
- ii. Independently, IITH reserves the right to terminate the contract by giving two months' notice to the agency.
- iii. In case the contractor is required to (or decide otherwise) to discontinue the contract, the Agency should give at least three months' notice to IITH and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- iv. In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving a month's notice.
- v. The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.

- vi. In case of breach of any terms and condition attached to the contract, the Performance Security deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.
- vii. The contractor shall give vacant premises to IIT Hyderabad and return all the equipment/fixtures and other items, facilities etc. once the contract period is over or terminated.
- viii. The agency and the employees of the agencies must adhere to the strict compliance to the guidelines issued by the Govt in managing the pandemic situations. Any violation in this regard will be viewed seriously. Any serious violation leading to health hazards will lead to termination of contract without any notice.

39. DAMAGES AND LOSSES

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

40. COMPLAINTS:

The Service Provider shall keep a suggestion box to record any suggestion/complaints on performance of services by the guest and produce to IITH or its representatives for perusal during their visit to ensure that prompt action has taken on such complaints and measures taken to avoid their re-occurrence. The Service Provider shall attend to all the complaints and address them as early as possible to the satisfaction of IITH. The Service Provider will provide guest feedback forms in each room and collect it to tabulate/display the observations/ Feedback, grievances, or risk and discuss during monthly meetings with IITH/Guest House authorities.

41. MISBEHAVIOUR OF EMPLOYEES:

The employees of the Service Provider shall maintain strict discipline, use any violent, abusive offensive languages while inside the premises is strictly prohibited. In case of misbehaviour, IITH has the right to terminate the contract. It will be mandatory for the Service Provider to brief their personnel in advance and apprise them of the conduct expected of them, while working in an institution of national importance. Nothing prevents IITH to advise the Service Provider about any such issue, or any erring personnel engaged by the Service Provider, which warrant urgent action / replacement of the erring staff in the interest of work and its fast disposal.

- 42. The agency and the employees of the agencies must adhere to the strict compliance to the guidelines issued by the Govt in managing the pandemic situations. Any violation in this regard will be viewed seriously.
- 43. Any personnel deployed by the Agency, refuses work, or creates indiscipline would have to be immediately replaced with the consent of the designated officer. IITH reserves the right to ask the Agency to terminate the services of any of the Agency's employees immediately on grounds of non-compliance of duties or if found guilty of misconduct. IITH will in no way be held responsible or liable for any loss caused by negligence or any other harmful action on the part of the employee of the Agency.

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

45. BREAKAGE

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

46. REPLACEMENT

Replacement of articles (viz. consumables items/inventory etc.), which have been lost will have to be borne by the supplier as per the decision taken by the Director IITH.

- i. In case of unforeseen or peculiar circumstances, the decision of the designated officer, so far as imposition of penalty is concerned, shall be final.
- ii. If the work is found unsatisfactory and below the expected standard in a particular area, including electrical or plumbing/maintenance etc., The designated officer will have the right to get the same done by another agency. The charges on the account of this shall be deducted from the Service Provider bill. The decision of the Faculty In-charge or the designated officer shall be final in this regard.

47. PAYMENT

The IITH shall make payments to the Service Provider in consideration for the Services to be rendered under this Agreement in accordance with rates approved within Twenty-One (21) days of the receipt and acceptance of each invoice as submitted in complete form by IITH from the Service Provider.

All monthly services' invoices must be raised and submitted by the Service Provider to IITH within the first fifteen days of the succeeding month else the same will not be entertained by IITH. All payment shall be made within the due date. Any dispute on the invoice has to be raised/notified within a period of seven (7) days, otherwise it will be deemed accepted. Separate invoices shall be generated for Convention centre & admin building for processing of the payment accordingly.

For Services rendered by the Service Provider for catering, housekeeping and maintenance shall be paid as per approved rates calculated in total.

48. PAYMENT OF STAMP DUTY CHARGES:

The Cost of stamp duty, if any, payable on this contract shall be borne and paid by the Service Provider only.

49. Force Majeure: Any delay due to Force Majeure will not be attributable to the Service provider. Force Majeure events shall mean one or more of the following acts or events: Acts of God or events beyond the reasonable control of the Affected Party which could not reasonably have been expected to occur, exceptionally adverse weather conditions, lightning, earthquake, cyclone, flood, volcanic eruption or fire or landslide; Radioactive contamination or ionizing radiation; Strikes or boycotts (other than those involving the Vendor or its employees/representatives or attributable to any act or omission of any of them) interrupting supplies and services of the Contract for a period exceeding a continuous period of 7 (seven) days; An act of war (whether

declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, insurrection, terrorist or military action, civil commotion or politically motivated sabotage which prevents rendering of supplies or specified services by the service provider for a period exceeding a continuous period of 7 (seven) days.

50. **ANNEXURES:**

All Annexure to this document, annexed presently or which may be annexed in future, shall form an integral part of and treated as a part and parcel of this contract.

ADDRESSES FOR CORRESPONDENCE, ETC:

Any notice and/or communications between the Parties shall be deemed sufficient, if delivered by hand under acknowledgement or sent by registered post acknowledgement due to the:

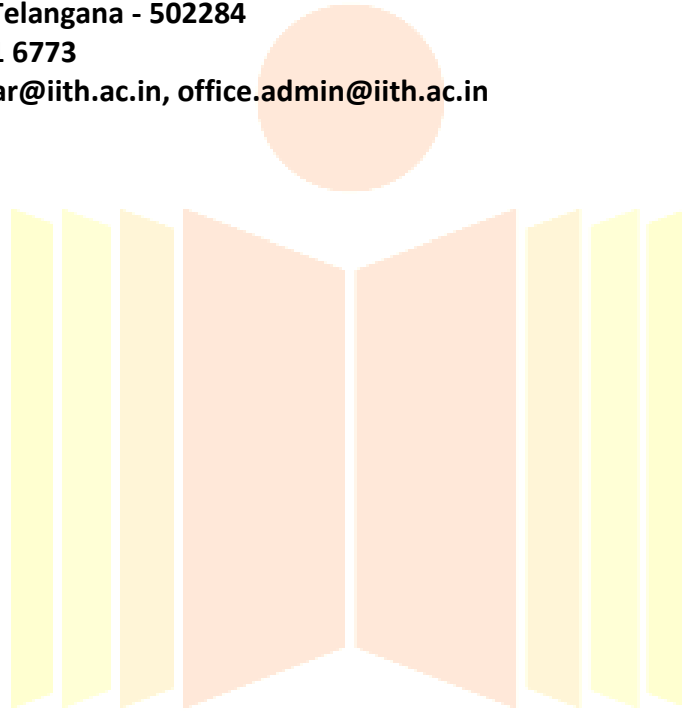
If to IITH at: **The Registrar,**

Indian Institute of Technology Hyderabad,

Kandi, Sangareddy, Telangana - 502284

Phone Nos. 040 2301 6773

Email: office.registrar@iith.ac.in, office.admin@iith.ac.in



భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్

भारतीय प्रौद्योगिकी संस्थान हैदराबाद

Indian Institute of Technology Hyderabad

ANNEXURE I : TECHNICAL BID

(To be signed and submitted online)

1. Name of Tendering Company/ Firm / Agency: (Attach certificate of Registration)		
2.Name of Proprietor / Director of Company/Firm/agency		
3.Full Address of Reg. Office with Regn. No.		
4.Telephone No. :		
5.Fax. No.		
6.E-Mail Address		
7.PAN / GIR /TIN No. (Attach Attested Copy)		
8.Labour Regn. No. (Attach Attested Copy)		
9.GST Regn. No. (Attach Attested Copy)		
10.E.P.F. Regn. No. (Attach Attested Copy)		
11.E.S.I. Regn. No. (Attach Attested Copy)		
12. Financial turnover of the tendering Company / Firm / Agency for the last 3 financial Years: (Attach separate sheet if space provided is insufficient)		
Financial Year	Amount (Rs. In Lakhs)	Remarks, if any
2023-24		
2024-25		
2025-26		

- 13.** Give the details along with the quality assessment certificate as per the Annexure-II of the major contracts handled by the tendering Company/ Firm / Agency on behalf of in IITs/IIMs, centrally funded technical institute (CFTI), Corporates/Navarathna PSUs/ AIIMS in the following format. Attested copies of work orders may also be attached.

S.No.	Details of client along with address, telephone no, Email ID	Amount Contract (Rs. in Lakhs)	Duration of Contract		No of Rooms served	IIT/IIM/CFTI/ Navarathna PSU/ AIIMS /Corporates
			From	To		
1						
2						
3						
4						

(if the space provided is insufficient, a separate sheet may be attached)

14.	Details of Earnest Money Deposit: D.D. / P.O. No. & Date & Bank Deatails	
15.	Additional information, if any (Attach separate sheet, if required)	

16. CERTIFICATE OF ETHICAL PRACTICES

- I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s, which are improper/Illegal during the execution of the contract awarded to us.
- Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities/practices in my / our dealing with the Institute.
- I / We will have no conflict of interest in any of our works / contracts at the Institute.

Signature & Seal of the Service Provider with date

Note: Attach all relevant documents duly signed. The Price bid should not be exposed along with technical bid else this will lead to rejection of the bid.

DECLARATION

1. I, Son/Daughter of Shri.....
Proprietor/Partner/Director/Authorized signatory of M/s. I 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. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
4. I/We are well aware of the fact that furnishing any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:

Place:

Signature of the Authorized Person

Full Name:

Company Seal:

Note: The above declaration, duly signed by the authorized signatory of the firm/company, should be enclosed with the Technical Bid Documents.

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ANNEXURE – II : Quality Assessment Certificate Template

(on the official letterhead of the client's organization)

Dear Assessor, please provide your honest assessment of the quality of the Facilities services provided by the following agency. Please provide this assessment on your organization's letterhead.

Sl.No.	Particulars	Details
1	Name, Designation, Email address, and Phone number of the assessor:	
2	Name of the assessor's organization:	
3	Is your organization a Centrally Funded Institute (CFI)?	
4	Name of the Agency:	
5	Period of service availed from the agency:	From _____ to _____
6	Value of work completed in contract:	

(Please tick ✓ numerical assessment – 5 being the maximum score)

Sl. No.	Description	1	2	3	4	5	Remarks / Justification
1	The Agency's response has been prompt and as required by the administration						
2	All the workers were professionally trained.						
3	The agency ensured proper dawning of uniforms by workers to protect the image of organization						
4	Supervisors employed by the agency have been competent and ensured proper service by workers						
5	All the workers have been punctual and performed their duties with complete responsibility						
6	There have been no removals/ replacements of workers on the grounds of indiscipline, negligence etc.						
7	The agency has been prompt in taking action against any complaints or suggestions of the management.						
8	All the workers employed have been as per the age prescribed by the organization.						
9	All the workers employed have possessed the required educational qualification as prescribed by the organization.						
10	The agency did comply with labour laws by ensuring timely contributions to EPF, ESI etc., and provided salary slips, PF slips, ESI cards etc., to individuals and the confirmation data on the same to the organization on a regular basis.						

Date:

Signature and Seal of the

AssessorPS: Those bidders having experience with IITH should mandatorily obtain Experience and QAC certificate from IITH and include the same in their bid, failing which the bid stands disqualified.

ANNEXURE – III : FINANCIAL BID

Note: (To be submitted on Bidder's letter Head)

(To be downloaded from Financial Breakup Statement and upload the same on the GEM only)

Part – I : Convention Centre

Manpower Deployment Details for the month:

Sl.No.	Manpower Deployment Details (with minimum [#] suggested Number)	Number of staff provided by the bidder (as per assessment)
1.	Housekeeping/Cleaning Staff/Gardener 14 No's	
2.	Housekeeping/Cleaning Staff Supervisor – 2 No's	
3.	Electrician - 2 No	
4.	Plumber - 2 No	
5.	AC Technician - 1 No	
6.	Any other – Specify	
	Total – 21 No's	Total: _____

- [#]The mentioned manpower strength is suggested only; however, the bidder may deploy and quote more manpower as per their assessment, but not below the minimum suggested number of manpower.
- The manpower indicated in the bid should be strictly adhered to. A Man-Day is for 8 hours a day (Normal Working Hours)
- In case additional manpower is required for any reason, the agency may do so with prior intimation to IIT HYDERABAD.
- It is mandatory to follow the Central Minimum Wages Act and all relevant labour laws
- Quoted prices are inclusive of GST.
- Bidders are advised to go through the OM No. F.6/1/2023-PPD dated 06.01.2023 of Ministry of Finance regarding minimum floor price for minimum wage-based Manpower outsourcing services.

COMMERCIAL BID SCHEDULE OF PRICES FOR CONVENTION CENTER:

S. No	Description	Base Amount (per month)	GST percentage	GST Amount	Total Value incl GST [B]
1.	Housekeeping/Cleaning/ Gardening Staff				
2.	Housekeeping/Cleaning Staff Supervisor				
3.	Electrician				
4.	Plumber				

5.	AC Technician				
6.	Any other – Specify				
7.	Charges for Cleaning Equipment + Materials				
8.	Overall Total (Rs)- Designated as A				

Signature of the Authorized Person

Date:.....

Place:.....

Part – II : Administrative Building

Manpower Deployment Details for the month:

Sl.No.	Manpower Deployment Details (with minimum [#] suggested Number)	Number of staff provided by the bidder (as per assessment)
1.	HK Supervisors (skilled) – 2 No's	
2.	HK worker (unskilled) – 15 No's	
3.	Any other – Specify	
	Total – 17 No's	Total: _____

- [#]The mentioned manpower strength is suggested only; however, the bidder may deploy and quote more manpower as per their assessment, but not minimum the suggested number of manpower.
- The manpower indicated in the bid should be strictly adhered to. A Man-Day is for 8 hours a day (Normal Working Hours)
- In case additional manpower is required for any reason, the agency may do so with prior intimation to IIT HYDERABAD.
- It is mandatory to follow the Central Minimum Wages Act and all relevant labour laws
- Quoted prices are inclusive of GST.
- Bidders are advised to go through the OM No. F.6/1/2023-PPD dated 06.01.2023 of Ministry of Finance regarding minimum floor price for minimum wage-based Manpower outsourcing services.

COMMERCIAL BID SCHEDULE OF PRICES FOR ADMINISTRATIVE BUILDING:

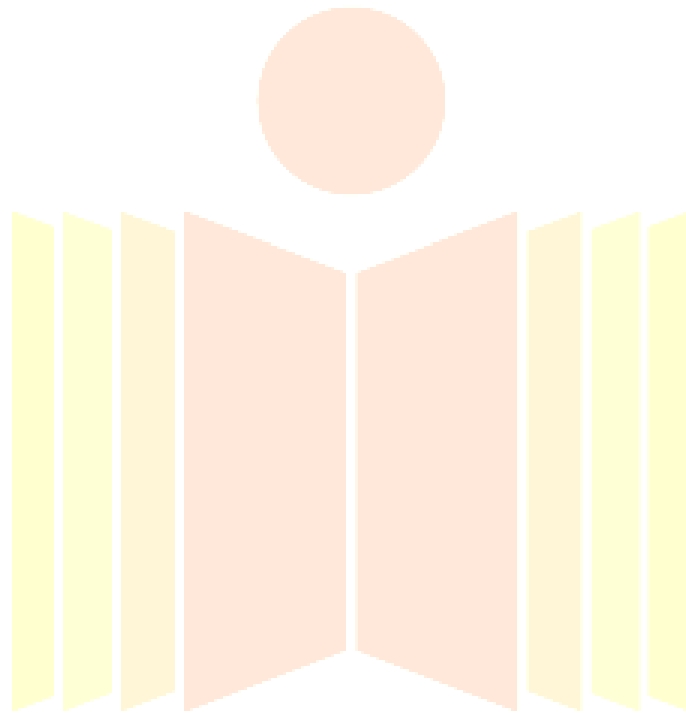
S. No	Description	Base Amount (per month)	GST Percentage	GST Amount	Total Value incl GST [B]
1.	HK Supervisors (skilled)				
2.	HK worker (unskilled)				
3.	Any other – Specify				
4.	Charges for Cleaning				

	Equipment + Materials				
5.	Overall Total (Rs)- Designated as B				

Signature of the Authorized Person

Date:.....

Place:.....



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ANNEXURE – IV: BID EVALUATION PROCESS

EVALUATION OF TECHNICAL BID (Annexure-I)

- Need to submit a minimum of 2 QAC Certificates from different clients as per the Annexure - II format.
- The Technical evaluation will be for 50 marks and based on the following scheme.

Description	Marking Scheme	Max. Marks	Min. Marks to be secured by the bidder
Experience in providing facility management Services as per clause I of the eligibility criteria. (Only Completed contracts with a minimum one year duration)	5 marks for each contract subject to a maximum of 15 marks	15	05
Minimum average annual turnover of Two crore in Facility management services during the last 3 financial years	10 marks for minimum average turnover of Two crore during the last 3 years and one mark each for additional one crore of average turnover subject to a maximum of 15marks	15	10
Marks obtained in QAC scores	Average of all QAC Scores will be considered for marks	10	05
Feedback from Present Clients (from 3 clients) for Facility Management services	Feedback obtained directly by the IITH Committee	10	05
Total		50	25

EVALUATION OF COMMERCIAL/FINANCIAL BID (Annexure-III):

1. Technically qualified Bids are only eligible for financial bid opening.
2. The **final score** from the financial bid will be based on the sum of financial quotations of CC & Admin Building.
3. The commercial/Financial bid will be evaluated based on the financial value obtained from the following formula.

Total Value = Financial Bid value for the Convention Centre (Designated as “A” in the part- I of Annex-I) + Financial Bid value for the Admin Building (Designated as “B” in the part- II of Annex-II)

4. The lowest total value quoted bidder will be declared as L1 for the entire bid process. If the same lowest price is quoted by more than one bidder, the L1 will be decided based on the highest score in the technical evaluation.

ANNEXURE – V: INTEGRITY AGREEMENT

(To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of IIT Hyderabad.)

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this day of 20.....

BETWEEN

Director, Indian Institute of Technology Hyderabad represented through the Designation of the Officer, IITH, (Hereinafter referred as the 'Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

..... Represented

through

(Hereinafter referred to as the (Details of duly authorized signatory) Bidder/Contractor and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender No.....
..... (hereinafter referred to as Tender/Bid) and intends to award, under laid down
organizational procedure, contract for.....
..... hereinafter referred to as the contract.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relation with its Bidder(s) and Contractor(s). AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as Integrity Pact or Pact), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties. NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

1. The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - (a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - (b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional

information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

- (c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
- 2. If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Bharatiya Nyaya Sanhita 2023 (BNS)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Contractor(s)

- 1. It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
- 2. The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
 - (a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owners employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
 - (b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - (c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant BNS/ PC Act. Further the Bidder(s)/ Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/ Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - (d) The Bidder(s)/ Contractor(s) of foreign origin shall disclose the names and addresses of agents/ representatives in India, if any. Similarly, Bidder(s)/ Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/ representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/ parallel tender for the same item.
 - (e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose (with each tender as per proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- 3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or

be an accessory to such offences.

4. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.
5. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/ Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/ Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owners absolute right:

1. If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/ determine the Contract, if already executed or exclude the Bidder/ Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.
2. Forfeiture of EMD/ Performance Guarantee/ Security Deposit: If the Principal/ Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/ determined the Contract or has accrued the right to terminate/ determine the Contract according to Article 3(1), the Principal/ Owner apart from exercising any legal rights that may have accrued to the Principal/ Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/ Contractor.
3. Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anti-corruption approach or with Central Government or State Government or any other Central /State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.

3. If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/ Pact by any of its Sub- contractors/sub-vendors.
2. The Principal/ Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.
3. The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, IIT HYDERABAD.

Article 7- Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the Head- quarters of the IITH of the Principal/Owner, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

..... (For and on behalf of Principal/Owner)

..... (For and on behalf of Bidder/Contractor)

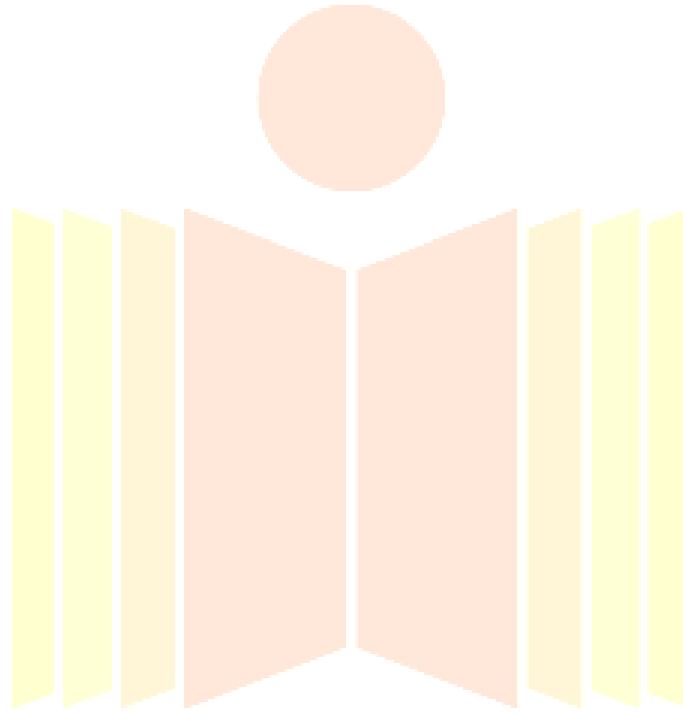
WITNESSES:

1 (signature, name and address)

2 (signature, name and address)

Place:

Date:



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Standard Operating Procedures (SOPs) of Electrical Systems & HVAC Systems at CC Bldg. and Administration Building

1) Standard Operating Procedures (SOPs) of Electrical Systems

Purpose:

The purpose of this SOP document is to describe the broad guidelines for the Day-to-Day Operation & Maintenance of all Electrical equipments in Convention Centre (CC) Bldg. and Administration (Admin) Building and to ensure safe, efficient and effective day-to-day electrical operations and Routine Maintenance and ensure the zero occurrence of Electrical hazards associated with Power, lighting, Distribution Boards, etc., in the above mentioned buildings and it's Electrical systems.

Day-to-Day Electrical Operating Procedures:

- 1) Facility Management agency Personals (Technicians) shall inspect shift wise all the Cabins/Office rooms/Conference Rooms/Seminar Rooms/Auditoriums/Studios etc. and ensure that all the Lights, Fans & electrical fixtures are working properly.
- 2) Technicians shall inspect all the Cabins/Office rooms/Conference Rooms/Seminar Rooms/Auditoriums/Studios for any tripping issue in the power and light circuits.
- 3) Technician shall ensure that no trip of power in the Cabins/Office rooms/Conference Rooms/Seminar Rooms/Auditoriums/Studios and in case trip issue occurrence power circuit/system to be examined carefully and rectified and brought to the attention of IITH Electrical Engineer.
- 4) Emergency situations may require mandatory shut off the power of the respective Cabins/Office rooms/Conference Rooms/Seminar Rooms/Auditoriums/Studios and technicians should inform the IITH Electrical Engineer in advance on occurrence of such events.
- 5) Technicians inspect all the Cabins/Office rooms/Conference Rooms/Seminar Rooms/Auditoriums/Studios and check the health and safety of the Power Extension boards.
- 6) Technician shall follow the electrical safety practices while operating the electrical apparatus/equipment/panels/distribution boards/switch boards
- 7) As per the Electrical Single Line Diagrams/ Electrical Drawings provided by IITH, the Duty Technician shall operate the electrical power system switch on and off on regular basis during office hours and ensure that the Electrical panel rooms/ electrical shafts shall be not operated by any unauthorized persons.
- 8) The Technicians shall look for any exposed wires / temporary connections and take necessary corrective action. In case of such events, technician should immediately brought to the notice of IITH Electrical Engineer.
- 9) Only trained and certified workers shall be allowed to install, maintain, or repair electrical equipment.
- 10) Technician shall follow the safety protocols and use personal protective equipment while operating electrical equipment under damped conditions.
- 11) Technician shall be trained on the emergency response procedures in the event of an electrical accident or malfunction or shock.
- 12) Technician should use proper tools and equipment and in proper manner only.
- 13) During Rainy season, technician should check for water leakages in the electrical shafts/ Electrical panels and Building Electrical Engineer and IITH Engineer will take corrective action in such cases.
- 14) Technician shall be informed by the Building Electrical Engineer before the operation and maintenance of UPS System and emergency power systems.

- 15) Technician shall switch-on and switch off the common corridor lighting on daily basis in the mentioned buildings as per the timelines directed by the IITH Electrical Engineer.
- 16) Technician did not allow any unauthorized power connections by the outside vendors in the building without the prior approval from the IITH Electrical Engineer and in such event it should be brought to the attention of the IITH Electrical Engineer.
- 17) Daily Surveillance in Auto-operation of External lighting like Bollard lights, Post top lights, Garden lights and Fountain lights.
- 18) Daily Surveillance of Lighting system around the premises of CC and Administration Building, If any found faulty light fixtures, loose connections of wires and faulty cables shall be replaced on immediate basis for smooth functioning of the system.
- 19) Hanging and cleaning of Light fixtures in the common areas like Building premises, pathways, floor wise, Staircase and inside the rooms.
- 20) If any wires/cables have found in hanging position shall be fixed properly with a cable tags/ saddle clamps/PVC clamp.
- 21) All Geysers/AC issues shall be monitored regularly for smooth operation of the system.
- 22) Please ensure that all duty Electricians must be having relevant experience and shall be skilled only for handling of these Highly Important Buildings and their Electrical systems.
- 23) The Technicians must maintain the records of Day-to-Day electrical complaints data along with the rectification timelines. Complaints data should be submitted to the Electrical in-charge of the building for review in the Table format.
- 24) Time to Time replacement of faulty light fixtures/Ceiling Fans/ Switches/ Sockets/ Door Bells shall be provided of the same make and model as per the directions of CMD Engineers.
- 25) Day to Day Inspection and Acknowledgement of any Fire Alarm, Fire Fighting systems triggering inside the above buildings and resetting/addressing the same immediately with parallel intimation to Fire Safety team of IITH.
- 26) In case of any Major breakdowns of installed Electrical systems inside the above buildings, the duty technicians shall inform to the concerned IITH Engineering team/CMD office immediately for further action.

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[illegible]

Regular Inspection & Functional Testing:

- 1) Conduct visual inspections of Normal/Emergency lighting system units on a regular basis to check for physical damage, signs of deterioration, or obstructions that may affect performance.
- 2) Ensure that Normal and Emergency lighting units are mounted securely and free from dust that could block or obscure light output.
- 3) To Perform functional tests of Normal/Emergency lighting system according to established schedules, typically time to time or weekly, to verify proper operation and better illumination.
- 4) Activate emergency lighting units manually or simulate power failure conditions to ensure that lights illuminate promptly and provide adequate illumination for designated areas.
- 5) Monitor Emergency lighting units during testing to verify that they remain illuminated for the required duration and that battery backup systems function as intended.
- 6) To monitor the functional status of all LIFTS installed inside the said buildings and to carry out the Emergency rescue operations by the Duty technicians in case of any abrupt breakdown/sticking up of LIFT and to immediately log the complaint to the LIFT Helpline/Customer care no. with parallel intimation to CMD office.
- 7) To monitor the functional status of Solar Hot Water system installed inside the said buildings and to immediately log the complaint to the CMD office in case of any breakdown of these systems.

Don'ts:

01. No Smoking/Chewing inside the Floor Electrical Distribution Board rooms.
02. No Alterations/Modifications of lighting system shall be done at Floor distribution boards without notice of CMD Department.
03. No operation of LT Electrical Panels (Normal/Emergency/UPS) without the notice of CMD Department.
04. No Additional Electrical Connections shall be provided to any Visitors/Events conducted in the above said areas without the approval of IITH Electrical Engineers.
05. No work permit shall be issued for small capital works like modifications / Alterations of the original scope of work without any notice of CMD Department.

CMD (Scope):

- 1) Preventive Maintenance of LT Electrical Panels, UPS System, Fire Fighting Electrical Panels, etc., in the Electrical Panel Room of CC and Administration Building will be look after by CMD Office
- 2) All UPS battery banks, LT Distribution feeders and electrical connections in LT Electrical Panels shall be inspected regularly.
- 3) Fire Alarm System (FAS) Fire Fighting System O&M will be look after by CMD office however routine day to day Inspection of the installed systems and acknowledgement/resetting of any alarms shall be done by the Facility management contractor with parallel intimation to the CMD Office.

2) Standard Operating Procedure (SOP) of HVAC Systems Low side:

2.1 – Convention Centre (CC)

2.1.1 Process Description:

Operation and Troubleshooting procedure of HVAC low side system in CC building.

Note: The High Side of the HVAC System is located in the AC Plant-5 and the AC Plant-5 Operation & Maintenance will be under scope of CMD. FM should intimate the CMD Electrical Engineer of the building if they found any problem/issue in Chilled water lines to CC from the AC Plant-5.

2.1.2 Brief & Scope:

- Central Airconditioning system in CC building works through District Cooling System connected from AC Plant-5 in campus.
- Air conditioning system is designed to operate at 25+/-2°C DB in GH.
- Chilled water circulation from AC Plant-5 (secondary circuit) is common for Guest House (GH), Convention Center (CC) & Technology Incubation Park (TRP). Three buildings are in same circuit.
- Low Side AC system has AHUs & CAHUs. Refer below for Equipment details with make & capacities, basic details with quantities tabulated as follows.

S.No.	Equipment	Unit	Quantity
1.	AHU	Each	10
2.	CAHU	Each	20
3.	Fans	Each	26

AHU: Air Handling Unit; **CAHU:** Ceiling Suspended AHU/ Ceiling Suspended Unit

- Inline Fans/fans provided for exhaust system & fresh air.
- BMS is provided for HVAC system which can control only AHUs & CAHUs. Switching & control operation for AHUs & CAHUs rest all other equipment switching & control operation is manual.
- CAHUs are installed for Admin Office, Seminar rooms & cafeteria.
- AHUs installed for 500 pax & 300 pax halls.
- Check the HVAC drawings floor wise as per the Transmittal Annexure-D for details of the units installed room/location/floor wise.
- Chilled water supply to all the central AC units is fed from AC Plant-5 only.
- Split ACs are provided for main Network room in E block.
- DG power backup provided for essential loads in IITH Campus, hence during EB power failure AC will not be in operation in building as all AC plants will be OFF and the same will be resumed once the EB power is restored.

2.1.3 Basic Troubleshooting:

- In case of any AC issue in any location: Check input power supply if ok, check for Chilled water circulation to the AC unit (AHU/CAHU).
- Check for any issues with Filter/Actuator/Strainer/Motor/belts/Pully for AHUs/CAHUs and Filter/Actuator/Strainer/Motor for FCUs.

- If the chilled water temperature is high i.e. above 16°C at the AC units inlet level, immediately check with IITH CMD AC Plant in charge/AC Plant operator for any chilled water supply issue, if there is no issue from AC plant.
- Check for the air in the Chilled water line in the building and purge the chilled water pipeline if required but make sure it should be executed in coordination with AC Plant-5 operation team, if major quantum of water is blowdown immediate makeup is required to maintain required pressure in chilled water circulation.
- If still the problem is not resolved approach the IITH CMD Electrical Engineering team, In charge for HVAC operations.

2.1.4 Maintenance:

- Basic preventive maintenance includes filters cleaning once in week/ as and when required, Strainer cleaning once in every 2 months, AHU/CAHU Motor terminals checking every week, check for any abnormal noise daily, check for any belt loose weekly once.

Nature of Service	Frequency
FCU/AHU/CAHU filters cleaning	Once in week/ as and when required
Abnormal noise of FCU/AHU/CAHU	Weekly
Check the VAV/Thermostat	Weekly
Check the Actuators	Weekly
Purging of chilled water	As & when required
Check & release the airlock	As & when required
FCU/AHU/CAHU Motor Terminals checking	Monthly
Drain tray check and clean	Monthly
Lubrication of pillow block bearing	Monthly
Check for AHU/CAHU belt	Monthly
Y Strainer cleaning	Once in 2 months/ as and when observed water circulation issue due to block in strainer.
Check the AHU/CAHU starter panel terminations	Quarterly

- The agency shall strictly maintain the electromechanical systems in accordance with the attached drawings and no alteration, amendment and tampering is strictly prohibited.
- The agency has to maintain all the existing installed electromechanical equipment in good condition.
- In case if any major breakdown of any major equipment the FM agency should inform CMD immediately under intimation of CC office.

2.1.5 Safety & Security:

- All service rooms should be kept lock and one set of key should be kept at building security desk for security access in case of any emergency.

- All the technicians should use Personal Protective Equipment (PPE) during operation & Maintenance of the HVAC system.
- HVAC operations should be handled by qualified and trained Technician only.
- Repairs and maintenance should not be carried out without isolating the power.
- All repair works should be taken up through Original Equipment Manufacturer (OEM)/ specialised agency of the domain.

2.2 – Administrative Building:

2.2.1 Process Description:

Operation and Troubleshooting procedure of HVAC low side system in Admin building.

Note: The High Side of the HVAC System is located in the AC Plant-1 and the AC Plant-1 Operation & Maintenance will be under scope of CMD. FM should intimate the CMD Electrical Engineer of the building in they found any problem/issue in Chilled water lines to GH from the AC Plant-1.

2.2.2 Brief & Scope:

- Central Airconditioning system in Admin building works through District Cooling System connected from AC Plant-1 in campus.
- Air conditioning system is designed to operate at 24+/-1°C DB in GH.
- Chilled water circulation from AC Plant-1 (secondary circuit) is common for Research Center Complex (RCC), Knowledge Resource Center (KRC) & Administrative Building (Admin.). Three buildings are in same circuit.
- Low Side AC system has AHUs & FCUs. Refer to Annexure-E for Equipment details with make & capacities, basic details with quantities tabulated as follows.

S.No.	Equipment	Unit	Quantity
1.	AHUs	Each	01
2.	FCUs	Each	144
3.	Fans	Each	24

AHU: Air Handling Unit ; **FCU:** Fan Coil Unit

- Inline Fans/fans provided for exhaust system & fresh air.
- Axial Flow fan is provided for staircase Pressurization.
- Propeller exhaust fans provided for basement room ventilation and also Electrical rooms.
- BMS is provided for HVAC system which can control only AHU. Switching & control operation for AHUs rest all other equipment switching & control operation is manual through starter/thermostat.
- AHUs is installed for Senate Hall in LGF.
- FCUs installed for all Office rooms & Conference rooms.
- Check the HVAC drawings floor wise as per the Transmittal Annexure-E for details of the units installed room/location/floor wise.
- Chilled water supply to all the central AC units is fed from AC Plant-1 only.
- FCUs are provided for main Network room in LGF.

- DG power backup provided for essential loads in IITH Campus, hence during EB power failure AC will not be in operation in building as all AC plants will be OFF and the same will be resumed once the EB power is restored.

2.2.3 Basic Troubleshooting:

- In case of any AC issue in any location: Check input power supply if ok, check for Chilled water circulation to the AC unit (FCU/AHU).
- Check for any issues with Filter/Actuator/Strainer/Motor/belts/Pully for AHUs/CAHUs and Filter/Actuator/Strainer/Motor for FCUs.
- If the chilled water temperature is high i.e. above 16°C at the AC units inlet level, immediately check with IITH CMD AC Plant in charge/AC Plant operator for any chilled water supply issue, if there is no issue from AC plant.
- Check for the air in the Chilled water line in the building and purge the chilled water pipeline if required but make sure it should be executed in coordination with AC Plant-5 operation team, if major quantum of water is blowdown immediate makeup is required to maintain required pressure in chilled water circulation.
- If still the problem is not resolved approach the IITH CMD Electrical Engineering team, In charge for HVAC operations.

2.2.4 Maintenance:

- Basic preventive maintenance includes filters cleaning once in week/ as and when required, Strainer cleaning once in every 2 months, AHU/CAHU Motor terminals checking every week, check for any abnormal noise daily, check for any belt loose weekly once.

Nature of Service	Frequency
FCU/AHU/CAHU filters cleaning	Once in week/ as and when required
Abnormal noise of FCU/AHU/CAHU	Weekly
Check the VAV/Thermostat	Weekly
Check the Actuators	Weekly
Purging of chilled water	As & when required
Check & release the airlock	As & when required
FCU/AHU/CAHU Motor Terminals checking	Monthly
Drain tray check and clean	Monthly
Lubrication of pillow block bearing	Monthly
Check for AHU/CAHU belt	Monthly
Y Strainer cleaning	Once in 2 months/ as and when observed water circulation issue due to block in strainer.
Check the AHU/CAHU starter panel terminations	Quarterly

- The agency shall strictly maintain the electromechanical systems in accordance with the attached drawings and no alteration, amendment and tampering is strictly prohibited.
- The agency has to maintain all the existing installed electromechanical equipment in good condition.
- In case if any major breakdown of any major equipment the FM agency should inform CMD immediately under intimation of Admin office.

2.2.5 Safety & Security:

- All service rooms should be kept lock and one set of key should be kept at building security desk for security access in case of any emergency.
- All the technicians should use Personal Protective Equipment (PPE) during operation & Maintenance of the HVAC system.
- HVAC operations should be handled by qualified and trained Technician only.
- Repairs and maintenance should not be carried out without isolating the power.
- All repair works should be taken up through Original Equipment Manufacturer (OEM)/ specialised agency of the domain.

Related Documents: The following documents will be shared by the CMD Office, IITH to the successful bidder on award of work.

S.No.	Description	Name of the Building
1)	Electro-Mechanical Equipment Details	CC, Admin Building
2)	HVAC Drawings/Floor plans	CC, Admin Building
3)	Electrical SLD	CC, Admin Building
4)	Electrical Floor level plans	CC, Admin Building

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Indian Institute of Technology Hyderabad

Standard Operating Procedures (SOPs) for Plumbers to look after day-to-day Maintenance of CC, and Admin. Buildings

The successful bidder has to provide Min. 2 No. of Skilled plumbers (1 no. at each shift and 1 no's. for general shift- to look after day-to-day maintenance of Convention Centre and Admin Building) and additional plumbers may also be deployed at site based on the actual requirement upon physical assessment.

Essential Qualification and Experience for Plumbers:

- Matriculation or equivalent qualification with ITI in Plumber/Fitter/pump operator cum mechanic Trade (02 years full-time regular course) including apprenticeship.
- Having 05 years of experience in Plumbing works such as laying and fixing of GI/ CPVC /PPR/HDPE water supply lines including building interior water supply fittings & fixtures and External water supply lines with fittings including maintaining water levels in UG sumps / overhead tanks/ Building service tanks etc.

Scope of work:

1. Addressing of day to day Plumbing related maintenance/repairing works and replacement of damaged plumbing fixtures if any based on the requirement.
2. Pumping of domestic and flush water to the underground / Overhead water storage tanks and should ensure adequate amount of water in the storage tanks always.
3. Addressing of water/sewage blockages if any in the building level/Quad.
4. Addressing of leakages in the water supply lines with in the building/Quad.

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भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

CHECK LIST FOR BID SUBMISSION

(The Bidders are requested to upload the below-mentioned documents mandatorily **[in a Single PDF]** to ease the evaluation process. The bidder, who failed to upload the below required documents, their bid will summarily to be disqualified.)

S.No.	Name of the Document	Submitted (Yes / No)
1.	BOQ which can be downloaded from the GEM Bid document. The same must be uploaded on the GEM (should be filled in all respects)	
2.	Firm Registration Certificate	
3.	Proof of Tender Fee and EMD. (In case of Exempted firms, please upload the certificate issued by the concerned authority.)	
4.	Valid Labour license under Contract Labour (R&A) Act.	
5.	EPF Registration certificate	
6.	ESI Registration certificate	
7.	Annual Turnover Certificate for the last 3 years issued by Chartered Accountant	
8.	Income Tax Returns Acknowledgement for the years AY 23-24, 24-25, 25-26	
9.	Copy of PAN Card	
10.	Copy of GST Registration	
11.	Copy of HACCP certification or ISO 22000:2018 Certification	
12.	Copy of OHSAS 18001:2007 certification or ISO 45001:2018	
13.	Copy of FSSAI certificate	
14.	Signed and Stamped Tender document	
15.	*Quality Assessment Certificate (Annexure – II) – on client letter head (Minimum 2 QAC from different clients in Guest Houses - as per the Bidder Eligibility Criteria) [Note: GeM contract order, work order, Agreements will not be considered as experience]	
16.	Work Experience of Similar work during the previous years (List of firms where they have provided services and details of contact person(s).	
17.	Annexures-I, II, V (should be filled in all respects)	
18.	Declarations:1. No blacklist history, 2. No pending legal/police cases, 3. No dues on income tax, 4. No conflict of interest (e.g. related to IITH employees).	
19.	Declaration of Registered office/Branch at Hyderabad	

I/We certify that all the required documents as mentioned above (sl.no. 1 to 19) are submitted on portal.

Bidders are advised not to upload GeM Contract Orders, Work Orders Agreements, as they are not considered as Experience certificates.

Only QAC certificates issued by the clients on their letterhead with contract duration and contract value will be considered for evaluation purpose.

Signature of Bidder(s) with Date, Stamp and Address

Note:

- The Director, IIT Hyderabad, reserves the right to reject any or all bids at any time before or after opening of the bids without assigning any reason, therefore.
- The terms and conditions of contract & instructions to bidders contained herein shall form part and parcel of and shall be taken as if they were included in the contract agreement to be entered into by the successful Bidder
- Violation of any terms and conditions by the successful bidder will lead to termination of the contract agreement and will result in forfeiture of Security Deposit to the extent as would be decided by the Director, IIT Hyderabad.

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Indian Institute of Technology Hyderabad

Campus/Site Visit Declaration

(To be given on firm/agency Letter Head)

Date:

To,

The Director,

IIT Hyderabad -502284

Sub: Certificate for site visit.

Tender Reference No

:

Tender ID:

Name of Tender / Work: -

"I/We have read the clause regarding Site Visit and hereby confirm that we have visited the site on Date: _____

_____ Time: _____
_____ at IIT Hyderabad before submitting the tender document.

We met Shri _____ of IIT Hyderabad in this regard during the site visit.

Indian Institute of Technology Hyderabad

Yours Faithfully,

Verified by Shri _____

IIT Hyderabad.

(Signature of the Bidder, with Official Seal)