

	<p>भारतीय प्रौद्योगिकी की संस्थान मद्रास चेन्नै 600 036 INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036 भंडार एवं क्रय अनुभाग STORES & PURCHASE SECTION Email: adstores@iitm.ac.in दूरभाष: (044) 2257 8285 / 8287 / 8288 Telephone : (044) 2257 8285/8287/8288 GSTIN: 33AAAAI3615G1Z6</p>	
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SMT.SHEBA SABARI P.K.

Assistant Registrar (Stores & Purchase)

Date: 08.11.2023

Tender No. IITM/SPS/Guest House/019/2023-24/SPL

Due Date: 30.11.2023

Before : 2.00 p.m.

Dear Sirs,

On behalf of the Indian Institute of Technology Madras, Tenders are invited in two bid system namely Technical Bid and Financial Bid for

“Rendering of Facility Management Services for the Guest Houses of IIT Madras”

confirming to the specifications enclosed.

Tender Documents may be downloaded from Central Public Procurement Portal <https://etenders.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <https://etenders.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at **“Help for Contractor s”**. [Special Instructions to the Contractor s/Bidders for the e-submission of the bids online through this eProcurement Portal”].

Bidders can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type ‘IIT’. Thereafter, Click on “GO” button to view all IIT Madras tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <https://etenders.gov.in/eprocure/app> per the schedule attached.

No manual bids will be accepted. All quotations both Technical bid and Financial bid should be submitted in the E-procurement portal.

	LAST DATE for receipt of Tender	:	30.11.2023 @ 02.00 p.m.
1	Pre-bid meeting	:	The Pre-bid Meeting will be conducted via Google Meet on 15.11.2023 @ 03.00 p.m. Please see the below link to join the meeting https://meet.google.com/osg-rwoc-jmo Prospective bidders are requested to register their participation by sending an email to adstores@iitm.ac.in , with name/designation of the representative who will attend the meeting along with queries on or before 14.11.2023 . However, participation in the meeting is not mandatory.
	Date & Time of opening of Tender	:	01.12.2023 @ 03.00 p.m.
A	Submission of Tender	:	As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal URL: https://etenders.gov.in/eprocure/app The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal,

		<p>prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal</p> <p>More information useful for submitting online bids on the CPP Portal may be obtained at: https://etenders.gov.in/eprocure/app</p> <p>All tender documents including Technical Bid & Financial Bid should be submitted separately in online CPP portal as per the specified format only. Right is reserved to ignore any tender which fails to comply with the above instructions. No manual bid submission will be entertained.</p>
B	Instructions for online bid submission	<p>: REGISTRATION</p> <ul style="list-style-type: none"> • Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal URL: https://etenders.gov.in/eprocure/app by clicking on “Online Bidder Enrollment”. Enrolment on the CPP Portal is free of charge. • As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts. • Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. • Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.) https://eprocure.gov.in/eprocure/app with their profile. • Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. • Bidder then may log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.
C	Searching for tender documents	<p>:</p> <ul style="list-style-type: none"> • There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal. • Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tender” folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document. • The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.
D	Preparation of bids	<p>:</p> <ul style="list-style-type: none"> • Bidder should take into account any corrigendum published on the tender document before submitting their bids. • Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid. • Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document / schedule and generally shall be in PDF / XLS formats as the case may be. Bid documents may be scanned with 100 dpi with black and white option.

		<ul style="list-style-type: none"> To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GSTIN Details, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.
E	Submission of bids	<p>:</p> <ul style="list-style-type: none"> Bidder should log into the site well in advance for bid submission so that he/she can upload the bid in time i.e. on or before the bid submission date and time. Bidder will be responsible for any delay due to other issues. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document. A standard BOQ format has been provided in Annexure-C with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the detail with their respective financial quotes and other details (such as name of the bidder). If the BOQ file is found to be modified by the bidder, the bid will be rejected. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues. The uploaded tender documents become readable only after the tender opening by the authorized bid openers. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.
F	Assistance to bidders	<p>:</p> <ul style="list-style-type: none"> Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is [0120-4200462, 0120-4001002, 0120-4001005]
G	General Instructions to the Bidders	<p>:</p> <ul style="list-style-type: none"> The tenders will be received online through portal https://etenders.gov.in/eprocure/app. In the Technical Bids, the bidders are required to upload all the documents in single pdf file. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through https://etenders.gov.in/eprocure/app Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site https://etenders.gov.in/eprocure/app under the “Information about DSC”.

H	Earnest Money Deposit (EMD)	<p>i. EMD of INR 8,00,000/- (Rupees eight lakhs only) should be transferred through NEFT/RTGS to the following bank account on or before 30.11.2023 @ 02.00 p.m.</p> <p style="padding-left: 40px;">Name : Registrar IIT Madras Bank : State Bank of India Account No. : 10620824305 Branch : IIT MADRAS IFSC CODE : SBIN0001055</p> <p>ii. As per O.M. No.F.1/2/2022-PPD Dated 01.04.2022, the EMD will be returned to the unsuccessful Bidder(s), within 30 days after declaration of result of first stage i.e. technical evaluation etc. The EMD shall be forfeited if any Bidder withdraws the offer before finalization of the tender.</p> <p style="padding-left: 40px;">The EMD amount should not be sent through Demand Draft.</p> <p>iii. Non-submission of EMD details on or before the due date and time will result in rejection of the e-bid.</p> <p>iv. As per Rule 170 of GFR 2017, exemption of EMD will be given subject to submission of Valid Certificate proof by the firm seeking such exemption. Copies of relevant orders/ documents regarding such exemption should be submitted along with the tender document.</p> <p>The successful bidder shall submit a Performance Security of Rs.8,00,000/- (Rupees Eight Lakhs only) in the form of DD/ Bank Guarantee (including e-Bank Guarantee)/FDR/Insurance Surety Bonds in favour of “The Registrar, IIT Madras” to be obtained from any commercial bank within 15 (fifteen) days from the date of issue of Order by IIT Madras, which shall be released on expiry/termination of the contract after adjustment of dues, if any without any interest.</p> <p>In case of successful bidder, the EMD will be adjusted towards the Performance Security Deposit on request.</p> <p>The amount of EMD is liable to be forfeited, if the bidder withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.</p>
I	Marking on Technical Bid	<p>i. The technical specification of the item for this tender is given in Annexure- A. The Bidders shall go through the pre-qualification criteria, technical specification and submit the technical bid in the proforma given in Annexure B in the tender document along with the supporting documents.</p> <p>ii. The Technical bid should be submitted in pdf format only through online (e-tender). No manual submission of bid will be entertained.</p> <p>iii. The technical bid should have the page-wise heading as “Technical Bid” and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.</p> <p>iv. The technical bid should consist of</p> <p style="padding-left: 20px;">a) Document proof for EMD payment b) Technical Compliance sheet as per proforma given in Annexure –B c) Document proof for pre-qualification criteria, technical details along with catalogue / brochure and other technical, commercial terms and conditions.</p>
J	Marking on Financial Bid	<p>Financial bid (BOQ) should be submitted in the prescribed format given in Annexure- C in xls format through e-tender only. No manual or other form of submission of Financial Bid will be entertained.</p>

2	<p>Preparation of Tender:</p> <ul style="list-style-type: none"> • The bids should be submitted through online only in two bid system i.e. Technical Bid and Financial Bid separately. • The bidder has to submit the tender document duly signed on all pages by an authorized person and his / her full name and status shall be indicated below the signature along with official seal/stamp of the firm. Submission of wrong / forged information / document will be liable to legal action, and rejection of the bid submitted by the firm. • The bids of the agency/firm/company not in possession of valid statutory license / registrations are liable for rejection. • If any relative of the bidder is an employee of the IIT Madras, the name, designation and relationship of such employee shall be intimated to the Registrar, IIT Madras in writing while submitting the bid. • No bidder will be allowed to withdraw / alter / modify the bid during the bid validity period.
3	<p>Signing of Tender:</p> <p>The Tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the Tender are not fully filled in or not duly signed/authenticated. Specific attention is drawn to the delivery dates and terms and conditions enclosed herewith. Each page of the bids required to be signed and bears the official seal of the Bidders.</p> <p>If the bid is submitted by a firm in partnership, it shall be signed (with seal) by all the partners of the firm above their full typewritten names and current addresses or alternatively by a partner holding power of attorney for the firm in which case a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed along with current addresses of all the partners of the firm shall also accompany the application.</p> <p>If a limited company or a corporation makes the application, it shall be signed by a duly authorized person holding power of attorney for signing the application, in which case a certified copy of the power of attorney shall accompany the application. Such limited company or corporation may be required to furnish satisfactory evidence of its existence. The bidder shall also furnish a copy of the Memorandum of Articles of association duly attested by a Notary Public.</p>
4	<p>Period for which the offer will remain open:</p> <p>The Tender shall remain open for acceptance/validity till: 120 days from the date of opening of the tender. However, the day up to which the offer is to remain open being declared closed holiday for the Indian Institute of Technology Madras, the offer shall remain open for acceptance till the next working day.</p>
5	<p>Prices:</p> <ul style="list-style-type: none"> • The prices quoted must be Net as per the technical specification mentioned in Annexure A and must include all charges and other statutory levies. The prices quoted by the Bidders should be inclusive of GST and other statutory levies (and should be clearly stated to be so) which will be paid by the Purchaser/if legally leviable at the rate ruling on the date of supply as specified in the Acceptance of Tender. The percentage of tax etc. included in the price should be indicated in clear terms. If the inclusive price is not given, we will treat your offered rate as inclusive rate and comparison be made with others. • The Quote should be in INR Only.
6	<p>No Advance Payment will be made for the supply: Payment will be made only after satisfactory completion of work and as per terms and conditions of the contract.</p>
7	<p>Terms and Conditions: Failure to comply with any of the instructions stated in this document or offering unsatisfactory explanations for non-compliance will likely to lead to rejection of offers.</p>
8	<p>Right of Acceptance: IIT Madras reserves the right to reject the whole or any part of the Tender without assigning any reason or to accept them in part or full.</p>
9	<p>Communication of Acceptance: Letter of Intimation and acceptance will be communicated by post /email to the successful bidder to the address indicated in the bid.</p>
10	<p>Duration of Contract: Initially, the contract will be awarded for one year. The period shall be further extended upto a maximum of two more years on annual basis depending on the satisfactory performance and as recommended by the Contract Monitoring Committee.</p>
11	<p>All information including selection and rejection of technical or financial bids of the prospective bidders will be communicated through CPP portal. In terms of Rule 173(iv) of General Financial Rule 2017, the bidder shall be at liberty to question the bidding conditions, bidding process and/or rejection of bids.</p>

12	<p>Bidder shall submit along with this Tender: Name and full address of the Banker and their swift code and PAN No. and GSTIN number.</p>
13	<p>Jurisdiction: All questions, disputes, or differences arising under, out of or in connection with the contract, if concluded, shall be subject to the exclusive jurisdiction at the place from which the acceptance of Tender is issued.</p>
14	<p>Penalty & Liquidated Damages / Force Majeure:</p> <p>If the selected Bidder fails to complete the due performance of the contract in accordance with the terms and conditions, Institute reserves the right either to cancel the contract or to accept performance already made by the selected Bidder after imposing Penalty on Selected Bidder. A penalty will be calculated on a per week basis and on the same Rate as applicable to Liquidated Damages (LD). In case of termination of the contract, Institute reserves the right to recover an amount equal to 5% of the Contract value as Liquidated Damages for non-performance.</p> <p>Both Penalty and Liquidated Damages are independent of each other and are applied separately and concurrently. Penalty and LD are not applicable for reasons attributable to the Institute and Force Majeure. However, it is the responsibility of the selected Bidder to prove that the delay is attributable to the Institute and Force Majeure. The selected Bidder shall submit the proof authenticated by the Bidder and Institute's official that the delay is attributed to the Institute and/or Force Majeure along with the bills requesting payment.</p>
15	<p>The bidder shall certify that the tender document submitted by him / her are of the same replica of the tender document as published by IIT Madras and no corrections, additions and alterations made to the same. If any deviation found in the same at any stage and date, the bid / contract will be rejected / terminated and actions will be initiated as per the terms and conditions.</p>
16	<p>PRE-QUALIFICATION CRITERIA:</p> <p>Eligibility Criteria-I</p> <ol style="list-style-type: none"> 1. The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration shall be submitted with the bid as per format given in Annexure – D. 2. Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P-45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format as per Annexure – E. <p>Eligibility Criteria-II</p> <ol style="list-style-type: none"> 1. The tender participating firm nor any of its partner has not been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in Annexure – F. 2. The firm must have an aggregate financial turnover of atleast Rs.5.00 Crores in the last 5 years i.e. 2017-18 to 2022-23 (Financial statements / certificates issued by Chartered Accountant should be submitted as proof). 3. The bidder should have one completed work of similar nature in Facility Management Services/Hospitality / Hotel Management sector with minimum capacity of 40 rooms as follows during the last 3 years ending 31.03.2023. "Similar work" for this clause means comprehensive Hotel / Hospitality Management Services minimum capacity of 40 rooms by engaging necessary manpower, material and equipment etc. for a Guest House or Hotel. <ol style="list-style-type: none"> a. Necessary documentary proof like completion certificates in case of works carried out for Government department and TDS in case of works carried out for private parties should be enclosed in addition to the completion certificate along with Form A: Housekeeping, Form A-1: Catering, Form A-2: Front Office b. Performance report for completed works should be attached along with Form C. A certificate in this regard certified by an officer not below the rank of Guest House in-charge in case of Government works and General Manager or equivalent officer for other works and should be obtained and attached.

	<p>4. The bidder should have one ongoing work of similar nature in Facility Management Services/Hospitality / Hotel Management sector with minimum capacity of 40 rooms. Proof of work order / agreement copy need to be attached along with Form-B.</p> <p>III - Technical Specification:</p> <ol style="list-style-type: none"> 1. Overall plan pertaining to the Facility Management services. 2. Schedule for Facility Management services. 3. Labour and material management plan showing the proposed number of men and material to be engaged by the Contractor for the proposed services in each building. 4. Detailed specifications for the various items and components of the work involved in the services. 5. Detailed calculation and tentative schedule of quantities for catering, laundry and housekeeping services including provisions for catering, cleaning materials, plant & equipment and other items and components of the work proposed to be used in the work. 6. List of materials / tools & plants and its make /brand proposed to be used. 7. Certificate of ISO 9001: 2015, 22000: 2018 / Hazard Analysis and Critical Control Point (HACCP) certification to be submitted. 8. Quality control and Quality assurance plan for superior Facility Management services. 9. Proposed organizational structure and total number of staff to be deployed for Facility Management services.
17	<p>Number of Bids and their Submission:</p> <p>The bidders should submit the bids in two bid system as detailed below:</p> <p>Bid I Technical Bid The technical bid should consist of Pre-Qualification –I&II, Technical specification, scope of work and guidelines (as per Annexure-A and Annexure 1 (i) to (v), Form A: Housekeeping, Form A-1: Catering, Form A-2: Front Office).</p> <p>The bidder should go through the Technical bid of Annexure A & other Annexures understand the requirement of IITM before bidding and submit the technical bid covering the details given in Annexure-A of the tender document, along with all relevant document proof in the proforma given in Annexure–B. Any tender documents without these shall be invalid and rejected.</p> <p>Bid II Financial Bid The financial bid should be submitted / uploaded in the CPP portal (E-procurement) in excel format (BoQ) as per the Proforma given in Annexure C. The quoted price should be inclusive of GST and other Statutory levies.</p> <p>Bidder should quote prices in BOQ only, bids indicating rates anywhere else in the technical bid shall be liable for rejection.</p>
18	<p>Evaluation of Bids:</p> <p>Stage I: Technical Bid evaluation</p> <p>Technical Bid Evaluation will be done in two stages.</p> <ol style="list-style-type: none"> 1. In the 1st stage, Bidder will be evaluated first for conformity with Pre-Qualification Eligibility Criteria-I and those bidders who have complied will alone be evaluated further. 2. In the 2nd stage, the details of Pre-qualification Eligibility Criteria-II and technical specification offered by the bidders will be evaluated by the technical committee. Only those bidders who have fully complied with Pre-qualification criteria I & II and technical specification will be considered for the technical presentation to be made before the Tender Committee. The technical submission and technical presentation together are considered for technical bid evaluation. <p>The parameter to be considered for Technical Presentation and the maximum marks for each parameter of the technical bid as under</p>

Sl. No.	Evaluation Parameters	Maximum Score
1.	Overall plan pertaining to the Facility Management services and Schedule for Facility Management services and detailed transition plan	20
2.	Labour and material management plan showing the proposed number of men and material to be engaged by the contractor for the proposed services in each building.	25
3.	Detailed specifications for the various items and components of the work involved in the services.	10
4.	Detailed calculation and tentative schedule of quantities for catering, laundry and housekeeping services including provisions for catering, cleaning materials, plant & equipment and other items and components of the work proposed to be used in the work.	10
5.	List of materials / tools & plants and its make /brand proposed to be used.	10
6.	Quality control and Quality assurance plan for superior Facility Management services.	15
7.	Experience in operating facilities that have ISO 9001: 2015 / ISO 22000: 2018 or FSSC 22000 / Hazard Analysis and Critical Control Point (HACCP) certification	10
	TOTAL MARKS	100

After evaluation of Technical bid including their technical presentation, the financial bids of only those firms who have **secured a minimum of 70 marks (70%)** in the stage II of Technical bid evaluation will only be declared as technically qualified for opening of financial bid.

19 Stage II: Selection of successful bidder and Award of Order:

The successful bidder will be selected based on Quality and Cost based System (QCBS).

The total score, both technical and financial, shall be obtained by weighing the technical and cost scores and adding them up. The calculation for arriving at the total combined score (Technical and Cost) is given below.

Marks obtained by a Bidder for the technical bid	=	M	
Amount quoted by the lowest bidder	=	L1	
Amount quoted by a Bidder	=	L	
Points for Financial proposal of the bidder	=	$(L1/L) \times 100$	= F
Combined technical and financial score (H) of the bidder	=	$M \times 0.7 + F \times 0.3$	= H

The combined technical and financial scores of all the bidders will be calculated as above and the bidder who secures the highest combined score (H1) will be selected as the successful contractor.

Tie Break: In the event of a tie (where two or more Tenderers have the same combined technical and financial score (H), the committee shall select tenderer who has the highest technical presentation score.

20 Execution of Contract and Security Deposit

- A formal Contract / Agreement shall be entered into with successful bidder along with **Annexure A**.
- Declaration of Non-Black/Debaring listing to be executed & attested by Public Notary / Executive Magistrate on Rs.100/- stamp paper by successful bidder as per **Annexure – F**
- The Security deposit will be liable to be forfeited or appropriated in the event of unsatisfactory performance of the contract and loss or damage, if any, sustained by the Institute on account of failure or negligence on the part of employees of contractor.
- Additional reports / registers should be submitted as per **Annexure-G**.

21 The bidders will not be entertained to participate in opening of Bids. Since the tender is e-tender, the opening of the bids may be checked using the respective logins of the bidders.

22	The pre-bid meetings will be conducted through online. Bidders can submit their queries and doubts to the email id: adstores@iitm.ac.in till the date of the online pre-bid meeting. Clarification to the queries and doubts raised by the bidders will be issued as a corrigendum/addendum in the e-tenders portal and Institute Website (tenders.iitm.ac.in). For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIT Madras or check for the same CPP Portal before submitting their duly completed bids.
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Sd/-
Assistant Registrar
(Stores & Purchase Section)

DECLARATION OF THE TENDER

It is hereby acknowledged that I/We have gone through all the points listed under **“Annexure A and other Annexures, Specification, Terms and Conditions”** of tender document, the same is abided and agreed to be executed. In case, if any of the information furnished by me/us is found false, I/We are fully aware that the tender /contract will be rejected / cancelled by IIT Madras and EMD shall be forfeited.

Signature of the Bidder Name & Address of
the Bidder with Office Stamp

SCHEDULE OF TENDER

Rendering of Facility Management Services for the Guest Houses of IIT Madras

Tender No. IITM/SPS/Guest House/019/2023-24/SPL

Name of Organization	Indian Institute of Technology Madras
Tender Type (Open/Limited/EOI/Auction/Single)	OPEN
Tender Category (Services/Goods/Works)	Services
Type/Form of Contract (Work/Supply/Auction/ Service/ Buy/ Empanelment/ Sell)	Services
Name of the Supply	Rendering of Facility Management Services for the Guest Houses of IIT Madras
Source of Fund (Institute/Project)	IIT Madras
Is Multi Currency Allowed	Yes
Date of Issue/Publishing	08.11.2023
Document Download Start Date	08.11.2023
Document Download End Date	30.11.2023
Pre-bid Meeting via Google Meet	15.11.2023 @ 03.00 p.m.
Bid Submission Start Date	23.11.2023 @ 09.00 a.m.
Last Date and Time for Uploading of Bids	30.11.2023 @ 02.00 p.m.
Date and Time of Tender Opening	01.12.2023 @ 3.00 p.m.
No. of Covers (1/2/3/4)	2
Bid Validity days (180/120/90/60/30)	120 Days
For Queries:	The Assistant Registrar Stores & Purchase Section IIT Madras Chennai – 600 036 Ph: 044-2257 8287 Email: adstores@iitm.ac.in

Details of Annexures / Forms

The following Annexures/Forms are part of the tender documents under reference:

S.No	Annexure / Form	Description	Page. No.
1.	Annexure: A	Technical Bid – Scope of work	12
2.	Annexure : 1	Details of facilities in Guest House	16
3.	Annexure : 1(i)	Method and schedule of cleaning	17
4.	Annexure : 1(ii)	Minimum frequency of cleaning	18
5.	Annexure : 1(iii)	List of tools & equipment to be used for Housekeeping	21
6.	Annexure : 1(iv)	Minimum quantity of consumables to be used for Housekeeping	22
7.	Annexure : 1(v)	Schedule for laundry Service	23
8.	Annexure : 2	Minimum manpower required for Front Office Services	24
9.	Annexure : 2(a)	Minimum manpower required for other than Front Office Service	25
10.	Annexure : 2(b)	Sample menu (Catering Service)	26
11.	Annexure : 3	Additional conditions, Guidelines for bidders, General conditions of Contract (GCC)	27-41
12.	Form A	Housekeeping details to be furnished by the Contractor	42
13.	Form A-1	Catering details to be furnished by the Contractor	43
14.	Form A-2	Front Office details to be furnished by the Contractor	44
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TECHNICAL BID**Rendering of Facility Management Services for the Guest Houses of IIT Madras
Tender No. IITM/SPS/Guest House/019/2023-24/SPL****1.0. SCOPE OF WORK**

IIT Madras is looking for Facility Management services which include planning, execution and monitoring for the following services.

- Housekeeping services
- Catering Services
- Front-office services
- Laundry services

The service provider should propose a manpower solution with one-point control headed by a manager, sufficient supervisors for each type of services and ground level staff to carry out each service. The ground level staffs' work have to be clearly demarked to carry out only one specific type of service i.e., the ground level staff in Housekeeping work should not be utilized in catering services and vice versa. Qualified and experienced personnel have to be deployed for each category of services.

The details of Guest Houses available which is covered in the scope of work, their location and extent is given in **Annexure-1**.

The entire premises of Guest Houses with all the inventories will be handed over to the successful Bidder. The successful Bidder on award of the contract should take inventory of all items and take it to their Stock Register. An overall tentative list of inventories proposed to be handed over to the successful. These items will be securely maintained by the successful Bidder during the currency of the contract and handed over to IIT Madras after the termination of the contract. The inventories will be periodically inspected by the officials of IITM nominated for stock-verification. Any shortage noticed should be brought to the notice of Contract Monitoring Committee by the In-charge officer of Guest Houses and the decision of the Committee will be binding on the Contractor. Request for replenishment of inventories shall be informed to the Officer in-charge of Guest House.

The successful Bidder should execute the work as per the detailed scope given below:

1.1 SCOPE OF WORK FOR HOUSEKEEPING SERVICES:

Housekeeping services required to be carried out in the Guest Houses with details of rooms and plinth areas is listed in Annexure1. The methodology and frequency of cleaning is stipulated in Annexure 1(i)&1(ii), with mechanized cleaning equipment stipulated in Annexure 1(iii) and using consumables as stipulated in Annexure 1(iv). The scope of work also includes litter picking in the area up to 10 m from outer periphery of the Guest Houses. The details in the lists are only indicative and Bidders shall assess the actual requirement and indicate them in the technical bid.

1.2 SCOPE OF WORK FOR CATERING SERVICES

Responsibility of IIT Madras: The entire kitchen, Store Room, Dining Hall, Special Dining Hall, Wash Rooms, backyard of TGH along with all inventories will be handed over to the prospective Contractor. Besides, all the inventory items mentioned in the tender enquiry schedules will be handed over through Stock-Registers. These items will be securely maintained by the Contractor during the currency of the contract and handed over to IIT Madras after the termination of the contract. The above items will be inspected by the officials of IITM nominated for stock-verification. Any shortage / breakage noticed will be brought to the notice of Contract Monitoring Committee and the decision of the Committee will be binding on the Contractor.

Procurement of raw materials:

Taramani Guest House will be responsible for procurement of provisions, vegetables, milk and other ingredients required for preparation of food in the kitchen. The Contractor shall prepare monthly indents and submit them to the Guest House in-charge. The Guest House in-charge after scrutinizing the stock-on-hand shall approve the indent and procurement action will be done by TGH. On receipt of the provisions and other items, the Guest House in-charge shall check the quality and quantity of the items and the stock will be updated in the Stock Register and the whole stock will be handed over to the Catering Supervisor. The Catering Supervisor will take stock of items handed over into his safe custody and draw the requirement quantity of ingredients on daily basis based on the approved menu. At the fag-end of each month, the Supervisor (Catering) and the Guest House in-charge shall reconcile the balances

and the Stock-on-hand will be certified by the Catering Supervisor.

As regards procurement of other items like ice-cream, sweets etc., which are specially required for high-level meetings, the same will be arranged by the Guest House in-charge.

Preparation of Menu: The Contractor shall generally follow the sample menu provided by the Taramani Guest House. If any add-on is proposed, the same shall be approved through Guest House in-charge through official channel.

Other Conditions:

- a. Water will be provided for both cooking and drinking. However, the bidder should arrange personnel for transporting drinking water from Reverse Osmosis (R.O) plant in the campus.
- b. The Institute shall provide electricity and gas to the Bidder for the exclusive purpose of running the dining facilities in the Institute.
- c. The Bidder should ensure that all the employees are free from communicable diseases. Medical certificates to this effect should be made available for inspection by the authorities. The Contractor shall provide necessary team of manpower including for a minimum average strength of 200 serves per day in the dining hall. Besides, the Bidder shall supply Lunch/snacks/Tea/Coffee and other beverages as and when requests are received from the Departments of the IIT Madras.
- d. Dining facilities consisting of kitchens with all necessary vessels for cooking and fully furnished dining halls with Water Coolers, Refrigerator and Freezer etc. Plates, Cups, Tumblers and Spoons etc. for cooking and serving food will be provided. The Contractor must cook food in kitchen and food shall be serviced in dining halls.
- e. Morning Tea/Coffee, Breakfast, Lunch, Evening Tea/Coffee/Snacks and Dinner to be served as per the basic menu agreed upon with the IITM Facility Management. A copy of the sample menu is enclosed (Annexure-2a). The Contractor shall submit other varieties of menu proposed to be served by him / her.
- f. Type of service : Self Service
- g. Cleaning/Washing plates/utensils etc., and keeping the mess premises neat, clean and hygienic are the responsibilities of the bidder.
- h. The kitchen needs to be well maintained. Hygiene, cleanliness and presentation of not only the venue but also the staff should be given the top most priority.
- i. Reliability, quality and hygiene are factors based on which the bidder's performance will be evaluated monthly.
- j. The Bidder shall not serve food cooked in the dining facility to any unauthorized place.
- k. When circumstances warrant, the Bidder should cater for large number of Faculty/staff/Guests members at very short notice. Necessary staff arrangement to do the extra work should be arranged by the service provide and IITM will not pay any extra cost for the manpower.
- l. The selected Bidder shall start the dining facility on 0530 Hrs daily.
- m. The Contractor shall indicate the category wise minimum number of staff proposed to be engaged in the catering service. The numbers shall be indicated in the Technical proposal.
- n. The minimum number proposed in the technical bid of the Contractor is only indicative and the Contractor shall engage additional manpower if so warranted

1.3 SCOPE OF FRONT OFFICE SERVICES

Establishment of Front Office and Back Office Services

The Contractor shall establish a Front office for day-to-day operation and co-ordination of various services involved in the Facility Management. The Contractor shall provide necessary manpower required for the Front office. The job-profile is listed in Annexure-2. This is indicative only. The detailed plan of establishment and operation of Front Office shall be submitted by the Contractor along with the technical bid. These personnel shall perform the tasks and assignments under the direct supervision of the Officer-in-charge, IITM Guest Houses. They will coordinate all the activities in their respective sphere of functioning as per the directions of the Officer-in-charge, Guest Houses. A brief of the Front office services is narrated below:

1.3.1 Front office and Back office services

- a) **Allotment of Rooms:** The Receptionist appointed by the Contractor shall receive the Guest, verify the accommodation register and allot the room as directed by the Officer-in-charge appointed by IITM.
- i) Necessary entries shall be made by the Guest in the Occupation register and the same shall be verified by the Receptionist. After that, the room key will be handed over to the Guest.
 - ii) The Guest House Supervisor/or room boy will accompany the Guest to the respective room and explain the facilities. The luggage of the Guest, if required, will have to be transported to the room by the bellboy.
 - iii) All the requirements of the Guests will be attended by the bellboy / Supervisor as and when the request arises from the Guest.
 - iv) During check-out, the bellboy shall check if the inventories of the room are intact and report to the Receptionist.
 - v) After that, the Receptionist shall raise the bill and collect the payments towards Boarding and Lodging charges as stipulated by IITM. Charges for breakages if any will be intimated for payment along with the room bill.
 - vi) If required, the Receptionist shall facilitate to avail the Call Taxi to the guest at the risk and expenses of the Guest.
 - vii) Any complaints, during the stay of the Guest shall be attended by the Front office for remedial action.
 - viii) The Front office shall manage the sale accounts, issue and collect payments towards Breakfast, Lunch, Dinner, Tea / Coffee and other Snacks etc. for other Guests approved by the Guest House Officer.
 - ix) The Front office shall maintain all accounts and records as stipulated in the tender document.
 - x) The Front office shall co-ordinate with IITM officials to carry out any repairs in the rooms and other areas in the Guest Houses.
- b) **Receipt of complaints:**
Complaints shall be registered by the Receptionist provided by the Contractor at the Front office.
- c) **Work allocation:**
The complaint as and when received will be allocated to the appropriate personnel for rectification.
- d) **Time limit for attending the complaints:**
All complaints should be attended within one hour and the same shall be entered in the register.
- e) **Minimum manpower to be stationed:** Minimum number of personnel as committed by the Contractor in technical bid shall be engaged on day to day basis. The Contractor shall arrange necessary additional manpower as and when required to maintain the standard of Facility Management services.

1.4 SCOPE OF WORK FOR LAUNDRY SERVICES

- 1.4.1 The contractor shall provide laundry services / dry cleaning for the linen, curtains, cleaning of upholstery of sofas, kitchen table clothes, hand towels etc. used in the Guest Houses of IITM. Laundry Services shall be done outside the IITM premises. In no case washing and ironing shall be allowed inside the Guest House premises.
- 1.4.2 In the Guest Houses, each cot is provided with one bed sheet covering the mattress, one pillow cover and another sheet for wrapping the blanket and one towel. In all, 5 garments are required to be washed and ironed using mechanical devices of Industrial type. The detergents used shall be branded without causing itching and skin related rashes. After / while washing, branded perfume shall be used for pleasant smell. The garments duly ironed shall be placed in paper packs separately for one set covering pillow cover, bed sheets and one towel. The blankets shall be put in separate paper cover for each blanket for safe maintenance.
- 1.4.3 Immediately on taking over, the Guest Houses will hand over all the linen available through Stock Register for maintenance by the Contractor. Fresh linen available with the Taramani Guest House will be provided on 'as required basis' which will be updated in the Stock Register.

- 1.4.4 Periodical stock-verification will be conducted by the nominated officials of the IIT Madras. The contractor shall make necessary arrangements to conduct the stock-verification. Any deficiency noticed during the stock verification will be appropriately dealt with by the authorities of Guest House.
- 1.4.5 The Laundry Supervisor shall work in tandem with House-keeping Supervisor concerning the Guest House and plan replacing of linen during check-out. Further, additional requirement of linen by the guests, if any, will be through Housekeeping supervisor.
- 1.4.6 The Laundry Supervisor shall plan the frequency of washing, keeping in view the availability of washed linen and immediate requirement. For this purpose, the Housekeeping Supervisor shall provide the immediate likelihood of occupation of rooms in consultation with the Reception Desk. At any given point of time, the Laundry Supervisor will ensure availability of 30 % of washed linen of all categories for immediate provision to guests
- 1.4.7 The contractor shall maintain necessary register to account for all laundry services. Documents to be maintained by the Laundry Supervisor
- Stock-Register covering all types of linen taken over from IIT Madras
 - Linen items sent for washing – category-wise/Date-wise
 - Linen items received back duly washed – category-wise/Date-wise
 - Linen items not washed properly/damaged/torn during washing with date of receipt
 - Linen items replaced.
 - Linen items identified for condemnation.
- 1.4.8 If any extra labourers are employed for collection of linen/return of washed linen, the Contractor shall obtain permission from Security Office of IITM and obtain necessary Pass.
- 1.4.9 The statistics pertaining to laundry services for the period from September 2022 to August 2023 are provided below :

Laundry Service – Statistics (Wash/Dry Clean)						
Sl.No	Month	Bedsheets	Towels	Doormats	Pillow Covers	Blankets (Dry Cleaning)
1	Sep-22	648	585	316	575	137
2	Oct-22	837	973	334	683	73
3	Nov-22	771	665	311	690	65
4	Dec-22	772	748	234	535	71
5	Jan-23	1583	1520	581	1209	42
6	Feb-23	936	761	272	467	20
7	Mar-23	826	717	320	463	106
8	Apr-23	1463	1350	450	953	151
9	May-23	1028	980	366	960	169
10	Jun-23	2064	1877	786	2083	226
11	Jul-23	1768	1755	571	1986	143
12	Aug-23	1239	1050	285	928	113

- 1.4.10 The above mentioned quantity and schedule of laundry service are indicative only. The contractor shall make necessary arrangement to maintain the linens and upholsteries in highest standard at any point of time without any additional claim.

DETAILS OF FACILITIES IN GUEST HOUSES

The number of facilities to be covered under this contract is listed below;

TGH – Ground + 2 Floors (Existing)

TGH – Ground + 3 Floors (new wing – 36 rooms)

BEGH – Ground + 1 Floor

B type Guest House

D type Guest House

GFRG Guest House

S.No	Location	Standard Single Room	Standard Double Room	Suite Room Triple Room	Total in Nos
Guest Rooms to be handed over immediately after signing of contract:					
1	TGH(old wing)	-	65	18	83
3	TGH(new wing)	8	28	-	36
2	BEGH	-	-	18	18
4	'B' type	-	-	6	6
5	'D' type	-	-	4	4
6	GFRG	-	-	4	4
	Grand Total	8	93	50	151

Total Plinth area in Sqm:

S.No	Floor	Location	Rooms	Corridor /Staircase	Dining / A/C Dining	Kitchen / Store	Common area	Toilets / Rest Rooms	Office	Total
1	GF	TGH (Old Wing)	1048.14	327.51	269.6	202.63	417.46	54.09	16.28	2335.71
	FF		1048.14	327.51	-	-	19.56	25.3	-	1420.51
	2F		1048.14	327.51	-	-	19.56	25.3	-	1420.51
	Terrace		-	327.51	-	-	-	-	-	-
2	GF	TGH (New Wing)	251.35	57.48	-	-	46.57	-	-	355.4
	FF		251.35	57.48	-	-	46.57	-	-	355.4
	2F		251.35	57.48	-	-	46.57	-	-	355.4
	3F		251.35	57.48	-	-	46.57	-	-	355.4
	Terrace		-	57.48	-	-	-	-	-	-
3	GF	BEGH	267.51	273.31	67.58	102.37	220.29	7.28	19.68	958.02
	FF		400.57	229.88	-	17.23	224.83	3.25	-	900.13
	2F		-	10.77	-	-	-	-	-	-
4	B27-1A	B Type	192.00	-	-	-	-	-	-	192.00
	B27-1B		192.00	-	-	-	-	-	-	192.00
5	D1-36	D type	67.54	-	-	-	-	-	-	67.54
	D1-43		67.54	-	-	-	-	-	-	67.54
	D1-59		67.54	-	-	-	-	-	-	67.54
	D1-85		67.54	-	-	-	-	-	-	67.54
	D1-95		67.54	-	-	-	-	-	-	67.54
6	GFRG (4Flats)	GFRG	736.16 (184.04 x 4)	-	-	-	-	-	-	736.16
		Total	6275.76	2111.40	337.18	322.23	1087.98	115.22	35.96	10310.2

NOTE:

- 1) The above mentioned area is indicative and for reference only. The Contractor s should visit all of the above buildings and its surrounding to assess the actual quantum of work, minimum men, material and equipment requirement for delivering superior quality Facility Management services.
- 2) The Contractor shall assess the exact requirement of the manpower required to adhere to the scope and schedule of the Facility Management services. The details of manpower proposed to be deployed by the Contractor shall be enclosed along with the technical bid. The details shall include breakup and scheduling of manpower proposed to be deployed for attending day to day round the clock Facility Management service. In addition to the above requirements, the Contractor shall keep sufficient number of manpower to adjust against relievers, weekly-off, absentees and attrition.

METHOD AND SCHEDULE OF CLEANING

1.Sweeping and Mopping: Sweep clean all corridor and floor areas of all rooms including damp mopping of tiles, vitrified floors, kota/marble/cement/mosaic floors, staircases, sidewalls, handrails and entrance areas so that the entire area mentioned shall be free of dirt/mud/ footprint/liquid spills and other litter.

Cleaning of all chairs, tables, trash bins should be done. Movable items of furniture shall be moved to clean underneath. After sweeping the floors, all corridors and other machine accessible area shall be machine scrubbed. Areas where the machines cannot approach shall be scrubbed manually. The sweeping shall also be carried out in walkways and all-round the buildings. When completed, the floor and walls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water. Vacuum cleaning shall be done using appropriate type of vacuum cleaner for carpet, joineries and furniture including shampooing of carpets once in 6 months.

2. Wet area cleaning including restrooms: Thorough cleaning and sanitization of toilets, bathrooms, mirrors, glass windows, wash basins and shower facilities using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges.

Refilling of soap dispenser with liquid soap and paper roll wherever required for water closet in toilet/bathrooms shall be provided. Automatic air freshener with required consumables shall be placed in all toilets.

3.Trash Removal: Providing dust bins one each in restroom /toilet and at junctions of each floor, emptying all waste paper baskets from all floor areas and washing/wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located. All waste from dust bin will be collected and deposited in the building's waste containers.

The scope of work shall include litter picking within the area of Guest Houses. After cleaning, the area should be free from plastic, metal, dry leaves, debris and other foreign materials. The dry leaves shall be cleared only up to 10m from the building outer edge and the designated parking space. The road cleaning including shoulder up to 1m width is excluded from the scope of the above work. The collected litter shall be deposited at designated space earmarked by the Officer-in-charge, Guest Houses within IIT Madras campus

4.Glass Surface Cleaning :All glass at entrance doors, windows, curtain glazing and louvers shall be cleaned using damp and dry method with adequate safety measures. Glass tabletops, cabin doors, cabin partitions and glass accessories would also be cleaned. Removal of grease marks or finger prints on glass counters and partitions should be carried out. This cleaning shall be done using approved all-purpose cleaner and lint free cloth.

5.Damp &Dry Cleaning: Wipe clean all table tops of workstations, cubicles and all furniture, fixtures, sign boards, electrical panels, fire extinguisher, hand rails with necessary safety precautions.

Deep Cleaning: Deep cleaning restrooms includes thorough dusting, cob web removal, dry sweeping / wiping, wet wiping / mopping / sanitizing using scrubber and jet wash, sanitizing of floor, walls, water closets, wash basins, urinals all plumbing fittings, incinerators, joineries, dust bins, floor traps, electrical fittings (lights / exhaust fan / switches etc using necessary cleaning chemicals.

Deep cleaning all rooms / corridors includes taking out all furniture to facilitate thorough dusting, cob web removal, dry sweeping / wiping, wet wiping / mopping using scrubber and vacuum cleaners, sanitizing of floor, walls, furniture, computers, monitors, printers, telephones, external surface of AC ducts, ACs (Window / Split), external surface of false ceiling, joineries, dust bins, electrical fittings (lights / exhaust fan / switches etc. using necessary cleaning chemicals).

7.Dry cleaning of terrace area: Terrace cleaning includes sweeping of dry leaves, removal of unwanted materials on the terrace and near the mouth of the rain water pipe, removal of small tree growth, disposal of collected waste from terrace to the disposal point with necessary safety arrangements etc. as required.

8. Cleaning of Overhead Water Tanks: All the overhead water tanks shall be cleaned once in a fortnight, especially in the afternoon without causing inconvenience to the Guests. Appropriate chemicals and approved detergents shall only be used for this purpose.

MINIMUM FREQUENCY OF CLEANING

S. No	Area	Example	Type of cleaning	Frequency of cleaning – No of time per												Remarks		
				Day			Week			Month			Year					
				1	2	3	1	2	3	1	2	3	1	2	3			
1	Common room	/kitchen/dining/store room/Lobby	Sweeping	X														During vacation once in a week
			Mopping				X											
			Deep cleaning												X			
		All Guest Rooms	Sweeping															
			Mopping															
			Deep cleaning															
2	Office	Reception Office, foyer & entrance	Sweeping	X														
			Mopping	X				X										
			Deep cleaning															
4	Building internal circulation space	Corridor /staircase	Sweeping	X														
			Mopping	X														
			Deep cleaning								X							
5	Rest room (common)	Toilets /bathrooms	Sweeping			X												
			Mopping			X												
			Deep cleaning	X														
6	Building Outdoor	Parking and building Surroundings	Sweeping				X											
			Litter removal up to 10m from building outer edge	X														
7	Furniture	Tables /chairs /desks /benches/boards /signage /screens /blinds	Vacuuming / Cleaning with wet cloth				X											
8	Joineries	Glass / louvers /shutters /doors/ windows /A/c ducts / curtain glazing	Vacuuming / Cleaning with wet cloth									X						
9	Building top	Terrace /gutter	Sweeping									X						
10	Walls	Corridors	Dry dusting/ vacuuming / wet cleaning								X							
11	Inside rooms	Guest Rooms	Deep Cleaning (which incl.)											X				
12	Overhead Tanks	Overhead cleaning								X								

Note:

Whenever the rooms are vacated, the rooms shall be cleaned thoroughly and all toiletries shall be replaced as and when required. Emergency assistance is required to be provided in case of sickness of guests by contacting the Institute Hospital and the payment will be borne by the Guests. All the waste shall be properly segregated as dry and wet waste before disposed off into the dedicated bins placed in the Guest Houses and the same shall be handed over to the Institute Housekeeping agency (organization maintaining solid waste in IITM). The food waste shall be handed over to the Institute Housekeeping agency. No food waste shall be stored for more than 8hrs. Necessary monkey proof dustbins shall be provided by the contractor for storing all waste materials.

The cleaning frequency specified in the above table is the minimum. However, the actual frequency required to maintain the standard of service shall be deemed to have been included in the scope of work.

The housekeeping services shall be done in two shifts. Necessary manpower shall be provided for attending to any emergency housekeeping complaints during night hours without any additional claim.

If required, necessary additional room cleaning needs to be done based on the request of the guest or as instructed by the Guest house in-charge.

During inclement weather, the frequency may be higher than the minimum agreed schedule.

In case of any conference / seminar / workshop, additional attention shall be paid to keep the premises clean.

Deep cleaning activity: The furniture inside the Guest rooms / conference room shall be taken out and the entire room shall be deep cleaned. The furniture shall be cleaned thoroughly and rearranged in proper position. This activity shall be carried out monthly once and proper record should be maintained for the same.

Drinking water purifier dispensers / covers / stands shall be wet cleaned and flushed on daily basis. Drinking water cans will be provided by IITM at free of cost.

Timing of Cleaning

- a. Guest Rooms cleaning services shall be operated between 6 AM and 10PM in all days
(Rest room cleaning–1st – 9am to 12am, 2nd –2pm to 5pm, 3rd –8pm to 10pm)
- b. All rest rooms excluding rest rooms in Guest rooms shall be cleaned at every two hour interval
- c. **Helpdesk - 7AM to 10 PM**

LIST OF TOOLS AND EQUIPMENT TO BE USED FOR HOUSEKEEPING

S.No	Tools and Equipment	Minimum Nos. to be deployed (In the Technical bid, the contractor shall indicate actual number proposed to be deployed)
1	Double disc scrubber cum drier	01 No.
2	Single disc scrubber	02 No.
3	Heavy industrial use Multifunction Vacuum cleaner with suction	01 No.
4	Small vacuum cleaner	02 No.
5	Industrial use blower	01 No.
6	Waste trolleys	03 Nos.
7	Main Entrance mat (Coir) (internal/external use)	2 Nos. for each building (To be replaced once in six months or on worn out / damage whichever is earlier)
8	Safety signs to be used during cleaning operation	As per requirement
9	Ladder	As per requirement
10	Liquid Soap container	As per requirement
11	Jet water sprayer	01

Note:

The tools and equipment specified is indicative and for reference only. However, the required tools and plants to maintain the standard of Facility Management services shall be deemed to have been included in the scope of work. Along with the technical bid, the Contractor shall provide a detailed list of tools and plant and its schedule of operation proposed to be used for achieving superior quality of Facility Management services.

If any additional quantity and additional tools and plants required during the housekeeping services, the same shall be provided by the Contractor without any additional claim.

Any repair/replacement of the equipment shall be carried out immediately at their own cost so that the services are not affected at any case.

**MINIMUM QUANTITY OF CONSUMABLES TO BE USED FOR HOUSEKEEPING
(on monthly basis)**

Consumables	Unit	Minimum quantity required	Consumables	Unit	Minimum quantity required
Toilet Cleaning cum Sanitizer(TASKI R-1 or Equivalent)	LTR	25	Garbage bag 27*48	KG	12
Hard Surface Cleaner (TASKI R-2 or Equivalent)	LTR	25	Caustic soda	KG	10
Glass Cleaner(TASKI R-3 or Equivalent)	LTR	15	Good knight (refill)	NOS	60
Wooden Furniture Cleaner(TASKI R-4 or Equivalent)	LTR	15	Room spray	NOS	15
Water Based Air Freshener(TASKI R-5 or Equivalent)	LTR	35	Sabeena powder	KG	45
Toilet Bowl Cleaner(TASKI R-6 or Equivalent)	LTR	15	Scotch bright big	NOS	30
Steel scrubber	NOS	36	Toilet brush (round)	NOS	06
Urinal screen mat (waterless)	NOS	10	Vim bar (125gm)	NOS	80
Butterfly mop	SET	12	Godrej room freshener sachet	BOX	15
Naphthalene ball	KG	06	Hit (black)	NOS	04
Dustbin cover small bio	PKT	36	Toilet roll green lime brand	NOS	250
Bleaching powder	KG	10	Lemon grass oil	LTR	03
Soft broom	NOS	12	Plunger	NOS	06
Coconut broom	NOS	12	Water pusher full set	NOS	08
Kitchen cloth	DOZ	04	Table wiper	NOS	04
Glass cloth	DOZ	03	Hand wash liquid	LTR	30
Checked cloth	DOZ	06	Dustbin cover big	PKT	24
Godrej Aer Power Packet	BOX	80	Webcob brush	NOS	04
Rubber gloves	SET	10	Hard brush	NOS	06
Malar broom	NOS	04	Soap oil	LTR	60
Phenyl	LTR	15	Tissue paper	Nos	240

The Contractor shall indicate the minimum quantity in the technical proposal. The Contractor shall indicate make and brand of all materials proposed to be used in the work.

Note:

The material specified is indicative and for reference only. The Contractor shall provide the quantity and brand name of each material / chemical proposed to be used for the Facility Management service along with Technical bid. However, the material required to maintain the standard of housekeeping shall be deemed to have been included in the scope of work and in any case no additional claim will be entertained for additional material requirements. The cleaning tools and accessories which are in service condition may be carried over to the next month to achieve efficiency and economy. The consumables to be used shall be procured by the Contractor from reputed firms and the cost claimed in the monthly bill. The items along with the bills will be checked by the Officer I/c or his authorized representative before use and kept in the store room. Relevant stock ledgers will be maintained by the House-keeping Supervisor and produced at the time of submission of bill. Since usage of plastic items are banned, biodegradable items only need to be procured as per policy of the Institute. For use of other equivalent materials, the contractor shall specify the brand and make of the material in the technical bid.

SCHEDULE FOR LAUNDRY SERVICE- MINIMUM REQUIREMENT

1. Bed Linen, Pillow covers to be changed before check-in of the guest and in case of continuous occupancy to be changed once in three days.
2. Used Bath Towels to be replaced on daily basis
3. Blankets to be maintained neat and clean & to be dry washed once in 15 days. The bidder should maintain proper schedule /records for dry cleaning of blankets.
4. Curtains to be washed/dry cleaned once a month.
5. Sofa upholstery (cover) to be maintained clean & neat. It should be washed/ dry cleaned once a month.

MINIMUM MANPOWER REQUIRED FOR FRONT OFFICE SERVICES

S.No.	Job Profile	Requirement	Category	Minimum Manpower Required
01	<p>Receptionist / Front Desk Executive: Reception Desk covering room allocation, check-in/Check-out formalities, billing and attending to Guests' requests and coordinating with Kitchen and Room Supervisor and other visitors.</p>	<p>24/7 service in 03 shifts with weekly-off slot. EQ: Minimum graduation with (i) good communication skills (ii) Proficiency in operating computers for front office management. (iii) minimum 2 years of experience in managing reception Desk / front Office of any Guest House</p>	Highly Skilled	05
02	<p>Accounts Executive : Generation of credit bills against Department, Project related credit bills, reconciliation of bank statements, interacting with Departments in the settlement of bills Extracting the bank intimation letters sent by F&A Section and ICSR and reconciliation Depositing bill amounts with bank (Cash/Cheques), Audit of bills and linking Occupation Register, preparation of daily statement on cash/card bills and machine bills and their reconciliation. Assisting the Superintendent in the preparation of annual receipt/expenditure account</p>	<p>General Shift EQ: Minimum graduation with (i) good communication skills (ii) Proficiency in operating computers for maintaining book of accounts. (iii) minimum 2 years of experience in maintaining book of accounts of an organization with expertise in bank reconciliation and compiling of accounts.</p>	Highly Skilled	01
03	<p>Helper: Carrying documents to Admin Section, F&A Section and other departments and helping personnel at Sl.Nos.(1) and (2)</p>	General Shift	Unskilled	01

MINIMUM MANPOWER REQUIRED OTHER THAN FRONT OFFICE SERVICES (Catering& Housekeeping)

S.No	Designation	Category	Minimum Manpower Required	Duties and Responsibility
1.	Manager	Highly Skilled	1	<ul style="list-style-type: none"> Duty Allotments for Overall Employees. Supervise and evaluate staff Ensure supplies and equipment are adequate in quantity and quality Ensure all records are kept properly and consistently Organize and coordinate people and operations Keep and update relevant documents and records Laising with Institute & Contractor Attendance and salary Processing Handle Guest complaints when necessary
2.	Cat Supervisor	Highly Skilled	2	<ul style="list-style-type: none"> Supervising the cook, kitchen helper and waiter. Maintaining the Dinning Hall, Kitchen & Store Room Inspecting the Break Fast, Lunch & Dinner (Taste & Quality) Menu planning and making necessary arrangements for refreshment supplies
3.	Cook	Skilled	8	<ul style="list-style-type: none"> Preparation of breakfast, lunch, special lunch, refreshments, dinner etc.
4.	Kitchen Asst.	Semi Skilled	3	<ul style="list-style-type: none"> Helping for kitchen works like cutting vegetables and fruits for Breakfast ,Launch and snacks..etc
5.	Waiter	Semi Skilled	9	<ul style="list-style-type: none"> Breakfast, Lunch and Dinner Counter setting Preparing Tea/coffee Tea/coffee/snacks supply for department
6.	Store Keeper	Highly Skilled	1	<ul style="list-style-type: none"> To exercise general control over all activities in Stores Department (provision & Chemicals) To ensure safe keeping both as to quality and quantity of materials. To initiate purchase requisitions for the replacement of stock To check the book balances, with the actual physical stock at frequent intervals by way of internal control over wrong issues, pilferage, etc.
7.	Bellboy	Unskilled	1	<ul style="list-style-type: none"> Luggage carrying & helping the guests to reach the respective rooms Room Service (incase of –PwD, Sr.citizen & medical emergency)
8.	H/K Supervisor	Highly Skilled	5	<ul style="list-style-type: none"> Supervising the Room Boys and House Keeper. Laundry checking Room Complains Attending
9.	Room Boys	Unskilled	11	<ul style="list-style-type: none"> Daily room cleaning (Checkout and also Guest Rooms). Common Toilets cleaning
10.	Electrician / Plumber	Skilled	1	<ul style="list-style-type: none"> Attending to minor complaint related to plumbing and electrical works and escalating major works to Engineering Unit for immediate action and follow-up
11.	House Keeper	Unskilled	8	<ul style="list-style-type: none"> Dish Washing & Pot Washing Cleaning the Dining Hall and Kitchen Swiping the common area, outer and roads Swiping and mopping the floors, reception, Kitchen, Chemical store and also Kitchen Store. Wash rooms cleaning are per day two times

CATERING SERVICES
SAMPLE MENU & PERIODICITY OF SUPPLY

The sample menu is indicated as follows:

Days	Breakfast	Lunch & Dinner	Special Lunch(Additional Items only)
Sunday	Masala Dosa, Vada, Sambar, Coconut Chutney, Tomoto Chutney, Cornflakes & Oats, Bread, Butter, Jam, Tea / Coffee / Milk /Boost/Horlicks.	Veg Salad, Pulka, PalakPanner, Veg Noodles, Plain Rice, Dhal UrundaiKuzhambu, Rasam, Beans ParuppuUsili, Yam Masala, Curd/Cabbage Pickle, Banana & Papad.	Gobi Manjuria, Rasa Malai, Boiled Vegetables & Chips.
Monday	RavaIdli, RaghiDosa, Sambar, Coconut Chutney, Tomoto Chutney, Sundal, Cornflakes & Oats, Bread, Butter, Jam, Milk, Tea & Coffee, Boost, Horlicks.	Veg Salad, Mint Poori, Potato Bajji, Coconut Milk Pulav, Plain Rice, Bitter Gourd tamarind Kuzhambu, Cauli flower fry, Snake gourd Porial, Curd/pickle, Banana, Vadagam.	Veg pastha, Boiled Vegetables, Curd Vadai, Ice cream(Chocolate), Masala Chips
Tuesday	Plain Sandwich, Cheese Sandwich, Cut fruits, Idiappam, Coconut Milk Cornflakes & Oats, Bread, Butter, Jam, Milk, Tea & Coffee, Boost, Horlicks.	Mixed Veg salad, Chappathi, Dhall, Lemon Rice, ParuppuThuvaiyal, Plain Rice, Sambar, Beetroot Kuzhambu, Rasam, Veg Mix Poriyal, Bindi Masala, Curd & Pickle, Banana and Appalam.	Cheese Macroni, Veg Balls, Boiled Vegetables, Ice cream, Chps.
<p>Different vegetables should be provided for Lunch and Dinner each day in a week. The weekly schedule of the menu proposed be served shall be got approved by the Guest House in charge of the Guest House.</p> <p>Any Special/Non-vegetarian items are considered as 'EXTRAS' and will not form part of the basic menu</p> <p>The approximate rate charged by IITM for various items is indicated herewith for better understanding by the Contractor to choose his / her own additional food items proposed to be served : Breakfast:Rs.71/- (including GST),Lunch/Dinner:Rs.105/-(including GST)/--, Tea/Coffee:Rs.15/-, Milk:Rs.15/-Special Lunch/Dinner: Rs.265/-(including GST) Snacks:</p>			

TENTATIVE DINING TIMINGS

Breakfast	- 07.00 to 09.00 hrs.
Lunch	- 12.00 to 14.00 hrs.
Evening Tea	- 16.30 to 17.30 hrs.
Dinner	- 19.00 to 21.00 hrs.

ADDITIONAL CONDITIONS

1. The schedule of quantities referred to above (Annexure (i-v)) is only limited for the purpose of indicating the quantum of work involved in the Facility Management services. It is not meant for subsequent measurement and payment in the course of execution of the work. Before submitting the tenders, the Bidders shall, therefore, have to satisfy themselves and indicate the same in the technical bid.
2. The Contractor shall execute the work as per the schedule proposed in the tender documents, and shall have no claim for any payment on account of deviations and variations in quantity of any item(s) or component(s) of the work, unless they are authorized deviations from the parameters and specifications contained in the tender documents.
3. Computerized Feedback arrangement needs to be maintained.
4. Essential material stocks to be maintained by the Contractor.
5. Employment of child labour is prohibited.
6. The bidder shall be responsible for proper conduct and behavior of the employees engaged.
7. The bidder shall not assign, sublet or part with the possession of the leased premises and properties of the Institute therein or any part thereof under any circumstances.
8. Necessary permission in writing should be obtained by the bidder for overnight stay of their employees in the campus in times of exigencies. Employees are not permitted to stay in the guest house.
9. The performance of the catering service will be monitored as stipulated in this tender document
10. Smoking and consumption /distribution of alcohol is prohibited.
11. The Bidder shall vacate the leased premises leaving behind all fixtures, furniture etc. which are Institute properties in good and tenable condition on expiry/termination of the contract.
12. The Bidder shall not make or permit any construction or structural alteration or additional fitting inside the premises of the work place without prior written approval from the authorities.
13. The Contractor shall maintain a Receipt and Issue register to account for the items supplied by IITM.
14. All materials and equipment needed for the scope of the work shall be supplied by the Contractor unless otherwise specifically indicated in the tender document.
15. Daily, Weekly and monthly work reports, safety reports and labour reports, etc. shall be submitted by the Contractor.
16. The officer nominated by the IITM will review the work at the regular intervals.
17. The Contractor shall make necessary arrangement to disburse the labour wages through online banking and documentary evidence shall be submitted to the IITM during submission of running account bill. The Contractor should pay the labour wages in the first week of succeeding month.
18. The Contractor shall submit the monthly bill on or before 7th of every month.
19. The Contractor shall maintain necessary attendance register and statements showing material consumed etc.
20. The Contractor shall submit a copy of the EPF/ESI/bonus/insurance documents for the previous month along with each running bill.
21. The Contractor must ensure that no labourers shall work without uniforms and other safety accessories like mask, shoes and gloves etc. Twice in a year, a minimum of two sets of uniform along with Shoes shall be distributed to each of the staff at the cost of the service provider. The design and Colour of the uniform shall be approved by IITM.
22. All the materials on arrival shall be shown to IIT Madras staff and a register should be maintained by the Contractor indicating material received and balance at site. The Contractor shall submit a copy of the invoice for the material supplied. The materials register should be submitted along with the RA bill.
23. The Contractor shall provide a cell phone to all the supervisors and the list of phone numbers shall be submitted before start of work.
24. Rate shall be inclusive of all the above special conditions and other conditions mentioned in the tender documents, labour charge, material cost, equipment, ESI, EPF, bonus, GST and other taxes and levies etc.

25. For calculating the daily wage, the monthly wage shall be divided by 26.
26. For calculating the monthly wage, the daily wage shall be multiplied by 30 vide para 6 of G.O.(2D)No. 19, labour and employment (J1)dated 20.05.2001,Notification No. II (2) I.E/842/2004 published in Tamil Nadu Government Gazette, part II, Section2dated:28.09.2004atpages467 –468.Accordingly, the labour wage should be calculated for 30 days not 26 days.
27. Minimum wages shall be fixed as per the Central / State Government norms (whichever is higher to be paid).
28. Dispute Resolution Mechanism: In case of any dispute arising during execution of the contract, the following procedure will be followed for resolving the issue.
29. If any dispute during execution of the work, the Contractor can submit a written request to the Officer In-charge for resolving the issue
30. If the Officer in-charge is unable to resolve the issue within 15 working days from the date of receipt of the request letter, the case will be forwarded to the Contract Monitoring Committee.
31. The Contract Monitoring Committee will go through the merit of the request and recommend a suitable resolution to resolve the issue within 15 working days from the date of intimation to the committee.
32. If the Contractor is not satisfied with the committee's resolution, the Arbitration Clause as mentioned in the tender document will be followed for resolving the issue.
33. Periodical review will be conducted by a Contract Monitoring Committee in the following aspects of the contract implementation:
 - i. Performance of the Contractor and rating
 - ii. Schedule for work assigned
 - iii. Levy of penalty/ award of incentive
 - iv. Operation of dispute resolution mechanism for settlement of dispute with the Contractor .
34. Termination of the contract, if warranted, due to poor performance as evaluated by the committee. The conditions mentioned in the tender document will be followed for the termination of contract.
35. All statutory requirements like PF, ESIC shall be provided to the persons employed.

a) INSPECTIONS:

- i. The service provider shall keep sufficient number of supervisors to monitor activities of their staff to ensure proper Facility Management services.
- ii. Supervisors should develop an inspection checklist that is tailored to the individual work area.
- iii. The checklists should be fixed at appropriate location and shall be signed by the supervisor as a token of inspection of the respective area.
- iv. All deficiencies noted during the inspection should be documented in sufficient detail to allow the use of the check list as a quality improvement mechanism.
- v. During inspections, any safety and hygiene related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the IITM.

b) THIRD PARTY INSPECTIONS:

- i. IITM may appoint an independent third party to inspect the service rendered by the service provider and check the level of Facility Management services.
- ii. Any deficiency observed and pointed out by the agency shall be rectified by the service provider.

c) LIST OF APPROVED MAKE / BRAND

IITM reserves the right to select any of the make/brand accepted in the technical bid and only those makes/brands will be allowed to be used in the work. Nothing extra is payable even if there is cost difference between one make/brand and another.

NOTE:

List of approved material / make / brand shall be as finalized in the technical bid. The Successful tenderer shall submit material safety data if required by IITM.

GUIDELINES FOR BIDDER

1. The personnel/employees /workmen of the successful bidder shall be liable to security screening by the Security Staff/Agencies deployed by IITM.
2. The successful Contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency.
3. The successful tenderer 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 guest houses.
4. The successful tenderer should provide at least two sets of uniforms to all personnel employed by them. The staff should wear formal, clean, and pressed uniforms as per their job assignments.
5. All personnel and their bags and baggage deployed with the Contractor shall be liable for physical security check both at the time of entry and leaving the Guest Houses.
6. IITM will not be responsible for any injury, accident, disability, or loss of life to the Contractor or to any of its personal that may take place while on daily duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Contractor . The successful bidder has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.
7. Compliance of policy and labour regulations viz., payment of 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 whole sole responsibility of the successful bidder. In this regard the successful bidder at all-time should indemnify IITM against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply 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 IITM authority for verification and record.
8. The initial contract is for a period of one year and it may be extended up to a maximum period of two years, subject to satisfactory service and on mutually acceptable terms and conditions at the sole discretion of IIT Madras and as recommended by the committee. The price revision formula for the extended period of contract shall be arrived at as detailed in the **Annexure -H**

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

9. The successful bidder shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. IITM, shall in no way, be responsible for settlement of such issues whatsoever. IITM 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.
10. The manpower deployed by the successful bidder shall not have any claims of Master and Servant relationship vis-à-vis IITM nor have any principal and agent relationship with or against IITM.
11. The manpower deployed by the successful bidder for the contract job shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IITM, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the Contractor shall not be entitled to or and will not have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IITM. The successful bidder should communicate the above to all the manpower deployed in IITM by the Contractor .

12. The successful bidder will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government/state government whichever is higher. The successful bidder will maintain proper record as required under the Law / Act and is responsible for fulfilling the requirement of all the licenses and other statutory provisions of Minimum Wages Act.
13. The successful bidder will be responsible for compliance of all statutory provisions relating to Payment of Minimum wages, Workmen Insurance, Third party insurance, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by him at IITM.
14. The successful bidder shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IITM to concerned tax collection authorities from time to time as per extant rules and regulations.
15. The successful bidder shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IITM or any other authority under Law.
16. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to the successful bidder by IITM.
17. In case, the successful bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IITM is put to any loss / obligation, monetary or otherwise, IITM will be entitled to get itself reimbursed out of the outstanding bills or the Performance Bank Guarantee of the agency, to the extent of the loss or obligation in monetary terms
18. The selected agency will indemnify IITM from all legal, FINANCIAL, statutory, taxation, and associated other liabilities.
19. In the event of any dispute under this tender/ contract, the same shall be referred to sole arbitrator appointed by the Director, IITM. The award of the arbitrator shall be final and binding on the parties to the contract. If any dispute/legal issues are not settled through arbitration, then legal jurisdiction would be Chennai.
20. The successful bidder shall raise the bill, in duplicate, along with the following documents in respect of the persons deployed and submit the same to Guest House in-charge in the third week of the subsequent month or earlier, but after disbursement of wages to the contract labourers. As far as possible the payment will be released within 15 days from the date of submission of bills in all respects.
 - a. Current month Invoice Copy
 - b. Current month Acquaintance (Wage) Register duly signed by the individual contract Labourers
 - c. Current month Attendance Register
 - d. Current month ESI remittance challan with consolidate breakup details
 - e. Current month EPF remittance challan, as applicable, with consolidated breakup details
 - f. In-addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.
21. The claims in bills regarding GSTIN, 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 IITM.
22. During the course of the contract, any increase in the minimum wages as announced by the central/state Government (which ever is higher) (and applicable increase in ESI, PF) will be borne by the Institute, subject to producing documents for disbursing the increased minimum wages as published by the Central Labour Commissioner, Govt.of India.
23. All other charges (other than statutory levies) will remain fixed during the duration of the contract.
24. The proof of remittance of statutory contribution of PF, ESI of the employer and employee to the appropriate agency, for those employed at IITM, must be provided by the successful bidder to IITM every month along with the claim bill, failing which the claim bill shall not be settled.
25. The Performance Bank Guarantee should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the successful bidder. In case of extension of contract period, the validity of the same shall be extended for further 60 days beyond the extended period of contract.
26. In case of breach of any terms and conditions attached to this contract, the Performance Bank Guarantee of the agency will be liable to be forfeited besides annulment of the contract.

GENERAL CONDITIONS OF CONTRACT (GCC): CLAUSES OF CONTRACT

CLAUSE 8A –CONTRACTOR TO KEEP SITE CLEAN

In case the Contractor fails to comply with the requirements of contract conditions, the Guest House-in-charge shall have the right to get this work done at the cost of the Contractor either by the Institute or through any other agency. Before taking such action, the Guest House in-charge shall give ten days notice in writing to the Contractor .

CLAUSE 16: ACTION IN CASE WORK NOT DONE AS PER SCOPE OF WORK

All works under or in course of execution or executed in pursuance of the contract shall at all times be open and accessible to the inspection and supervision of the Officer-in-charge, his authorized subordinates in charge of the work and all the superior officers, officer of the Quality Assurance unit of the Institute or any organization engaged by the Institute for Quality Assurance and the Contractor shall, at all times, during the usual working hours and all at other time at which reasonable notice of the visit of such officers has been given to the Contractor , either himself be present to receive orders and instructions or have a responsible agent duly accredited in writing, present for that purpose. Orders given to the Contractor 's agent shall be considered to have the same force as if they had been given to the Contractor himself.

If it shall appear to the Officer-in-charge or his authorized subordinates in-charge of the work or officers of the organization engaged by the Institute for quality assurance or his subordinate officers, that any work has been executed with unsound, imperfect, or unskillful workmanship, or with materials or articles provided by him for the execution of the work which are unsound or of a quality inferior to that contracted or otherwise not in accordance with the contract, the Contractor shall, on demand in writing which shall be made within twelve months (six months in case of work costing Rs. 10 Lac and below except road work) of the completion of the work from the Officer-in-charge specifying the work, materials or articles complained of notwithstanding that the same may have been passed, certified and paid for forthwith rectify, or remove and reconstruct the work so specified in whole or in part, as the case may require or as the case may be, remove the materials or articles so specified and provide other proper and suitable materials or articles at his own charge and cost. In the event of the failing to do so within a period specified by the Officer-in-charge in his demand aforesaid, then the Contractor shall be liable to pay compensation at the same rate as under clause 2 of the contract (for non-completion of the work in time) for this default.

In such case the Officer-in-charge may not accept the item of work at the rates applicable under the contract but may accept such items at reduced rates as the competent authority may consider reasonable during the preparation of on account bills or final bill if the item is so acceptable without detriment to the safety and utility of the item and the structure or he may reject the work outright without any payment and / or get it and other connected and incidental items rectified, or removed and re-executed at the risk and cost of the Contractor . Decision of the Officer-in-charge to be conveyed in writing in respect of the same will be final and binding on the Contractor .

CLAUSE 17: CONTRACTOR LIABLE FOR DAMAGES, DEFECTS DURING DEFECT LIABILITY PERIOD

If the Contractor or his working people or servants shall break, deface, injure or destroy any part of building in which they may be working, or any building, road, road kerb, fence, enclosure, water pipe, cables, drains, electric or telephone post or wires, trees, grass or grass land, or cultivated grand contiguous to the premises on which the work or any part is being executed, or if any damage shall happen to the work while in progress, from any cause whatever or if any defect, shrinkage or other faults appear in the work within twelve months (six months in the case of work costing Rupees Ten lacks and below except road work) after a certificate final or otherwise of its completion shall have been given by the Officer-in-charge as aforesaid arising out of defect or improper materials or workmanship the Contractor shall upon receipt of a notice in writing on that behalf make the same good at his own expense or in default the Officer-in-charge cause the same to be made good by other workmen and deduct the expense from any sums that may be due or at any time thereafter may become due to the Contractor , or from his Performance Bank Guarantee or the proceeds of sale thereof or of a sufficient portion thereof. The Performance Bank Guarantee of the Contractor shall not be refunded before the expiry of twelve months (six months in the case of work costing Rupees Ten lakhs and below except road work) after the issue of the certificate final or otherwise of completion of work or till the final bill has been prepared and passed whichever is later. Provided that incase of road work, in the opinion of the Officer in charge, half of the Performance Bank Guarantee is sufficient, to meet al liabilities of the Contractor under this contract, half of the security will be refundable after six months and the remaining half after twelve months of the issue of the said certificate of completion or till the final bill has been prepared and passed whichever is later.

In case of Maintenance and Operation works of E & M services, the Performance Bank Guarantee deducted from Contractor s shall be refunded within one month from the date of final payment or within one month from the date of completion of the maintenance contract whichever is earlier.

CLAUSE 18: CONTRACTOR TO SUPPLY TOOLS PLANTS ETC.

The Contractor shall provide at his own cost all materials (except such special materials if any as may in accordance with the contract be supplied from the Officer – in – Charge stores), machinery, tools & Plants as specified in schedule 'F'. In addition to this appliances, implements, ladders, cordage, tackle, scaffolding and temporary works required for the proper execution of the work, whether original, altered or substituted and whether included in the specifications or other documents forming part of the contract or referred to in these conditions or not, or which may be necessary for the purpose of satisfying or complying with the requirements of the Officer-in-charge as to any matter as to which under these conditions he is entitled to be satisfied, or which he is entitled to require together with carriage therefore to and from the work. The Contractor shall also supply without charge the requisite number of persons with the means and materials, necessary for the purpose of setting out works, and counting, weighing and assisting the measurement for examination at any time and from time to time of the work or materials. Failing his so doing the same may be provided by the Officer-in-charge at the expense of the Contractor and the expenses may be deducted, from any money due to the Contractor, under this contract or otherwise and/or from his Performance Bank Guarantee or the proceeds of sale thereof, or of a sufficient portions thereof.

CLAUSE 18A: RECOVERY OF COMPENSATION PAID TO WORKMEN

In every case in which by virtue of the provision sub-section (1) of Section 12, of the Workmen's Compensation Act, 1923, Institute is obliged to pay compensation to a workman employed by the Contractor, in execution of the works, Institute will recover from the Contractor, the amount of the compensation so paid; and without prejudice to the rights of the Institute under sub-section (2) of section 12, of the said Act, Institute shall be at liberty to recover such amount or any part thereof by deducting it from the Performance Bank Guarantee or from any sum due by Institute to the Contractor whether under this contract or otherwise. Institute shall not be bound to contest any claim made against it under sub-section (1) Section 12, of the said Act, except on the written request of the Contractor and upon his giving to Institute full security for all costs for which Institute might become liable in consequence of contesting such claim.

CLAUSE 18B: ENSURING PAYMENT AND AMENITIES TO WORKERS IF CONTRACTOR FAILS

In every case in which by virtue of the provisions Contract Labour (Regulation and Abolition) Act 1970, and of the Contract Labour (Regulation and Abolition) Central Rules, 1971, Institute is obliged to pay any amount of wages to a workman employed by the Contractor in execution of the works, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Act and the rules under clause 19H or under the C.P.W.D. Contractor s, labour regulations, or under the rules framed by Government of India from time to time for the protection of health and sanitary arrangements for workers employed by Contractor s, Institute will recover from the Contractor, the amount of wages so paid or the amount of expenditure so incurred; and without prejudice to the rights of the Institute under sub-section(2) of Section 20, and sub-section (4) of Section 21, of the Contractlabour (Regulation and Abolition) Act, 1970, Institute shall be at liberty to recover such amount or any part thereof by deducting it from the Performance Bank Guarantee or from any sum due by Institute to the Contractor whether under this contract or otherwise Institute shall not be bound to contest any claim made against it under sub-section (1) of Section 20, sub-section (4) of section 21, of the said Act, except on the written request of the contractor and upon his giving to the Institute full security for all costs for which Institute might become liable in contesting such claim.

CLAUSE 19: LABOUR LEAVE TO BE COMPILED BY THE CONTRACTOR

The Contractor shall obtain a valid license under the Contract Labour (R&A) Act 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work. The Contractor shall also abide by the provisions of the Child Labour (Prohibition and Regulation) Act, 1986.

Any failure to fulfill these requirements shall attract the penal provisions of this contract arising out of the resultant non-execution of the work.

CLAUSE 19A

No labour below the age of eighteen years shall be employed on the work.

CLAUSE 19B: PAYMENT OF WAGES

Payment of Wages:

The Contractor shall pay to labour employed by him either directly or through sub-Contractor s, wages not less than fair wages as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the contract Labour (Regulation and Abolition) Central Rules, 1971, wherever applicable.

The Contractor shall, notwithstanding the provisions of any contract to the contrary, cause to be paid fair wage to labour indirectly engaged on the work, including any labour engaged by his sub-Contractor s in connection with the said work, as if the labour had been immediately employed by him.

In respect of all labour directly or indirectly employed in the works for performance of the Contractor 's part of this contract, the Contractor shall comply with or cause to be complied with the Central Public Works Department Contractor 's Labour Regulations made by Government of India from time to time in regard to payment of wages, wage period, deductions from wages recovery of wages not paid and deductions unauthorizedly made, maintenance of wage books or wage slips, publication of scale of wages and other terms of employment, inspection and submission of periodical returns and all other matters of the like nature or as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and the Contract labour (Regulation and Abolition) Central Rules 1971, wherever applicable.

The Officer-in-charge concerned shall have the right to deduct from the moneys due to the Contractor any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non-fulfillment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deductions made from his or their wages which are not justified by their terms of the contract or non-observance of the regulations.

Under the provision of Minimum wages (Central) Rules, 1950, the Contractor is bound to allow to the labourers directly or indirectly employed in the works one day rest for 6 days continuous work and pay wages at the same rate as for duty. In the event of default, the Officer-in-charge shall have the right to deduct the sum or sums not paid on account of wages for weekly holidays to any labours and pay the same to the persons entitled thereto from any money due to the Contractor by the Officer-in-charge concerned.

The Contractor shall comply with the provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employees Liability Act, 1938, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947 Maternity Benefits Act, 1961, and the Contractor 's Labour (Regulation and Abolition) Act 1970, or the modifications thereof or any other laws relating thereto and the rules made thereunder from time to time.

The Contractor shall indemnify and keep indemnified institute against payments to be made under and for the observance of the laws aforesaid without prejudice to this right to claim indemnity from his sub-Contractor s.

The laws aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract. Whatever is the minimum wage for the time being, or if the wage payable is higher than such wage, such wage shall be paid by the Contractor to the workman directly without the intervention of Jamadar and that Jamadar shall not be entitled to deduct or recover any amount from the minimum wage payable to the workmen as and by way of commission or otherwise.

The Contractor shall ensure that no amount by way of commission or otherwise is deducted or recovered by the Jamadar from the wage of workmen.

CLAUSE 19C: FACILITIES TO WORKERS

In respect of all labour directly or indirectly employed in the work for the performance of the Contractor 's part of this contract, the Contractor shall at his own expense arrange for the safety provisions as per Safety Code framed from time to time and shall at his own expense provide for all facilities in connection therewith. In case the Contractor fails to make arrangement and provide necessary facilities as aforesaid, he shall be liable to pay a penalty of Rs.200/- for each default and in addition the Officer-in-charge shall be at liberty to make arrangement and provide facilities as aforesaid and recover the costs incurred in that behalf from the Contractor .

CLAUSE 19E: COMPLIANCE

In respect of all labour directly or indirectly employed in the work for the performance of the Contractor 's part of this contract, the Contractor shall comply with or cause to be complied with all the rules framed by Government of India/Institute from time to time for the protection of health and sanitary arrangements for workers employed by the Institute and its Contractor s.

CLAUSE 19F: LEAVE AND PAY DURING LEAVE

Leave and pay during leave shall be regulated as follows :-

Leave: In the case of delivery – maternity leave not exceeding 8 weeks, 4 weeks upto and including the day of delivery and 4 weeks following that day,

In the case of miscarriage – upto 3 weeks form the date of miscarriage.

Pay :In the case of delivery – leave pay during maternity leave will be at the rate of the women’s average daily earnings, calculated on total wages earned on the days when full time work was done during a period of three months immediately preceding the date on which she gives notice that she expects to be confined or at the rate of Rupee one only a day whichever is greater.

In the case of miscarriage – leave pay at the rate of average daily earning calculated on the total wages earned on the days when full time work was done during a period of three months immediately preceding the date of such miscarriage.

Conditions for the grant of maternity Leave.

No maternity leave benefit shall be admissible to a woman unless she has been employed for a total period of not less than six months immediately preceding the date on which she proceeds on leave.

The Contractor shall maintain a register of Maternity (Benefit) in the prescribed Form as shown in annexure – I and II, and the same shall be kept at the place of work.

CLAUSE 19G: DEFAULT BY CONTRACTOR

In the event of the Contractor (s) committing a default or breach of any of the provisions of the Contractor’s Labour Regulations and Model Rules for the protection of health and sanitary arrangements for the workers as amended from time to time or furnishing any information or submitting or filing any statement under the provisions of the above regulations and Rules which is materially incorrect, he / they shall, without prejudice to any other liability, pay to the Institute a sum not exceeding Rs.200/- for every default, breach or furnishing, making, submitting, filing such materially incorrect statements and in the event of the Contractor s defaulting continuously in this respect, the penalty may be enhanced to Rs.200/- per day for each day of default subject to a maximum of 5 per cent of the estimated cost of the work put to tender. The decision of the Officer-in-charge shall be final and binding on the parties.

Should it appear to the Officer-in-charge that the Contractor (s) is / are not properly observing and complying with the provisions of the C.P.W.D. Contractor’s Labour Regulations and Model Rules and the provisions of the Contract Labour (Regulation and Abolition) Act 1970, and the Contract Labour (R&A) Central Rules 1971, for the protection of health and sanitary arrangements for work-people employed by the Contractor (s) (hereinafter referred as ‘the said Rules’) the Officer-in-charge shall have power to give notice in writing to the Contractor (s) requiring that the said Rules be complied with and the amenities prescribed therein be provided to the work-people within a reasonable time to be specified in the notice. If the Contractor (s) shall fail within the period specified in the notice to comply with and / observe the said Rules and to provide the amenities to the work-people as aforesaid, the Officer-in-charge shall have the power to provide the amenities herein before mentioned at the cost of the Contractor (s). The Contractor (s) shall erect, make and maintain at his/their own expense and to approved standards all necessary huts and sanitary arrangements required for his / their work-people on the site in connection with the execution of the works, and if the same shall not have been erected or constructed, according to approved standards, the Officer-in-charge shall have power to give notice in writing to the Contractor (s) requiring that the said huts and sanitary arrangements be remodeled and/or reconstruct such huts and sanitary arrangements according to approved standards, and if the Contractor (s) shall fail to remodel or reconstruct such huts and sanitary arrangements according to approved standards within the period specified in the notice, the Officer-in-charge shall have the power to remodel or reconstruct such huts and sanitary arrangements according to approved standards at the cost of the Contractor (s).

CLAUSE 19I: REMOVAL OF CONTRACTOR’S PERSONNEL

The Officer-in-charge may require the Contractor to dismiss or remove from the site of the work any person or persons in the Contractor s employ upon the work who may be incompetent or misconduct himself and the Contractor shall forthwith comply with such requirements.

CLAUSE 19 J: UNAUTHORIZED OCCUPANCY OF BUILDINGS

It shall be the responsibility of the Contractor to see that the building where he is doing service is not occupied by anybody unauthorized during his services, and any unauthorized stay shall be reported immediately to the Officer-in-charge and act upon his decision.

CLAUSE 20 : MINIMUM WAGES ACT TO BE COMPLIED WITH

The Contractor shall comply with all the provisions of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970, amended from time to time and rules framed thereunder and other labour laws affecting contract labour that may be brought into force from time to time.

CLAUSE 21: WORK NOT TO BE SUBLET. ACTION IN CASE OF INSOLVANCY

The contract shall not be assigned or sublet without the written approval of the Officer-in-charge. And if the Contractor shall assign or sublet his contract, or attempt to do so, or become insolvent or commence any insolvency proceedings or make any composition with his creditors or attempt to do so, or if any bribe, gratuity, gift, loan, perquisite, reward or advantage pecuniary or otherwise, shall either directly or indirectly, be given, promised or offered by the Contractor, or any of his servants or agent to any public officer or person in the employ of Government in any way relating to his office or employment, or if any such officer or person shall become in any way directly or indirectly interested in the contract, the Officer-in-charge on behalf of the Institute shall have power to adopt the course specified in Clause 3 hereof in the interest of Institute and in the event of such course being adopted, the consequences specified in the said Clause 3 shall ensue.

CLAUSE 23: CHANGES IN FIRM'S CONSTITUTION TO BE INTIMATED

Where the Contractor is a partnership firm, the previous approval in writing of the Officer-in-charge shall be obtained if any change is made in the constitution of the firm. Where the Contractor is an individual or a Hindu undivided family business concern such approval as aforesaid shall likewise be obtained before the Contractor enters into any partnership agreement where under the partnership firm would have the right to carry out the works hereby undertaken by the Contractor. If previous approval as aforesaid is not obtained, the contract shall be deemed to have been assigned in contravention of Clause 21 hereof and the same action may be taken, and the same consequences shall ensue as provided in the said Clause 21.

CLAUSE 24: EXECUTION AS PER DIRECTIONS OF OFFICER-IN-CHARGE, IIT MADRAS

All works to be executed under the contract shall be executed under the direction and subject to the approval in all respects of the Officer-in-charge who shall be entitled to direct at what point or points and in what manner they are to be commenced, and from time to time carried on.

CLAUSE 25: SETTLEMENT OF DISPUTES & ARBITRATION

In case of any dispute in connection with or arising out of the Contract or carrying out of the work, to be unacceptable, he shall promptly within 15 days request the officer in-charge in writing for written instruction or decision. Thereupon, the officer in-charge shall give his written instructions or decisions within a period of one month from the receipt of the Contractor 's letter.

If the officer in-charge fails to give his instructions or decisions in writing within the aforesaid period or if the Contractor is dissatisfied with the instructions or decision of the officer in-charge, the Contractor may, within 15 days of the receipt of officer in-charge 's decision appeal to the Registrar, IITM who shall afford an opportunity to the Contractor to be heard, if the matter so desires and to offer evidence in support of his appeal. The Registrar, IITM shall give his decision within 30 days of receipt of Contractor 's appeal.

If the Contractor is dissatisfied with the decision of the Registrar, IITM, he may within a period of 15 days of the receipt of the Registrar's decision appeal to the Director, IITM who shall afford an opportunity to the Contractor to be heard, if the matter so desires and to offer evidence in support of his appeal. The Director, IITM shall give his decision within 30 days of receipt of Contractor 's appeal.

If the Contractor is dissatisfied with the decision of the Director IITM, he shall within 30 days of the receipt of the decision shall give notice to the Director, for appointment of arbitrator on prescribed proforma as per Appendix XV, failing which they said decision shall be final binding and conclusive

Disputes or difference shall be referred for adjudication through a sole arbitrator appointed by the Director, IITM. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall proceed with the reference from the stage at which it was left by his predecessor.

It is a term of this contract that the party invoking arbitration shall give list of disputes with amounts claimed in respect of each such dispute along with the notice for appointment of arbitrator and giving reference to the rejection by the Director, IITM of the appeal.

It is also a term of this contract that no person other than a person appointed by such Director, IITM, as aforesaid should act as arbitrator.

It is also a term of this Contract that if the Contractor does not make any demand for appointment of arbitrator in respect of any claims in writing as aforesaid within 120 days of receiving the intimation from the Officer-in-charge that the final bill is ready for payment, the claim of the Contractor shall be deemed to have been waived and absolutely barred and IITM shall be discharged and released of all liabilities under the Contract in respect of these claims.

The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act 1996 (26 of 1996) or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

It is also term of this Contract that the arbitrator shall adjudicate on only such disputed as are referred to him by the Director, IITM and give separate award against each dispute and claim referred to him and in all cases where the total amount of the claims by any party exceeds Rs.1,00,000/- the arbitrator shall give reasons for the award.

It is also a term of the Contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties.

It is also a term of the Contract that the arbitrator shall be deemed to have entered on the reference on the date of issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

CLAUSE 26: CONTRACTOR TO INDEMNIFY GOVERNMENT AGAINST PATENT RIGHTS

The Contractor shall fully indemnify and keep indemnified the Institute against any action, claim or proceedings relating to infringement or use of any patent or design or any alleged patent or design rights and shall pay any royalties which may be payable in respect of any article or part thereof included in the contract. In the event of any claims made under or action brought against Institute in respect of any such matters as aforesaid, the Contractor shall be immediately notified thereof and the Contractor shall be at liberty, at his own expense, to settle any dispute or to conduct any litigation that may arise therefrom, provided that the Contractor shall not be liable to indemnify the Institute if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Officer-in-charge this behalf.

CLAUSE 29 : WITHHOLDING AND LIEN IN RESPECT OF SUM DUE FROM CONTRACTOR

Whenever any claim or claims for payment of a sum of money arises out of or under the contract or against the Contractor, the Officer-in-charge or the Institute shall be entitled to withhold and also have a lien to retain such sum or sums in whole or in part from the security, if any deposited by the Contractor and for the purpose aforesaid, the Officer-in-charge or the Institute shall be entitled to withhold the Performance Guarantee, if any, furnished as the case may be and also have a lien over the same pending finalization or adjudication of any such claim. In the event of the security being insufficient to cover the claimed amount or amounts or if no security has been taken from the Contractor, the Officer-in-charge or the Institute shall be entitled to withhold and have a lien to retain to the extent of such claimed amount / or amounts referred to above, from any sum or sums found payable or which may at any time thereafter become payable to the Contractor under the same contract or any other contract with the Officer-in-charge of the Institute or any contracting person through the Officer-in-charge pending finalization of adjudication of any such claim.

It is an agreed term of the contract that the sum of money or moneys so withheld or retained under the lien referred to above by the Officer-in-charge or Institute will be kept withheld or retained as such by the Officer-in-charge or Institute till the claim arising out of or under the contract is determined by the arbitrator (if the Contractor is governed by the arbitration clause) by the competent court, as the case may be and that the Contractor will have no claim for interest or damages whatsoever on

any account in respect of such withholding or retention under the lien referred to above and duly notified as such to the Contractor . For the purpose of this clause, where the Contractor is a partnership firm or a limited company, the Officer-in-charge or the Institute shall be entitled to withhold and also have a lien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/ limited company as the case may be, whether in his individual capacity or otherwise.

Institute shall have the right to cause an audit and technical examination of the works and the final bills of the Contractor including all supporting vouchers, abstract, etc., to be made after payment of the final bill and if as a result of such audit and technical examination any sum is found to have been overpaid in respect of any work done by the Contractor under the contract or any work claimed to have been done by him under the contract and found not to have been executed, the Contractor shall be liable to refund the amount of over-payment and it shall be lawful for Institute to recover the same from him in the manner prescribed in sub-clause (i) of this clause or in any other manner legally permissible; and if it is found that the Contractor was paid less than what was due to him under the contract in respect of any work executed by him under it, the amount of such under payment shall be duly paid by Institute to the Contractor , without any interest thereon whatsoever.

Provided that the Institute shall not be entitled to recover any sum overpaid, nor the Contractor shall be entitled to payment of any sum paid short where such payment has been agreed upon between the officer in-charge on the one hand and the Contractor on the other under any term of the contract permitting payment for work after assessment by the officer in-charge.

CLAUSE 37:LEVY / TAXES PAYABLE BY CONTRACTOR

i) All taxes, duties and levies including GST at applicable rate at time of time and Tamil Nadu Manual workers general Welfare Fund or any other tax or cess in respect of this contract shall be payable by the Contractor and IITM shall not entertain any claim whatsoever in this respect.

ii) Section 171 of the central goods and service tax 2017 (anti profiteering measure) will be applicable for this tender which states that “ Any reduction in rate of tax on any supply of goods or services of the benefit of input tax credit shall be passed on to the recipient by way of commensurate reduction in prices”. Suitable undertaking to be given by the Contractor .

iii) The Contractor shall deposit royalty and obtain necessary permit for supply of the red bajri, stone, kankar, etc. from local authorities.

If pursuant to or under any law, notification or order any royalty, cess or the like becomes payable by the Institute and does not any time become payable by the Contractor to the State Government / Local authorities in respect of any material used by the Contractor in the works then in such a case, it shall be lawful to the Institute and it will have the right and be entitled to recover the amount paid in the circumstances as aforesaid from dues of the Contractor .

CLAUSE 38: CONDITIONS FOR REIMBURSEMENT OF LEVY / TAXES IF LEVIED AFTER RECEIPT OF TENDERS

i) If any further tax of cess is imposed by Statute after the last stipulated date for the receipt of tender including extensions if any and the Contractor thereupon necessarily and properly pays such taxes / levies / cess, the Contractor shall be reimbursed the amount so paid. provided such payments, if any, is not, in the opinion of the Officer-in-charge (whose decision shall be final and binding on the Contractor) attributable to delay in execution of work within the control of the Contractor .

ii) The Contractor shall keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorised representative of the Institute and/or the Officer-in-charge and further shall furnish such other information/document as the Officer-in-charge may require from time to time.

CLAUSE 39: TERMINATION OF CONTRACT ON DEATH OF CONTRACTOR

Without prejudice to any of the rights or remedies under this contract if the Contractor dies, the Officer-in-charge on behalf of the Institute shall have the option of terminating the contract without compensation to the Contractor .

CLAUSE 40: IF RELATIVE WORKING IN IIT MADRAS, THEN THE CONTRACTOR NOT ALLOWED TO TENDER

The Contractor shall not be permitted to tender for works in the Institute (responsible for award and execution of contracts) in which his near relative is posted as officer in-charge, TGH) or as an officer in any capacity between the grades of the officer in-charge and Junior Officer (both inclusive). He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any Official in the Institute. Any breach of this condition by the Contractor would render him liable to be removed from the approved list of Contractor s of the Institute. If

however the Contractor is registered in any other department, he shall be debarred from tendering in Institute for any breach of this condition

NOTE: By the term "near relatives" is meant wife, husband, parents and grandparents, children and grandchildren, brothers and sisters, uncles, aunts and cousins and their corresponding in-laws.

CLAUSE 41: NO GAZETTED OFFICER TO WORK AS CONTRACTOR WITHIN ONE YEAR OF RETIREMENT

No Officer of gazetted rank or other gazetted officer employed in Officering or administrative duties in an Officering department of the Government of India shall work as a Contractor or employee of a Contractor for a period of one year after his retirement from government service without the previous permission of Government of India in writing. This contract is liable to be cancelled if either the Contractor or any of his employees is found at any time to be such a person who had not obtained the permission of Government of India as aforesaid, before submission of the tender or engagement in the Contractor's service, as the case may be.

CLAUSE 45: RELEASE OF PERFORMANCE GUARANTEE AFTER LABOUR CLEARANCE

Performance Guarantee of the work shall not be refunded till the Contractor produces a clearance certificate from the Labour Officer. As soon as the work is virtually complete the Contractor shall apply for the clearance certificate to the Labour officer under intimation to the Officer-in-charge. The Officer-in-charge on receipt of the communication shall write to the Labour officer to intimate if any complaint is pending against the Contractor in respect of the work. If no complaint is pending on record till after 3 months after completion of the work and/or no communication is received from the Labour officer to this effect till six months after the date of completion it will be deemed to have received the clearance certificate and the Performance Bank Guarantee will be released if otherwise due.

14.0 SAFETY CODE

Suitable scaffolds should be provided for workmen for all works that cannot safely be done from the ground, or from solid construction except such short period work as can be done safely from ladders. When a ladder is used, an extra mazdoor shall be engaged for holding the ladder and If the ladder is used for carrying materials as well suitable footholds and hand-hold shall be provided on the ladder and the ladder shall be given an inclination not steeper than 1/4 to 1 (1/4 horizontal and 1 vertical.)

Scaffolding of staging more than 3.6 mt. (12ft.) above the ground or floor, swung or suspended from an overhead support or erected with stationary support shall have a guard rail properly attached or bolted, braced and otherwise secured at least 90 cm. (3ft.) high above the floor or platform of such scaffolding or staging and extending along the entire length of the outside and ends thereof with only such opening as may be necessary for the delivery of materials. Such scaffolding or staging shall be so fastened as to prevent it from swaying from the building or structure.

Safe means of access shall be provided to all working platforms and other working places. Every ladder shall be securely fixed. No portable single ladder shall be over 9m. (30ft.) in length while the width between side rails in rung ladder shall in no case be less than 29 cm. (11 1/2") for ladder upto and including 3 m. (10 ft.) in length. For longer ladders, this width should be increased at least 1/4" for each additional 30 cm/1 foot of length. Uniform step spacing of not more than 30 cm shall be kept. Adequate precautions shall be taken to prevent danger from electrical equipment. No materials on any of the sites or work shall be so stacked or placed as to cause danger or inconvenience to any person or the public. The Contractor shall provide all necessary fencing and lights to protect the public from accident and shall be bound to bear the expenses of defence of every suit, action or other proceedings at law that may be brought by any person for injury sustained owing to neglect of the above precautions and to pay any damages and cost which may be awarded in any such suit, action or proceedings to any such person or which may, with the consent of the Contractor, be paid to compensate any claim by any such person.

HEALTH AND SANITARY FACILITIES

1. FIRST AID FACILITIES

At every work place there shall be provided and maintained, so as to easily accessible during working hours, first-aid boxes at the rate of not less than one box for 150 contract labour or part thereof ordinarily employed.

The first-aid box shall be distinctly marked with a red cross on white back ground and shall contain the following equipment

For work places in which the number of contract labour employed does not exceed 50 Each first-aid box shall contain the following equipment :-

- 6 small sterilised dressings
- 3 medium size sterilized dressings.
- 3 large size sterilized dressings.
- 3 large sterilized burn dressings.
- 1 (30ml) bottle containing a two per cent alcoholic solution of iodine
- 1 (30 ml) bottle containing salvolatile having the dose and mode of administration indicated on the label.
- 1 snakebite lancet.
- 1 (30 gms.) bottle of potassium permanganate crystals
- 1 pair scissors
- 1 copy of the first-aid leaflet issued by the Director General, Factory Advice Service and Labour Institutes, Government of India.
- 1 bottle containing 100 tablets (each of 5 gms) of aspirin.
- Ointment for burns bottle of suitable surgical antiseptic solution.

b) For work places in which the number of contract labour exceed 50.

Each first-aid box shall contain the following equipment.

- 12 small sterilised dressings.
- 6 medium size sterilised dressings.
- 6 large size sterilised dressings.
- 6 large size sterilised burn dressings.
- 6 (15 gms.) packets sterilised cotton wool.
- 1 (60 ml.) bottle containing two per cent alcoholic solution iodine.
- 1 (60 ml.) bottle containing salvolatile having the dose and mode of administration indicated on the label.
- 1 roll of adhesive plaster.
- 1 snake bite lancet.
- 1 (30 Gms) bottle of potassium permanganate crystals.
- 1 pair scissors
- 1 copy of the first-aid leaflet issued by the director General Factory Advice Service and labour Institutes / government of India.
- A bottle containing 100 tablets (each of 5 Gms) of aspirin.
- Ointment for burns.
- A bottle of suitable surgical antiseptic solution.

Adequate arrangements shall be made for immediate recoupment of the equipment when necessary.

Nothing except the prescribed contents shall be kept in the First-aid box.

The first-aid box shall be kept in charge of a responsible person who shall always be readily available during the working hours of the work place.

A person in Charge of the First aid box shall be a person trained in First-aid treatment, in the work places where the number of contract labour employed is 150 or more.

In work places where the number of contract labour employed is 500 or more and hospital facilities are not available within easy distance from the works. First-aid posts shall be established and run by a trained compounder. The compounder shall be on duty and shall be available at all hours when the workers are at work.

Where work places are situated in places which are not towns or cities, a suitable motor transport shall be kept readily available to carry injured person or person suddenly taken ill to the nearest hospital.

2. AMENDMENTS

Institute may, from time to time, add to or amend these rules and issue directions - it may consider necessary for the purpose of removing any difficulty which may arise in the administration thereof.

3. CONTRACTOR 'S LABOUR REGULATIONS MODIFIED AS APPLICABLE WILL BE FOLLOWED

4. Special conditions

Child Labour is strictly prohibited.

The Contractor shall abide by the restrictions imposed by the security wing of the Institute on the working and movement of labour, materials etc. and nothing extra shall be payable on this account. The Contractor shall arrange for necessary photo identity passes for the labour for entry into the campus. Advance action for obtaining such passes shall be taken by the Contractor and no claim on this account shall be entertained

Movement of labour should be restricted to the areas where work is carried out. Workers should be made to confine themselves to the work areas and should not wander into the nearby areas / buildings/ forest.

Bidder shall inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders as to the nature of the site and shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A Bidder shall be deemed to have full knowledge of the site whether he inspects it or not. Submission of a tender implies that the Bidder has read the complete contract documents and is aware of the conditions, specification of the work to be done and of the local conditions and other factors having a bearing on the execution of work.

All documents forming the contract shall be taken as mutually explanatory of one another.

If there are varying or conflicting provisions made in any one document forming part of the contract, the Officer-in-charge shall be the deciding authority with regard to the interpretation of the documents and his decision shall be final and binding on the Contractor .

Any error in description, quantity or rate in schedule of Quantities or any omission there from shall not vitiate the contract or release the Contractor from the execution of the whole or any part of the works comprised therein according to specifications or from any of his obligations under the contract. All such variations, errors, additions, substitutions etc shall be decided as per the terms of the contract.

The work shall be carried out complying in all respects with the requirements of relevant bye-laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Officer-in-charge and nothing extra will be paid on this account.

The Contractor shall comply with all legal orders and directions of the local or public authority or municipality and abide by them.

Sample of all materials shall be got approved in advance from the Officer-in-charge..

For any dispute arising out of this agreement, the legal jurisdiction will be at Chennai in Tamil Nadu only.

It is not binding on the competent authority to accept the lowest or any other tender and any or all the tenders received can be rejected without assigning any reason.

Canvassing whether directly or indirectly, in connection with tender is strictly prohibited and the tenders of the Contractor s who resort to canvassing will be liable to rejection.

The competent authority reserves the right to accept part of the tender and the Bidder shall be bound to perform the same at the rates quoted.

The rate quoted shall be inclusive of all applicable taxes including GST prevailing on the date of tender. However, the rate of tax prevailing on the date of billing will only be paid based on submission of tax invoice as per GST rules.

All the Bidders should ensure that they are GST compliant and the quoted rates are as per GST Law. The Bidder should submit their GST registration certificate while submitting the tender document.

4.1 Protection of Environment

The debris and other solid / liquid waste generated from the work spot should not be thrown inside the campus. All waste material should be taken out of the campus. All materials should be stored only at places earmarked by the Officer in charge.

Only dry vegetable waste needs to be handed over to the Institute Housekeeping agency appointed by IIT Madras. No vegetation inside the campus should be damaged. Smoking and Liquor consumption is strictly prohibited at workplace.

4.2 Safety at the Site

The Contractor must appoint a qualified person for taking care of implementation of Safety systems as per ISO 2200: 2018.

4.3 Third Party Insurance

Before commencing the execution of the Works, the Contractor shall insure against the liability for any material or physical damage, loss or injury which may occur to any property or life including that of the Employer or to any person, including any employee of the Employer, by or arising out of the execution of the works or in the carrying out of the Contract. The sum insured will be for Rs.5 lakhs. Such insurance shall be effected with an insurer and in terms approved by the Employer. The Contractor shall, whenever required, produce before the Officer-in-charge the policy or policies of insurance and the receipts of payment of the current premiums.

4.4 Workmen's Insurance

The Employer shall not be liable for any payment in respect of any damages or compensation payable according to law in respect or in consequence of any accident or injury or loss of life to any workman or other person in the employment of the Contractor or any sub-Contractor, except an accident or injury resulting from any act or default of the Employer, his agents or servants. The Contractor shall insure against such liability with an insurer approved by the Employer for sum of the established norms during the entire period till completion of Period of Maintenance.

4.5 Recovery from the Contractor

Without prejudice for the other rights of the Employer against the Contractor in respect of default, the Employer shall be entitled to deduct from any sums payable to the Contractor the amount of any damages, compensation costs, charges and other expenses paid by the Employer and which are payable by the Contractor under this clause.

4.6 Period of Policies

All the insurance covers mentioned above shall be kept alive during the complete period of the contract. If the Contractor shall fail to effect and keep in force the insurance referred to above, or any other insurance which he may be required to effect under the terms of the Contract, then and in any such case the Employer on advice of the Officer-in-charge may effect and keep in force any such insurance and pay such premium or premiums as may be necessary for that purpose and from time to time deduct the amount so paid by the Employer as aforesaid from any moneys due or which may become due to the Contractor, or recover the same as debt due from the Contractor.

4.7 Damage to Persons and Property – Employer to be indemnified

The Contractor shall indemnify the Employer against all losses and claims in respect of injuries or damages to any person or material or physical damage to any property whatsoever which may arise out of or in consequence of the execution and maintenance of the works and against all claims, proceedings, damages, costs, charges and expenses whatsoever in respect of or in relation thereto, except any compensation or damages for or with respect to:

- i. The permanent use or occupation of land by the works or any part thereof.
- ii. The right of the Employer to execute the works or any part thereof on, over, under, in or through any land.

Injuries or damage to persons or property resulting from any act or neglect of the Employer, his agents, servants or other Contractor s, not being employed by the Contractor or for or in respect of any claims, proceedings, damages, costs, charges and expenses in respect thereof or in relation thereto or where the injury or damage was contributed to by the Contractor, his servants or agents, such part of the compensations as may be just and equitable having regard to the extent of the responsibility of the Employer, his servant or agent or other Contractor s, for the damage or injury.

Details of all works of similar nature completed during the last five years ending 31st March 2023 with Minimum capacity of 40 rooms

(To be duly filled, signed and attached along with Vendor eligibility criteria)

Sl.No	Name of work / Project & Location	Owner or Sponsoring Organizations	Agreement No.	Scope of work *	Cost of work	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation / Arbitration pending / in progress with details **	Name & Address / Tel. No. of Officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

* should give the detailed information about "Scope of Work"

** Indicate gross amount claimed and amount awarded by the Arbitrator

SCOPE OF WORK

Sl.No	No. of buildings	No. of floors of the buildings	Carpet area of toilet cleaned	Carpet area of building	Carpet area of building actually serviced by the Contractor	No. of personnel deployed designation-wise	No. of shifts and its duration adopted in execution	Checklists used to measure the performance of Housekeeping personnel
1	2	3	4	5	6	7	8	9

SIGNATURE OF BIDDER ALONG WITH SEAL OF THE COMPANY WITH DATE

In case of works carried out for private persons / Organizations, copies of TDS certificate along with copy of performance order and work order / Agreement should be enclosed. Private works without TDS certificates shall not be considered for valuation.

Details of all works of similar nature completed during the last five years ending 31st March 2023 with Minimum capacity of 40 rooms

(To be duly filled, signed and attached along with Vendor eligibility criteria)

Sl.No	Name of work / Project & Location	Owner or Sponsoring Organizations	Agreement No.	Scope of work *	Cost of work	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation / Arbitration pending / in progress with details **	Name & Address / Tel. No. of Officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

* should give the detailed information about "Scope of Work"

SCOPE OF WORK

contract	Designation-wise details of personnel deployed	Shift-wise details of personnel per month deployed	Details of work done (No. of breakfast/Lunch/Dinner/Coffee/Tea prepared & supplied per month)
1	2	3	4

SIGNATURE OF BIDDER ALONG WITH SEAL OF THE COMPANY WITH DATE

In case of works carried out for private persons / Organizations, copies of TDS certificate along with copy of performance order and work order / Agreement should be enclosed. Private works without TDS certificates shall not be considered for valuation.

Details of all works of similar nature completed during the last five years ending 31st March 2023 with Minimum capacity of 40 rooms

(To be duly filled, signed and attached along with Vendor eligibility criteria)

Sl.No	Name of work / Project & Location	Owner or Sponsoring Organizations	Agreement No.	Scope of work *	Cost of work	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation / Arbitration pending / in progress with details **	Name & Address / Tel. No. of Officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

* should give the detailed information about "Scope of Work"

SCOPE OF WORK

Contract	Designation of personnel deployed with shift-wise details	Brief description of work of Reception Desk
1	2	3

SIGNATURE OF BIDDER ALONG WITH SEAL OF THE COMPANY WITH DATE

In case of works carried out for private persons / Organizations, copies of TDS certificate along with copy of performance order and work order / Agreement should be enclosed. Private works without TDS certificates shall not be considered for valuation.

ONGOING PROJECTS UNDER EXECUTION OR AWARDED WITH MINIMUM CAPACITY OF 40 ROOMS

Sl.No	Name of work / Project & Location	Owner or Sponsoring Organizations	Agreement No.	Designation of personnel deployed with shift-wise details	Brief description of work of Reception Desk	Cost of work	Date of commencement as per contract	Stipulated date of completion	No. of Buildings	Floor Area	Name & Address / Tel. No. of Officer to whom reference may be made	Remarks (Indicate whether any show cause notice issued or Arbitration initiated during the progress of work)
1	2	3	4			5	6	7	8	9	10	11

SIGNATURE OF BIDDER ALONG WITH SEAL OF THE COMPANY WITH DATE

**PERFORMANCE REPORT FOR WORKS
REFERRED TO IN FORM 'A', 'A1', 'A2'**

(To be duly filled, signed and attached along with Vendor Eligibility Criteria)

1.	Name of the work/Project & Location	
2.	Scope of work 1) No. of buildings and their No of floors / Rooms 2) Carpet area of toilet cleaned 3) Carpet area of the building 4) Carpet area of building actually serviced by the Contractor	
3.	Agreement No.	
4.	Estimated Cost	
5.	Agreement amount	
6.	Value of work done	
7.	Date of Start	
8.	Date of completion	
9.	Amount of compensation levied for deficiency in services if any.	
10.	Performance report based on Quality of Work, Time Management and Resourcefulness	Very Good / Good / Fair / Poor

Officer In-charge / Manager / General Manager
or Equivalent

PROFORMA FOR TECHNICAL BID COMPLIANCE SHEET
Rendering of Facility Management Services for the Guest Houses of IIT Madras

Tender No. IITM/SPS/Guest House/019/2023-24/SPL

1	Name of the Firm:			
	Complete Address:			
	Phone No.		E-mail ID:	
2	Contact Person / Representative Name and Designation:			
	Phone		Mobile Phone:	
3	License No:		Registration No.:	
	PAN:		TAN:	
	ESI:		EPF:	
	(Enclose copies of the above)			
4	No. of Employees:	Regular	Temporary	
5	Bank Details - Bank Name, A/c No., IFSC and Complete Address			
6	Legal Status (attach copies of original document defining the legal status) a) An Individual b) A proprietary Firm c) A Firm in partnership A Limited Company or Corporation.			
7	a) Particulars of registration with various Government bodies (Attach attested photo-copy) b) Registration Number. Organization/Place of registration			
8	Names and Titles of Directors and officers with designation to be concerned with this work with Designation of individuals authorized to act for the organization			

PRE-QUALIFICATION CRITERIA

S. No.	Eligibility Criteria - I	Compliance (Yes / No)	Reference Page No.	Remarks, If any
1	The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration shall be submitted with the bid as per format given in Annexure – D .			
2	Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P-45021/2/2017-PP (BE II) dated 16 th September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format as per Annexure – E .			

S. No.	Eligibility Criteria - II	Compliance (Yes / No)	Reference Page No.	Remarks, If any
1	The tender participating firm nor any of its partner has not been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in Annexure – F .			
2	The firm must have an aggregate financial turnover of atleast Rs.5.00 Crores in the last 5 years i.e. 2017-18 to 2022-23 (Financial statements / certificates issued by Chartered Accountant should be submitted as proof).			
3	The bidder should have one completed work of similar nature in Facility Management Services/Hospitality / Hotel Management sector with minimum capacity of 40 rooms as follows during the last 3 years ending 31.03.2023. "Similar work" for this clause means comprehensive Hotel / Hospitality Management Services minimum capacity of 40 rooms by engaging necessary manpower, material and equipment etc. for a Guest House or Hotel. a. Necessary documentary proof like completion certificates in case of works carried out for Government department and TDS in case of works carried out for private parties should be enclosed in addition to the completion certificate along with Form A: Housekeeping, Form A-1: Catering, Form A-2: Front Office b. Performance report for completed works should be attached along with Form C . A certificate in this regard certified by an officer not below the rank of Guest House in-charge in case of Government works and General Manager or equivalent officer for other works and should be obtained and attached.			
4	The bidder should have one ongoing work of similar nature in Facility Management Services/Hospitality / Hotel Management sector with minimum capacity of 40 rooms . Proof of work order / agreement copy need to be attached along with Form-B .			

III. TECHNICAL SPECIFICATION

Sl. No.	Description	Compliance (Yes / No)	Reference Page No.
1.	Overall plan pertaining to the Facility Management services.		
2.	Schedule for Facility Management services.		
3.	Labour and material management plan showing the proposed number of men and material to be engaged by the Contractor for the proposed services in each building.		
4.	Detailed specifications for the various items and components of the work involved in the services.		
5.	Detailed calculation and tentative schedule of quantities for catering, laundry and housekeeping services including provisions for catering, cleaning materials, plant & equipment and other items and components of the work proposed to be used in the work.		
6.	List of materials / tools & plants and its make /brand proposed to be used.		
7.	Certificate of ISO 9001: 2015, 22000: 2018 / Hazard Analysis and Critical Control Point (HACCP) certification to be submitted.		
8.	Quality control and Quality assurance plan for superior Facility Management services.		
9.	Proposed organizational structure and total number of staff to be deployed for Facility Management services.		

*** Note: Reference page number is mandatory and should be mentioned in the technical compliance. Submit proof of documents for the above technical compliance along with the Technical Bid**

**SIGNATURE OF BIDDER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

PROFORMA FOR FINANCIAL BID (BoQ)
Rendering of Facility Management Services for the Guest Houses of IIT Madras

Tender No. IITM/SPS/Guest House/019/2023-24/SPL

Sl. No.	Description of work	Unit	Qty (in month)	Rate in Figure	Total Amount	GST 18%	Total Amount including GST
1	Rendering Facility Management Services including Housekeeping, Catering, Laundry and Front office Services at Guest Houses (TGH, BEGH, B-Type Quarters, & D Type Quarters) etc. as per the technical bid of Annexure - A	Months	12				
	Total in Figures						

Total Amount Rs. in words _____

**SIGNATURE OF BIDDER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

(To be given on the letter head of the bidder)

Tender No. IITM/SPS/Guest House/019/2023-24/SPL

Dated: _____

CERTIFICATE

(Bidders from India)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am not from such a country.

OR

(Bidders from Country which shares a land border with India)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am from _____ (Name of Country) and have registered with the Competent Authority. I also certify that I fulfil all the requirements in this regard and am eligible to be considered. *(Copy/ evidence of valid registration by the Competent Authority is to be attached)*

Place:

Date:

Signature of the Bidder
Name & Address of the
Bidder with Office Stamp

**FORMAT FOR AFFIDAVIT OF SELF-CERTIFICATION UNDER PUBLIC PROCUREMENT POLICY
(PREFERENCE TO MAKE IN INDIA) 2017**

Tender Reference No. IITM/SPS/Guest House/019/2023-24/SPL

Name of the item / Service: Rendering of Facility Management Services for the Guest Houses of IIT Madras

Date: _____

I/We _____ S/o, D/o, W/o, _____
Resident of _____
hereby solemnly affirm and declare as under:

That I will agree to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Policy vide Gol Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018, 29.05.2019 and 04.06.2020) MOCI order No. 45021/2/2017-PP (BE II) Dt.16th September 2020 & P- 45021/102/2019-BE-II-Part(1) (E-50310) Dt.4th March 2021 and any subsequent modifications/Amendments, if any and

That the local content for all inputs which constitute the said item/service/work has been verified by me and I am responsible for the correctness of the claims made therein.

Tick (✓) and Fill the Appropriate Category	
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 50% and come under “Class-I Local Supplier” category.
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 20% but less than 50% and come under “Class-II Local Supplier” category.

The details of the location (s) at which the local value addition is made and the proportionate value of local content in percentage

Percentage of Local content : _____ %**

Location at which value addition done : _____

For and on behalf of..... (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)
<Insert Name, Designation and Contact No.>

[Note: In case of procurement for a value in excess of Rs. 10 Crores, the bidders shall provide this certificate from statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.]

This letter should be on the letterhead of the quoting firm and should be signed by a competent authority.

** Services such as transportation, insurance, installation, commissioning, and training and after sales service support like AMC/CMC cannot be claimed as local value addition

(To be given on the letter head of the bidder)

Self-Declaration that the Service Provider has not been Black listed

I S/o

R/o police station District Director

/ partner/ sole proprietor (Strike out whichever is not applicable) of

..... (Firm or Company) do hereby declare and solemnly affirm:

- I. That the Firm has not been Blacklisted or declared insolvent by any of the Union or State Government / Organization.
- II. That none of the individual / firm / Company Blacklisted or any partners or shareholder thereof has any connection directly or indirectly with or has any subsistence interest in the deponent business / firm company.
- III. That neither the Firm nor any of its partner has been involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police.

Place:

Signature of the Tenderer

Date:

Name & Address of the
Tenderer with Office Stamp

Reports to be maintained by the Contractor in addition to the other documents

The Contractor shall maintain and submit the following additional reports / registers as per the schedule given below:

S.No	Report	Frequency of submission of report				
		Daily	Weekly	Monthly	Quarterly	Half Yearly
1	Check list (Housekeeping / Laundry / Catering / Front office / Helpdesk)	X				
2	Material consumption			X		
3	Equipment usage		X			
4	Labour attendance (online biometric data. The Contractor shall provide Bio-metric device and share data collected online with IITM)	X				
5	Labour wages / EPF / ESI / Insurance / Wage Slip / Salary transfer through banking etc			X		
6	Performance rating			X		
7	Deep cleaning / Litter picking / Achievement of cleaning schedule			X		X
8	Progress reports / PPTs		X			
9	Safety / accident report	X		X		
10	Details of labour licenses			X		
11	Audit report			X		
12	Store receipt and issue register	X				
12	Material Indent register	X				
13	Food Menu	X				
14	Inventory of Assets provided by IITM			X		
15	Occupation / Room allotment register	X				
16	Complaint / Suggestion Register	X				
17	Food Sale and account register	X				
18	Complaint register to record civil / electrical / AC issues	X				
19	Feedback from customers / guests while vacating or after availing services	X				
20	Customer satisfaction report			X	X	X
21	Water tank cleaning				X	

METHOD OF CALCULATION FOR ONE TIME REVISION OF AGREEMENT AMOUNT DURING EXTENSION OF CONTRACT AFTER ONE YEAR AND AN ADDITIONAL PAYMENT TO THE CONTRACTOR TOWARDS STATUTORY REVISIONS AND.

A. ONE TIME REVISION OF AGREEMENT VALUE (MONTHLY PAYMENT) DURING EXTENSION OF CONTRACT BEYOND ONE YEAR

Description	Calculation Methodology
The original agreement value at the time of award of tender (tendered or negotiated amount)	A
The total additional cost involved due to revision of minimum wages, PF & ESI as calculated below (Table 1.0)	B
Latest 10CC Cost indices published by the CPWD before the last date of submission tender	C
Latest 10CC Cost indices published by the CPWD during the date of revision of agreement value after one year of the contract period	D
Percentage increase / decrease in the Cost indices (CPI) (+ for increase & - for decrease in indices)	E = (C-D)/C x 100
Cost of Material component as per the original agreement amount	F = (A x 85%) x 20%
Escalation/ de-escalation cost towards increase/decrease in material component	G = E x F
Revised agreement amount during extension of contract after completion of first and subsequent years	H = A + B+ G

Note:

- This revised rates applies for the whole contract extension period. During the extended period of contract only statutory revision in the labour wages/EPF/ESI alone will be considered.

B. Example for additional payments towards statutory revisions:

Additional cost due to revision in minimum wages for Unskilled Category & corresponding additional payments towards PF & ESI

Sl.No	Description	Unit	Qty	Rate (in Rs.)	Amount (per month) (in Rs.)	Remarks
1	Minimum wage as per the latest notification issued by the central labour commissioner ,Govt.of India before the last date of the submission of the tender (before 01.04.2023)	Each	01	711	21330	A
2	Revised minimum wages as per the notification issued by the central labour commissioner ,Govt.of India after the last date of submission of tender (after 01.04.2023)	Each	01	736	22080	B
3	Difference in minimum wages per labour (B-A)				750	C

<i>Assume</i> Unskilled Labours: 10 (Qty) No.of days : 30						
Sl.No	Description	Unit	Qty	Rate (in Rs.)	Amount (per month) (in Rs.)	Remarks
4	Additional payment towards revision in minimum wages [Qty x C]	Each	10		7500	D
5	Additional cost towards PF contribution by the employer (D x prevailing PF%) (i.e 12%)				900	E
6	Additional cost towards PF contribution by the employer (D x prevailing ESI%) (ie.3.25%)				244	F
7	TN Labour Welfare Fund (as per section 15 , Rule 11(a))	Each	10	3.50	35	G
	Sub Total (D+E+F+G)				8679	H
	Add. 15% Contractors profit (H x 0.15)				1302	I
	Grand total (H+I)				9981	

Note:

1. The contractor shall submit necessary documentary proof to establish the actual payment made towards the labour payment and PF/ESI
2. Necessary online payment transactions to each labourers, PF & ESI e-challans shall be submitted by the contractor.
3. The Contractor shall also provide full admin access to the biometric attendance device installed by the contractor at the taramani guest house to verify the actual number of labourers engaged by the contractor.
4. The contractor shall provide copy of the wage register and wage slip acknowledged by the employee.
5. The above additional payments will be released only in the subsequent month of the actual revision of wages by the contractor based on the latest Govt. notification
6. The agreement value (monthly payment) will be revised immediately after the above statutory revisions.
7. The above calculation is just an example and same will be adopted for calculating the additional payment for the revision of minimum wages of highly skilled, skilled and semi-skilled etc.,

CONTRACT MONITORING MECHANISM

Performance monitoring and rating

The performance of the Facility Management service shall be measured as per the below rating. If the performance rating is less than 7, detailed explanation shall be given for each deficiency. The above rating shall be done independently by the Contractor and its auditing team to check the performance. The rating for each building shall be submitted by the Contractor along with every monthly bill.

The Contractor shall enclose a detailed checklist for all day-to-day activities along with the technical bid.

MONITORING THE PERFORMANCE OF HOUSEKEEPING SERVICES

In addition to the general conditions of Contract, any violation in the schedule of operation of housekeeping services and poor performance of services will result in penalty as decided by the Contract Monitoring Committee. Based on the recommendations of the high-level committee, the penalty will be imposed on the Contractor and the same will be deducted from his/her running account bill. The penalty clause will be operated in the following circumstances:

- 1) Non-compliance of schedule of services
- 2) Non-deployment of personnel
- 3) Failure/ late (more than 1 hour) to attend emergency complaints
- 4) Damage to the institute property– as per actual repair /replacement cost +20%

The Contract Monitoring Committee is having full powers to fix penalty rates depending upon the detailed study of each case. The Contract Monitoring committee can also use the following methodology to levy penalty and release incentive to the Contractor based on the performance of the Facility Management services.

Levy of Fine / Release of incentive based on Performance assessment by the Contract Monitoring Committee	
To evaluate the performance of the Facility Management service rendered by the Contractor at IITM, the following rating system with marks ranging from 0-10 will be followed.	
Evaluation criteria- Rating system for housekeeping services	0-10 points
The service of the Contractor if found	Rating will be
Very poor	≤2
Poor	>2<4
Fair	>4<6
Good	>6<8
Excellent	>8≤10
The Contract Monitoring committee constituted for monitoring the Facility Management services will evaluate the performance of the Contractor. At regular intervals, the committee will inspect the Guest Rooms, Kitchen, Dining hall, Rest rooms, Corridor, Lobby and other premises including Food Quality randomly and evaluate the performance of the services rendered by the Contractor. Based on the committee's assessment, the committee has been empowered to impose fine for the poor Facility Management service by the Contractor. The criteria for levy of fine is given below. The committee has also been empowered to do surprise inspection as and when required. The Committee has full powers to avail feedback from any Guests and customers.	
If the performance of the overall Facility Management service is found to be less than 8 marks , maximum 5% of total monthly charges will be levied as fine after issue of due notice to the Contractor . The repetitive and consecutive non-compliance will invite maximum 10% of total monthly charges as levy of penalty as decided by the High-power committee.	
If the performance rating of a month is found to be less than 8 marks in any of the individual activity or overall average ratings the committee can decide to levy penalty directly or give an another opportunity to Contractor for taking corrective actions within a stipulated period. In that case, a lump sum amount of 5% of the total bill value for a month shall be withheld till final clearance by the Contract Monitoring Committee.	

Date of inspection	a. Rating of performance of housekeeping services																				
	Premises cleanliness and hygiene condition based on visual site inspection																				
Time of inspection	Very poor <=2, Poor - >2<4, Fair >4<6, Good >6<8, Excellent >8<=10																				
Guest room / Building	Location ID																				
	Visual Impression												Cleaning Process								
Room	Building internal							Building external			Average Building internal	Average Building external	Overall average cleanliness	Material usage	Equipment usage	Sweeping	Mopping	Deep cleaning	Litter picking	Achievement of Schedule	Overall Average cleaning process
Restroom	Corridor / Staircase	Dining hall	Common room	Office	Joineries	Furniture	Dustbin	Terrace	Building outside	Parking											

Date of inspection	b. Rating of performance of Catering services																					
	Quality of Food and Cleanliness based on site inspection																					
Time of inspection	Very poor <=2, Poor - >2<4, Fair >4<6, Good >6<8, Excellent >8<=10																					
Dining Hall / Building	Location ID																					
	Visual / Physical Impression												Cooking / Cleaning Process									
Taste	Food Quality							Cleanliness Dining / Kitchen area			Average Food Quality	Average Cleanliness of Dining / Kitchen area	Overall average	Cooking method	Cleaning method	Menu management	Checklists	Waste Disposal	Serving method	Store room maintenance	Achievement of Schedule	Overall Average cooking / cleaning process
Colour	Pleasant Smell	Temp. of the Food	Attraction	Hygiene	Proportions	Sensory attributes	Adulteratio	Plates / Tumblers	Counters / Kitchen Equipment	Furniture												

Date of inspection	c. Rating of performance of Front office & Help Desk																		
	Quality of Front office & Helpdesk services based on visual site inspection																		
Time of inspection	Very poor <=2, Poor - >2<4, Fair >4<6, Good >6<8, Excellent >8<=10																		
Guest room / Building	Location ID																		
	Visual Impression												Front office and Help desk Process						
Politeness	Visual Impression on Front office/ Helpdesk services											Average Front office and Helpdesk services	Record keeping	Availability of manpower	Ability to handle complaints	Method of attending to requests	Resolving issues	Overall Average Process	
Communication	Service speed	Co-ordination	Attending to calls																

